Privacy Policy

1. INTRODUCTION

Skim Bantuan Kecemasan is a free, secure service offered by Kita2Kita (hereinafter referred to as, “Kita2Kita”, “we”, “us”, or “our”). The service allows System users to access and manage benefits provided Kita2Kita.

Kita2Kita is committed to ensure that the processing of personal data by Kita2Kita complies with the Personal Data Protection Act 2010 [Act 709] (“PDPA”). This Policy is issued pursuant to the PDPA (“Privacy Policy”) and applies to personal information collected and used by Kita2Kita through Skim Bantuan Kecemasan. The purpose of this Privacy Policy is to outline the type of personal information we collect, how we use that information in compliance with applicable laws, and the safeguards we have in place to protect that information.

2. WHAT PERSONAL INFORMATION DO WE COLLECT AND WHY?

Personal information includes information about an identifiable individual. For Skim Bantuan Kecemasan users, name and address information is collected. This information may include national registration identity card number, date of birth, home address and a questionnaire. Skim Bantuan Kecemasan generally collects information that is required to provide services. We may collect information from third parties where you have registered for a program that requires this data, or otherwise where you consent, or as permitted or required by law.

3. USE AND DISCLOSURE OF PERSONAL INFORMATION

We use personal information of System users for the following purposes: (1) verifying the authenticity of information provided with relevant regulatory bodies or professional organisations to ensure that access to System and its content is restricted to only authorised users; (2) providing information about Skim Bantuan Kecemasan services to System users; (3) registering users so that they can use the Skim Bantuan Kecemasan; (4) user information is de-identified for use in economic and policy analysis, research, and future planning; and (5) supporting System users with any technical issues related to Skim Bantuan Kecemasan. Except as expressly set out in this Privacy Policy, or otherwise as required by law, Kita2Kita will not disclose personal information of System users to any third party without prior consent.

We use confidential information of Skim Bantuan Kecemasan beneficiaries within Kita2Kita and sometimes share it with other related organisations. Most of the time, the information we use and share could not identify you as an individual. Wherever possible, we make sure that any details that could identify individual people have been removed before we use data (anonymised data). We shall apply very strict rules about who can access confidential information, how it must be protected, and what it can be used for. When information is shared with other organisations, these organisations have to go through stringent data request process to make sure they will store it safely and legally and they have a good reason for using it that will benefit the user.

4. CONSENT

By providing your personal information to Skim Bantuan Kecemasan or Kita2Kita, you consent to our collection, use, or disclosure of such personal information in accordance with this Privacy Policy and as permitted or required by applicable laws. An exception is made in cases of legal, medical, or security reasons where it is impossible or impractical to receive consent.

5. SECURITY

Your personal information is treated as private and confidential information by Kita2Kita. We strive to ensure that your personal information, regardless of format, is protected and kept secure by providing security safeguards that are appropriate to the sensitivity of the information. Although we make every reasonable effort to protect your personal information from unauthorised access, release, use, loss and theft, disclosure, alteration by third parties,

copying or modification by physical and logical security procedures, confidentiality policies, and authorisation requirements, you should be aware there is always some risk involved in transmitting information over the Internet. As a result, Kita2Kita does not represent, warrant, or guarantee that personal information will be protected against loss, misuse or alteration and does not accept any liability for personal information submitted by you, nor for your or third parties' use or misuse of personal information.

6. RECORD OF SYSTEM ACCESS AND USAGE

Skim Bantuan Kecemasan collects personally identifiable information when you register for a System account. When you register for the System, we require your ic number and address. Once you have registered with the System and sign in, you are not anonymous to us. Skim Bantuan Kecemasan automatically receives and records information on our server logs from your browser which could include when you log in, duration of System access or use, IP addresses, and the services or content accessed or used. Skim Bantuan Kecemasan uses this information for the following purposes: (1) authentication and provisioning access to certain System resources, (2) audit logging for security purposes, and (3) monitoring and improving system performance issues.

7. SAFEGUARDS

Kita2Kita maintains reasonable administrative, technical, and physical safeguards in an effort to protect against unauthorised access, use, modification, and disclosure of personal information in our custody and control. Kita2Kita maintains strict confidentiality of all personal information collected and will only disclose such information to authorised persons who require such information for the purposes set out above. Kita2Kita will keep to your personal information for as long as it remains necessary or relevant for the purposes stated above or as otherwise required by law.

8. CHANGES TO THIS PRIVACY POLICY

Kita2Kita reserves the right to modify or amend this Privacy Policy from time to time and we encourage you to refer back to this policy regularly. The date of the most recent version is posted at the top of the Privacy Policy. If any material modifications are made to how we intend to use or disclose personal information, we will contact you accordingly to notify you, or where necessary, obtain your consent.