



Perak Community Specialist Hospital

NOTICE OF PERSONAL DATA PROTECTION (PDPA ACT 2010)

Perak Community Specialist Hospital (“PCSH”) respects and is committed to the protection of your personal information and your privacy in accordance with the Malaysian Personal Data Protection Act 2010 and its regulations (“Act”) which were enforced on 15th November 2013. This Personal Data Protection Notice describes how we collect your personal information, what that information may be used for, who uses it, when it may be disclosed to other parties and how you can access your details and control your personal information. We reserve the right to amend this notice from time to time consistent with applicable privacy laws.

Personal information means any personal information which relates to you and/or the third party, which was collected or provided to PCSH for the purposes stated in Section 2 below.

1) Source of your Personal Information

- from your email, registration, document, applications or other forms we receive from you or your authorized representative;
- from your transaction with, or from the services being performed by, you with us, our affiliates, agents, patients, insurance companies, manage care organizations, suppliers, service providers or others;
- from our internet web sites and authorized agents;
- from the public records maintained by governmental entities that we either obtain directly from those entities, or from our affiliates or others (whichever is applicable); and
- from consumer or other reporting agencies.

2) Purpose of collecting and further processing your Personal Information

- to process your requested medical services to be provided to you and/or the third party (You agree that you have obtained the consent of such third party to provide us with their personal information);
- to facilitate your participation in PCSH’s memberships programs;
- to facilitate your participation in any contests or events;
- to administer and communicate with you in relation to our services and / or events;
- to facilitate your medical practice within PCSH, including sharing your personal data with other independent consultants within PCSH for purposes of peer review;
- to administer and communicate with you in relation to your medical practice;
- to process your credit account application;
- to assess your credit worthiness;
- to administer and give effect to your commercial transaction (tender award, contract for service, consignment agreement);
- to process any payments relevant to you;
- for insurance purposes;
- to operate our premises in a manner which is physically safe, secure and befitting of health and safety requirements;
- for internal investigations, audit or security purposes;
- to conduct internal statistical analysis and analysis of patients’ case studies;
- to comply with PCSH’s legal and regulatory obligations in the conduct of its business;
- to contact you regarding products, services, upcoming events, promotions, advertising, marketing and commercial materials which we may feel interest you;
- to ensure that the content from our website is presented in the most effective manner for you and for your computer and / or device; and
- for PCSH’s internal records management.

3) Security of your Personal Information

We maintain physical, electronic and procedural safeguards to protect your Personal Information from unauthorized access or intrusion. We limit access to the Personal Information only to the Directors, Management and those employees who need such access in connection with providing products or services to you or for other legitimate business purposes and others as stated in Section 4 below.

4) Sharing and Disclosure of your Personal Information

PCSH may share and disclosed your Personal Information:

- With our affiliates, resident consultants, independent consultants, agents, insurance companies, manage care organization, suppliers, outsourcing vendors, service providers and others.
- With the Ministry of Health or any other statutory or non-statutory authorities or bodies having authority or jurisdiction established by the MOH and other relevant government departments or agencies;
- With relevant accreditation bodies recognized by the Malaysian government such as ISO and SIRIM;
- With third party private healthcare institutions or government healthcare institutions;
- With our independent consultants, visiting consultants and specialists within PCSH;
- With your insurers;
- In the case of pre-employment health screenings, to the patient's employer / prospective employer;
- With third parties appointed by us to provide services to us or on our behalf (such as auditors, lawyers, company secretary, printing companies, consignment vendors, contractors, conference/event organizers, other advisers, and insurance companies);
- With the respective foreign embassies of foreign patients who received treatment in PCSH;
- With Law enforcement agencies, including the local police; and

In addition, we will disclose your Personal Information when your director gives us permission (if applicable), when we are required by law to do so, or when we suspect fraudulent or criminal activities. We also may disclose your Personal Information when otherwise permitted by applicable privacy laws such as, for example, when disclosure is needed to enforce our rights arising out of agreement, transaction or relationship with you.

5) Your commitment

We trust that you shall ensure compliance with the Personal Data Protection Act 2010, its regulations and any applicable privacy laws in doing business with us.

6) Right to access your Personal Information and ability to correct errors request changes or deletion

All requests must be made in writing via email to pdpa@pcsh.com.my

7) Private Healthcare Facilities and Services Act 1998

Please note that the manner in which PCSH processes your personal data will also be subject to other industry-specific laws and guidelines e.g. Private Healthcare Facilities and Services Act 1998 ("PHFSA"), Ministry of Health guidelines, etc. Your right to access personal data may be restricted if it is regulated under any other law. For example, access to medical records will be in accordance with the PHFSA.

Thank you.

Chief Executive Officer
Perak Community Specialist Hospital

This is a computer generated printout and no signature is required.

Note: The English version of this Privacy Notice shall prevail over any inconsistency or doubt found in the Bahasa Malaysia version.