

Privacy Policy

Maslow Trainers & Consultants Sdn. Bhd., and any of its holding, subsidiary or related companies as defined in the Companies Act 2016, respects your rights with regards to your personal information when you communicate with us.

We have developed this Privacy Policy to inform you how we collect, store, use, share, process and protect personal information about our consumers (“you”). It also tells you how you can access and update your personal information and make certain choices about how your personal information is used.

By using our websites, applications or by otherwise giving us your personal information you are accepting the practices described in this Privacy Policy. If you do not agree to this Privacy Policy, please do not use our websites or applications or give us any of your personal information. We reserve the right to make changes to this Privacy Policy at any time. Any changes will be posted in this Privacy Policy. We encourage you to regularly review this Privacy Policy to make sure you are aware of any changes and how your information may be used.

If you have any requests concerning your personal information or any queries with regard to this Privacy Policy please contact us at training@mtcasean.com.

For a detailed description of our privacy practices, please click on any of the questions below.

MASLOW POLICY ON PRIVACY

Q1 What does this Privacy Policy apply to?

A: This Privacy Policy applies to personal information that we collect from you or receive from third Parties that act on our behalf as our agents, contractors, service providers and/or professional advisers that provide us administrative and business support (“Authorised Third Parties”), or from our parent company and its subsidiaries anywhere in the world (collectively “Related Companies”) about our consumers. This Privacy Policy does not apply to information outside of our possession, control or power.

Please note we may combine personal information that we collect via one method (e.g. a website) with personal information that we collect via another method (e.g. an offline event). We do this to get a more complete view of our consumers, which in turn, allows us to serve you better and with more customization.

This Privacy Policy applies to all personal information collected by us including via:

- Maslow websites, including any consumer-directed websites operated by Maslow and pages that we run on third party social networks;
- Maslow mobile sites and applications;
- Maslow text messaging programs;
- registration forms which we may collect from consumers, whether online or offline, including by post, during in-store demonstrations, or other in-person events or contests;
- any of Maslow’s contests, events or campaigns;
- Call centres;

- Authorised Third Parties; and
- Other sources (e.g. third party data aggregators).

Q2 What personal information does Maslow collect and how does Maslow collect it?

A: Personal information or personal data is information that can be used to identify you on its own or in combination with other data that we collect or have access to. In cases where personal and other information is combined (e.g. personal contact information with account login or demographic information), such information is considered to be personal information).

We strive to limit the amount of personal information we collect and store to only that which is reasonably necessary to provide you with the relevant services.

This Privacy Policy applies to all personal information collected by us such as -

- Personal contact information - information that would allow us to contact you personally such as your name, home or mailing address, phone number or email address. In some cases it would include information you give us about someone else (e.g. if you provide a friend's email address for a tell-a-friend programme).
- Account login information.
- Demographic information (e.g. date of birth, age etc)
- Technical computer information (e.g. IP addresses, type of operating system, web browser type) See further the answers to Question 8.
- Website Usage Information – information about how you use or navigate our websites, applications, online advertisements including which links you click, which pages you view and for how long, and other similar information and /or statistics such as date and time of visit, which site you came from, favourite recipes and site activities). See further the answers to Question 8.
- Consumer feedback.
- Consumer generated content – This includes information that you create and voluntarily share with us (and perhaps others) by uploading it to one of our websites or applications, including on our social network sites such as but not limited to Facebook or Twitter.
- Social network information – this includes information that is part of your profile on a third party social network (such as but not limited to Facebook) and that you allow the third party social network to share with us,
- Payment information including your credit card details, billing name and address (for example when you buy a Maslow product online),
- Other information which we might need to collect for a specific Maslow contest, event or campaign, form, feature or other service that you use or request.
- Sensitive personal information – This includes information about your physical or mental health or your medical condition and your religious beliefs which was gathered with your explicit consent at the point of collection.

Q3 How does Maslow keep your personal information secure?

A: We take all reasonable technical and organisational measures to protect the confidentiality and security of your personal information collected through the various methods described in this Privacy Policy. These efforts include, but are not necessarily limited to: (i) storing your personal information in secure operating environments that are not available to the public and that are only accessible to authorized Maslow employees, and Authorised Third Parties (defined in Question 1) who are contractually bound to take reasonable measures to keep information secure); (ii) ensure sufficient security measures are implemented to protect the confidentiality and security of certain sensitive personal information (such as credit card information or health information) during transmission, and, (iii) verifying the identities of registered users before they can access the personal information we maintain about them.

Q4 What purposes does Maslow use your personal information for?

A: Your personal information will be used for the purposes for which you provided it to Maslow.

Additionally, we may use your personal information for the purposes set out below. Please note that not all of the uses below will be relevant to every consumer.

Account & membership maintenance, including administering any consumer loyalty or rewards programs that are associated with your account:

- To conduct consumer insight studies
- Customer service
- Product improvement and customization
- Consumer engagement
- Contests and other promotions
- Marketing communication
- Third party social networking, which may be integrated in our sites or applications for the purposes of running contests, allowing you to share content with friends and etc
- Website improvement and personalization
- Website community features such as sharing pictures, videos, artwork or other messages or content
- Website viral features, which allow you to easily share certain news, product information, promotions, wish list items, or other content with family members and friends (typically using names and email addresses)
- Order fulfilment
- Other general purposes (e.g. website security, internal research, etc)

By using any of the features and services described in **Question 1** above, you consent to our collection, use and disclosure (as the case may be) of your personal information as set out in this Privacy Policy.

Q5 Who does Maslow disclose or transfer your personal information to and why?

A: Maslow may share and transfer your personal information with our related companies anywhere in the world including our parent company and its subsidiaries (collectively our “Related Companies”), and Authorised Third Parties (defined in Question 1).

We may also share your personal information with co-sponsors and promotion partners. This may involve, in some cases a transfer of your personal information outside Malaysia. Please see **Question 7**– “Which countries will your personal information be sent to and why?” for information on data transfers outside Malaysia.”

When you become a winner in a contest or participate in our events, we may publish your name, photographs and other personal information without compensation for advertising and publicity purposes.

If you do not want your information to be collected by or shared with a company other than us, our Related Companies and our Authorised Third Parties (defined in **Question 1**), you can always choose not to opt in or participate in these events at the time the personal information is collected/requested.

Aggregate Information

We may share aggregated demographic or survey information with third Parties, but this information is in an anonymous form and does not contain any personal information. The aggregate information that we share may include anonymous information that is captured through the use of cookies and other similar Tracking Technologies, as explained in Question 8 below.

We may disclose your personal information to government bodies and law enforcement agencies if we are required to do so by law; or if in our good faith judgment, such action is reasonably necessary to comply with legal process; to respond to any legal claims or actions; or to protect the rights of Maslow , its customers and/or the public.

We may also supply your personal information to potential acquirers of any relevant Maslow business.

Q6 How can you access, modify or make other choices regarding the use of the personal information you send to us?

A: The following outlines the choices you have with respect to the collection and use of your personal information by us.

You can opt out - You always have the option not to share any of your personal information with us. However, if you choose this option, you will be limited in the activities and features we can provide you.

How to opt out - If you do not want to receive communications and/or services from a Maslow website or brand, please do not opt-in for those communications or services at the time of registration. If you have opted-in and, at a later time, wish to opt-out, please visit the appropriate opt out section(s) on our website or application and amend your preferences.

What if I receive an e-mail, message or another contact I am not expecting - Along with every e-mail marketing communication sent to you, we provide you the option to discontinue receiving future marketing communications (i.e., unsubscribe). Simply follow the unsubscribe process or directions provided in the email.

How do I know whether I am opted in - You can always review or update any personal information that we may have collected about you. To do this, please visit the appropriate opt out section(s) on our website or application.

If any of the mechanisms set forth above is not available or you wish to make a different request or if you have any questions, complaints, or comments regarding this Privacy Policy or our information collection practices please let us have your written requests or queries at-

- **Contact:** Office Manager
- **Address:** Maslow Trainers & Consultants Sdn. Bhd.

Suite 57, Jalan Anggerik Vanilla AB31/AB,

Kota Kemuning, 40460 Shah Alam,

Malaysia.

Or

- **Call us:** 03 5121 3251

Q7 Which countries will your personal information be sent to and why?

A: Maslow is a local company and your personal information may be transferred across borders. Your personal information may be transferred between Related Companies (defined in Question 5) and Authorised Third Parties (defined in Question 1) of Maslow (companies in which Maslow has control through either direct or indirect ownership) located in different countries. Maslow takes the reasonably appropriate measures to maintain security of the personal information both during transit and at the receiving location. Maslow will ensure that the country your data is transferred to has a similar or equivalent personal data protection laws in place.

The server that makes our websites available may be located outside the country from which you have accessed this website. All providers are bound by an agreement that ensures a high standard of privacy protection and requires (amongst other provisions) that it act only on Maslow instructions and implements all technical measures necessary on an ongoing basis to keep your personal information secure.

Q8 Tracking Technologies - How and why does Maslow use them?

Other similar technologies

Maslow websites also make use of other tracking technologies including IP addresses and log files, which also help us tailor Maslow websites to your personal needs.

IP addresses

An IP address is a number that is used by computers on the network to identify your computer every time you log on to the Internet. We may record IP Addresses for the following purposes: (i) troubleshoot technical concerns, (ii) maintain website safety and security (iii) better understand how our websites are utilized, and (iv) to better tailor content to your needs depending on the country you are in.

Log Files

We (or a third party on our behalf) may collect information in the form of logs files that record website activity and gather statistics about a user's browsing habits. These entries are generated anonymously, and help us gather (among other things) (i) a user's browser type and operating system, (ii) information about a user's session (such as the URL they came from, the date and time they visited our website, and which pages they've viewed on our website and for how long), and, (iii) other similar navigational or click-stream data (e.g. site traffic reporting and unique visitor counts).

Manage your cookies/preferences

Please ensure that your computer setting reflects whether you are happy to accept cookies or not. You can set your browser to warn you before accepting cookies, or you can simply set it to refuse them, although you may not have access to all the features of this website if you do so. See your browser "help" button for how you can do this. You do not need to have cookies on to use or navigate through many parts of this and other Maslow websites. Remember that if you use different computers in different locations you will need to ensure that each browser is adjusted to suit your cookie preferences.