



PERKESO PERSONAL DATA PROTECTION NOTICE

1. INTRODUCTION

- 1.1 The Social Security Organisation ("**PERKESO**") is committed to protect your personal data including sensitive personal data in accordance with the Personal Data Protection Act 2010 ("**PDPA**"). In compliance with the Notice and Choice Principle, PERKESO hereby provides this Personal Data Protection Notice ("**Notice**") to inform you about the processing of your personal data by us.
- 1.2 For the purpose of this Notice, "you" refer to the data subject (including data subject that is below 18 years old) that has given or will give PERKESO the consent to the processing of their personal data. The terms "data subject", "personal data", "sensitive personal data" and "processing" shall have the meaning prescribed in the PDPA.
- 1.3 By subscribing to PERKESO's products and services, you agree to consent to the processing of your personal data by PERKESO and you agree that you have understood this Notice.
- 1.4 When you provide personal data or information about another person, you confirm that you are authorised to act on behalf of them, to consent to the processing of their personal data and to receive this Notice on their behalf.
- 1.5 This Notice is applicable to the personal data that was processed before and after this Notice was issued.

2. COLLECTION OF PERSONAL DATA

- 2.1 Personal data we collect may include (but are not limited to) the following:
 - a. Self-identification details such as name, identity card number/ passport number/ police number/ army number, race, gender, nationality, PERKESO employee number; date of birth, birth certificate number & age;
 - b. Contact details such as address, phone number & email address;
 - c. Employment details such as employer name, employment status, employment history, salary, pay slip & resume;
 - d. Contribution information and records, including the type of contribution,

- contribution amount, contribution period, contribution payment records and other information relating to contributions;
- e. Information and records relating to benefits received or applied from PERKESO, including the type of benefit, application status and history, amount or rate of benefit approved or received, benefit entitlement period, and information relating to benefit payments or eligibility;
- f. Banking information such as bank name & bank account number;
- g. Identification and authentication data such as handwritten, electronic or digital signature;
- h. Technical and digital identification information, such as IP addresses, usernames, member identification numbers and login identification details;
- i. Information relating to the use of websites and systems, including data collected through the use of cookies; and
- j. Sensitive personal data such as health and medical information, religion and biometric information.

2.2 Personal data collected is from the following sources:

- a. Information and/or documents registered by the employer (if relevant);
- b. Information and/or documents submitted to PERKESO by the employer (if relevant);
- c. Information and/or documents registered by you;
- d. Information and/or documents submitted to PERKESO by you or a third party authorised by you (if necessary);
- e. Biometrics, digital footprints, geolocation, video images and voice recordings obtained during interactions, either physically or through digital channels;
- f. Collection of data from legitimate and general external sources such as social media, conventional media, discussion forums, websites, other online channels, surveys, questionnaires, and forms;
- g. Data shared and released by the government, authorities, statutory and regulatory bodies; and
- h. PERKESO's official websites, portals, applications and systems including information collected through the use of or interaction with such channels.

2.3 The information and/or document as above may be collected through in-person submission, online platforms, mobile applications or by phone, email or regular mail, focus groups and face-to-face interviews and others.

3. PURPOSE OF PERSONAL DATA COLLECTION AND PROCESSING

3.1 Personal data may be collected and/or processed by PERKESO for the following purposes:

- a. Administration of products and services under the PERKESO Acts;

- b. Registration, application and/or relevant transaction under the PERKESO Acts;
- c. Activity directly or indirectly relating to PERKESO in carrying out its functions;
- d. Identification of the insured person / self-employed insured person / insured housewife / dependent;
- e. Communications and correspondence;
- f. Publicity, promotional, educational and awareness campaigns, as well as communication activities relating to PERKESO;
- g. Information technology activities;
- h. Statistics and agency reporting;
- i. Research for PERKESO and/or the national agenda;
- j. Business intelligence analysis; and
- k. Any other purpose required or permitted by any laws in Malaysia, regulations, guidelines and/or relevant regulatory authorities.

3.2 Personal data may be collected and/or processed from PERKESO websites by PERKESO for the following purposes:

- a. IP addresses are used to identify where you access our website and to help identify problems with our browser; and
- b. Cookies are used to store visitor preferences and to record session information; this is to ensure a better level of service for you. You can adjust the settings on your browser so that you are notified when you receive a cookie.

4. AUTOMATED DECISION-MAKING AND/OR PROFILING

4.1 Personal data collected by PERKESO may also be processed automatically, including through automated decision-making and/or profiling, for purposes relating to PERKESO's functions, schemes, benefits, services, operations, data analysis and compliance.

4.2 Such circumstances, certain decisions or evaluations may be made using systems, algorithms or automated processing methods based on the relevant personal data. Where applicable, PERKESO will take appropriate measures to ensure that such processing is carried out fairly, transparently and securely, and in accordance with applicable laws and regulatory requirements.

5. DISCLOSURE OF PERSONAL DATA

5.1 The personal data we hold will be kept confidential. However, in order for PERKESO to provide products and services effectively, and subject at all times to the law (including regulations, administrative instructions, and guidelines), your personal data may be disclosed or shared to the following parties:

- a. The Ministry of Human Resources and the Federal Government, as permitted and required by law;
- b. Enforcement, regulatory and government agencies, as permitted and required by law;
- c. PERKESO subsidiaries and affiliates;
- d. Service providers authorised by PERKESO who have entered into contractual agreements for some of our functions, services and activities. The contracting party is required to comply with the same privacy standards as PERKESO and is subject to the PDPA;
- e. Strategic partner with whom PERKESO has a relationship regarding social security products and services. The contracting party is required to comply with the same privacy standards as PERKESO and subject to the PDPA; and
- f. Parties authorised and agreed to by you.

6. TRANSFER OF PERSONAL DATA OUTSIDE MALAYSIA

- 6.1 PERKESO may transfer your personal data and sensitive personal data outside Malaysia where necessary to enable PERKESO or its appointed service providers located outside Malaysia to provide the relevant services or perform their functions.

7. SECURITY POLICY

- 7.1 PERKESO will take all reasonable and appropriate measures to ensure the security and confidentiality of your personal data. Where PERKESO discloses personal data to authorised parties, PERKESO will take appropriate measures to ensure that such parties are required to protect the personal data in accordance with applicable laws, regulatory requirements and PERKESO's policies.
- 7.2 PERKESO will implement appropriate technical, organisational and administrative measures to ensure that your personal data is adequately protected against unauthorised access, disclosure, alteration, misuse, loss or destruction, in accordance with applicable laws and regulatory requirements and PERKESO's internal policies, including its Cyber Security Policy.
- 7.3 PERKESO's measures for protecting personal data are aligned with applicable industry best practices and recognised standards, as well as relevant requirements and guidelines issued by the applicable authorities and regulators.
- 7.4 PERKESO will only keep your personal data for as long as is necessary to fulfil the purpose under Article 3 or to comply with applicable legal

requirements or comply with applicable internal control mechanisms.

- 7.5 PERKESO will take all reasonable steps to ensure that all personal data is destroyed or permanently deleted if it is no longer required.

8. YOUR RIGHTS AND RESPONSIBILITY

- 8.1 You have the right at any time to:

- a. Access your personal data;
- b. Correct / update your personal data from time to time to ensure that the data provided is accurate, up-to-date and complete;
- c. Not to provide your personal data to PERKESO; and
- d. Withdraw / limit consent to PERKESO to process personal data.

- 8.2 Noting the above, failure to provide personal data in total or in parts or to withdraw / limit the consent to PERKESO to process personal data may result in PERKESO not being able to provide products or services to you.

- 8.3 You are responsible to provide PERKESO with complete, up-to-date and accurate personal data. You understand and acknowledge that PERKESO is to receive the provided personal data on 'as is' basis and that you are responsible to notify PERKESO in writing if there are mistakes or changes to the provided personal data for rectification.

- 8.4 You may make a request for the purposes specified in Articles 8.1.a to 8.1.e and Article 8.3 by contacting us via email at dpo@perkeso.gov.my. PERKESO will use reasonable efforts to provide you with appropriate access to your Personal Data and to facilitate any request to correct or update such Personal Data, including through electronic mail or postal correspondence, where applicable. PERKESO reserves the right to verify your identity and the authenticity of any request before taking further action.

- 8.5 Any data access request (see Article 8.1.a.) may be subject to a prescribed fee by PERKESO as per the PDPA.

9. UPDATE ON NOTICE

- 9.1 PERKESO reserves the right to change and/or update this Notice from time to time.
- 9.2 If there are any significant changes / updates to this Notice, we will notify you by displaying a notice of such changes on our website. Please review

PERKESO Personal Data Protection Notice from time to time to stay informed about how PERKESO protects your data.

- 9.3 PERKESO Personal Data Protection Notice is available in Malay language and English language. The English version will prevail in case of inconsistency between these two versions.

10. CONTACT US

- 10.1 Any inquiries or complaints in respect of personal data including this Notice can be submitted, in writing to:

Data Protection Officer
PERKESO Headquarters
dpo@perkeso.gov.my

11. EFFECTIVE DATE

- 11.1 This Notice is effective from the date it is issued.

Thank You.

"MALAYSIA MADANI"

"BERKHIDMAT UNTUK NEGARA"

"Pekerja MADANI Kesuma Bangsa"


(DATO' SRI DR. MOHAMMED AZMAN BIN AZIZ MOHAMMED)

Ketua Pegawai Eksekutif Kumpulan
Pertubuhan Keselamatan Sosial

Date : 16/10/2026

"PERKESO ITU PRIHATIN, PRIHATIN ITU PERKESO"