

## DnG Personal Data Protection Policy

At dcnov.vip, we are committed to protecting your privacy as an online visitor on our website. This Personal Data Protection Policy sets out the policies that “DnG” follows when collecting, using, disclosing, retaining, and removing your personal data under **Personal Data Protection Act** (the “PDPA”).

It also describes other important topics related to your privacy, which we take seriously.

This policy may be updated from time to time to keep up with changes in statutory regulations. Kindly check the prevailing version whenever applicable.

To begin, “**Personal Data**” refers to data, whether true or false, about any individual who can be identified from that data itself or from a combination of that data with other information, to which “DnG” may have access.

By subscribing, purchasing, or using any of “DnG” products, services, or campaigns, and by submitting information or communicating with “DnG” (through email, telephone, our website, etc.), you consent to “DnG” collecting, using, and disclosing your Personal Data in accordance with this policy.

### **Collection and Storage of Personal Data**

We store information that you have entered on our website or provided to us through other means from time to time.

Personal Data collected by “DnG” may include any of the following:

- Name, title, address;
- Personal identification and/or passport number;
- Telephone number;
- Email addresses and online passwords;
- Communication records with “DnG”;
- Responses to market surveys and contests conducted by “DnG”;
- Credit card or debit card information;
- Website usage information.

We may collect your Personal Data:

- When you order or purchase products or services from us;
- When you post any feedback or interact with us over meetings, emails, texts, or telephone calls (which may be recorded for training, quality control, business, and/or other lawful purposes);
- When you use our services, including establishing any online accounts with us;

- When you request that we contact you, be included in an email or other mailing list;
- When you respond to our promotions, campaigns, or other initiatives, or attend our events;
- When you visit our website;
- When you take part in any contest, survey, or promotion conducted by us and/or our business partners;
- When you submit your Personal Data to us for any other reasons; and/or
- When we collect your Personal Data by other lawful means.

“DnG” only collects, uses, and discloses personal data with an individual’s consent, deemed consent, or as otherwise permitted under the PDPA or other applicable laws and regulations.

In providing Personal Data to us, you warrant and represent to us that:

- a) Personal Data which you disclose to us is accurate and complete; and
- b) In the case of volunteering the Personal Data of another person to us, that you are authorized by such other person to disclose his/her Personal Data to us, and that such Personal Data is accurate and complete.

The consent of the parent or guardian is required before giving us your Personal Data if you are under the age of eighteen (18).

### **Use of Your Personal Data**

“DnG” will generally only collect and use Personal Data for the following primary purposes:

- To verify and process your personal particulars and payments;
- To provide our goods and services to you;
- To respond to and deal with inquiries and other customer care matters or otherwise communicate with you;
- To monitor or record phone calls and customer-facing interactions for quality assurance, training, performance evaluation, and identity verification purposes;
- To manage payment, billing, and accounting matters;
- To send you information, promotions, updates, marketing, and advertising materials about our goods and services;
- To manage, develop, and improve our business and operations (including our website) to serve you better;
- To carry out marketing promotions and campaigns, contests, market surveys, and personalize your experience with us;
- To carry out market research and customer surveys;
- To conduct investigations or audits or to comply with legal and regulatory requirements;
- For other purposes for which we have obtained your consent; and/or
- For any other purposes reasonably necessary, ancillary, or related to the above-specified purposes.

However, all of the above will only apply if you have registered or subscribed to such publications by registering your details with us.

### **Disclosure of Your Information**

“DnG” only discloses Personal Data:

- For the primary purposes for which it was collected; or
- For purposes that a reasonable person will consider appropriate in the circumstances; or
- Where the individual has consented; or
- For direct marketing by “DnG” where consent has been given but always giving individuals the opportunity to opt-out of such direct marketing (“DnG” includes its contact details in any direct marketing, so please feel free to let us know if you wish to opt-out); or
- Where permitted under the PDPA or other applicable law or if required by law.

We will never disclose your Personal Data for any secondary purposes unless your consent has been given or if so permitted or required under the PDPA or other applicable laws and regulations. We will likewise never sell or license any Personal Data that we collect from an individual.

However, we may from time to time face a need to disclose certain information, which may include your Personal Data, to comply with a legal requirement, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request. We may also use your Personal Data to protect our rights, property, and the safety of our customers and third parties.

### **Transfer of Your Personal Data**

By providing us with Personal Data, you agree that such Personal Data may be transferred, stored, and/or processed in a country or territory outside Malaysia and you consent to any such transfer, storage, and/or processing of your Personal Data outside Malaysia. We will, however, ensure that any party to whom we transfer your Personal Data outside Malaysia provides a standard of protection at least comparable to the protection under the PDPA. This includes (without limitation) ensuring that any party handling the Personal Data outside Malaysia:

- Complies with the PDPA and accompanying guidelines issued by the relevant regulatory authorities, all applicable laws and regulations, and this Privacy Policy (“Data Standards”) and shall not permit anything to be done which might cause such party or us to breach the Data Standards;
- Takes all appropriate measures to ensure such compliance by implementing such Data Standards as may be notified by us to them from time to time, appropriate technical and organizational measures, and providing standard protection for the Personal Data that is comparable to the protection under the PDPA;

- Protects Personal Data by making reasonable security arrangements to prevent unauthorized access, use, disclosure, or modification.

### **Accuracy, Correction & Access**

“DnG” endeavors to ensure that the information and Personal Data you provide to us is accurate and up-to-date by updating its records whenever changes to information come to its attention.

If you have submitted Personal Data to us electronically or otherwise, and would like it corrected, feel free to send us a written request to the Privacy Officer at support@dngworldwide.com. We will comply with reasonable requests to correct your Personal Data as soon as practicable.

If you wish to be provided with information regarding your Personal Data that is in the possession or under the control of “DnG” or understand how such Personal Data has been used or disclosed by us in the year preceding such request, then please send a written request by email to the Privacy Officer at support@dngworldwide.com or at the address below. We will handle such requests as soon as reasonably possible in accordance with the PDPA.

### **Security of Your Personal Data**

“DnG” takes the protection of Personal Data seriously and is committed to taking reasonable steps to ensure that your Personal Data is securely stored and protected against risks of unauthorized access, collection, use, disclosure, copying, modification, disposal, or destruction.

We protect Personal Data from misuse or loss by restricting access to the information in electronic format and by reasonable and appropriate physical and communications security measures. Any data destroyed is also disposed of in an appropriate manner that protects the privacy of Personal Data.

Notwithstanding our security measures for protecting your Personal Data, we should highlight that no data transmission over the Internet is entirely secure and by providing your Personal Data to us in this manner, it is understood that transmitting this information would involve some risks.

### **Cookies**

As with most websites, when you visit the “DnG” website, we may record anonymous information such as IP addresses (which are not used to identify a specific individual), time, date, referring URL, pages accessed and documents downloaded, duration of stay or use, type of browser, and operating system. Such information is usually collected on an aggregate and anonymous basis.

We also use “cookies”, which are small files that stay on your computer until, depending on whether they are sessional or persistent cookies, your computer is turned off or these cookies expire. Cookies may collect and store your Personal Data. You may adjust your web browser to disable cookies. If cookies are disabled, you may still use our website but may be limited in the use of some of the features. Cookies do not access information stored on your computer.

By accessing and using our website and services, you consent to the storage of cookies on your devices. You also consent to the access of such cookie information by us or our representatives or agents.

### **Usage of Links on Our Website**

Our website and/or services may contain links to or from third-party websites and services that are outside of our control. These links are only for your convenience. We are not responsible for the security or privacy of any information collected by such third-party websites or other services. We, therefore, encourage you to exercise caution and review the privacy statements applicable to such websites and services. To the fullest extent permitted under law, we cannot be responsible for a third party’s acts, omissions, data policies or their use of cookies, or the content or security of any third-party websites, even if it is linked to our website. Any such liability is expressly disclaimed and excluded.

### **Contact Information**

Should you have any queries or concerns about our Privacy Policy, please do not hesitate to contact us at: email: [support@dngworldwide.com](mailto:support@dngworldwide.com)

## **“DnG” 个人数据保护政策**

在 dcnw.vip, 我们致力于保护您作为我们网站在线访问者的隐私。本《个人数据保护政策》列出了“DnG”在根据《个人数据保护法》(简称“PDPA”)收集、使用、披露、保留和删除您的个人数据时所遵循的政策。

我们也非常重视与您的隐私相关的其他重要议题。

此政策可能会随着法律法规的变化而不时更新。请在适用时查阅现行版本。

首先,“个人数据”是指“DnG”可以获取的、关于任何可以从这些数据本身或结合其他信息识别出身份的个人的数据,无论这些数据是真实还是虚假的。

通过订阅、购买或使用任何“DnG”的产品、服务或活动,以及通过提交信息或与“DnG”交流(通过电子邮件、电话、我们的网站等),您同意“DnG”根据本政策收集、使用和披露您的个人数据。

### **个人数据的收集和存储**

我们存储您在我们网站上输入的信息或通过其他方式不时提供给我们信息。

“DnG”收集的个人信息可能包括以下任何内容:

- 姓名、职称、地址;
- 个人身份证件和/或护照号码;
- 电话号码;电子邮件地址和在线密码;
- 与“DnG”的通信记录;
- 对“DnG”进行的市场调查和竞赛的回应;
- 信用卡或借记卡信息;
- 网站使用信息。

我们可能在以下情况下收集您的个人信息:

- 当您向我们订购或购买产品或服务时;

- 当您提供反馈或通过会议、电子邮件、短信或电话与我们互动时（可能出于培训、质量控制、业务和/或其他合法目的的记录）；
- 当您使用我们的服务，包括建立任何在线账户时；
- 当您要求我们联系您，或被列入电子邮件或其他邮件列表时；
- 当您响应我们的促销、活动或其他倡议，或参加我们的活动时；
- 当您访问我们的网站时；
- 当您参加我们和/或我们的业务合作伙伴进行的任何竞赛、调查或促销活动时；
- 当您出于其他原因向我们提交您的个人数据时；和/或
- 当我们通过其他合法方式收集您的个人数据时。

“DnG”只在获得个人的同意、推定同意或在 PDPA 或其他适用法律法规允许的情况下，收集、使用和披露个人数据。

在向我们提供个人数据时，您保证并声明：

- a) 您向我们披露的个人数据是准确和完整的；并且
- b) 在您向我们自愿提供他人的个人数据时，您已获得该人授权向我们披露其个人数据，并且该个人数据是准确和完整的。

如果您未满十八（18）岁，向我们提供您的个人数据之前需征得父母或监护人的同意。

## **个人数据的使用**

“DnG”通常只为以下主要目的收集和使用的个人数据：

- 验证和处理您的个人资料和付款；
- 向您提供我们的商品和服务；
- 回复和处理查询及其他客户服务事项或与您沟通；
- 为质量保证、培训、绩效评估和身份验证目的，监控或记录电话和客户互动；
- 管理付款、账单和会计事宜；
- 向您发送有关我们商品和服务的信息、促销、更新、市场营销和广告材料；
- 管理、发展和改善我们的业务和运营（包括我们的网站）以更好地服务于您；
- 开展市场推广和活动、竞赛、市场调查，并个性化您的体验；
- 开展市场研究和客户调查；
- 进行调查或审计或遵守法律和法规要求；

- 为其他已获得您同意的目的；和/或
- 为任何其他合理必要的、附带的或与上述目的相关的目的。

然而，以上所有内容仅在您注册或订阅了我们的相关出版物后适用。

## 信息的披露

“DnG” 仅在以下情况下披露个人数据：

- 为其收集的主要目的；或
- 在合理人看来，在相关情况下是适当的目的；或
- 当个人已同意；或
- 在已获得同意的情况下，用于“DnG”的直接营销，但始终给予个人选择退出此类直接营销的机会（“DnG”在任何直接营销中均包含其联系方式，请随时通知我们如果您希望选择退出）；或
- 在 PDPA 或其他适用法律允许或要求的情况下。

我们绝不会将您的个人数据披露用于任何次要目的，除非您已同意或在 PDPA 或其他适用法律法规允许或要求的情况下。我们也绝不会出售或许可我们从个人那里收集的任何个人数据。

然而，我们可能会不时面临需要披露某些信息的情况，包括您的个人数据，以遵守法律要求，如法律、法规、法院命令、传票、搜查令，在法律程序过程中或响应执法机构的要求。我们也可能使用您的个人数据来保护我们的权利、财产和客户及第三方的安全。

## 个人数据的转移

通过向我们提供个人数据，您同意这些个人数据可能会转移、存储和/或处理到马来西亚以外的国家或地区，您同意将您的个人数据转移、存储和/或处理到马来西亚以外的国家。我们将确保任何接收我们在马来西亚以外转移的个人数据的一方，提供至少与 PDPA 保护标准相当的保护。这包括（但不限于）确保任何在马来西亚以外处理个人数据的一方：

- 遵守 PDPA 和相关监管机构发布的指南、所有适用法律法规和本隐私政策（“数据标准”），并不得允许任何可能导致该方或我们违反数据标准的行为；
- 通过实施我们不时通知他们的此类数据标准、适当的技术和组织措施，并为个人数据提供与 PDPA 保护标准相当的保护，采取所有适当措施确保此类合规。



## **准确性、修改和访问**

“DnG” 努力确保您向我们提供的信息和个人数据是准确和最新的，并在收到信息变更时更新记录。

如果您通过电子方式或其他方式向我们提交了个人数据，并希望进行修改，请随时发送书面请求至 [support@dngworldwide.com](mailto:support@dngworldwide.com) 联系隐私官。我们将尽快处理合理的个人数据修改请求。

如果您希望获得有关“DnG” 持有或控制的您的个人数据的信息，或了解我们在前一年如何使用或披露您的个人数据，请通过电子邮件发送书面请求至 [support@dngworldwide.com](mailto:support@dngworldwide.com) 联系隐私官或以下地址。我们将尽快按照 PDPA 处理此类请求。

## **个人数据的安全**

“DnG” 非常重视个人数据的保护，并致力于采取合理步骤确保您的个人数据安全存储，防止未经授权的访问、收集、使用、披露、复制、修改、处理或销毁。

我们通过限制电子格式信息的访问以及合理和适当的物理和通信安全措施来保护个人数据不被滥用或丢失。任何销毁的数据也以保护个人隐私的适当方式处理。

尽管我们采取了安全措施保护您的个人数据，但我们需要强调，通过互联网传输数据并非完全安全，您通过这种方式向我们提供个人数据时，应了解这种传输涉及一定的风险。

## **Cookies**

与大多数网站一样，当您访问“DnG” 网站时，我们可能会记录匿名信息，例如 IP 地址（不用于识别特定个人）、时间、日期、引用 URL、访问的页面和下载的文档、停留或使用的时长、浏览器类型和操作系统。此类信息通常以汇总和匿名的方式收集。

我们还使用“Cookies”，即在您的计算机上保存的小文件，根据是会话性还是持久性 Cookies，这些文件会保留到您的计算机关机或 Cookies 过期为止。Cookies 可能会收集和存储您的个人数据。您可以调整您的网页浏览器以禁用 Cookies。如果禁用 Cookies，您仍然可以使用我们的网站，但某些功能可能会受到限制。Cookies 不会访问存储在您计算机上的信息。

通过访问和使用我们的网站和服务，您同意在您的设备上存储 Cookies。您还同意我们或我们的代表或代理访问此类 Cookies 信息。

### **我们网站上链接的使用**

我们的网站和/或服务可能包含链接到或来自第三方网站和服务的链接，这些链接不受我们控制。这些链接仅为方便您使用。我们对这些第三方网站或其他服务收集的任何信息的安全性或隐私性不负责。因此，我们鼓励您谨慎行事，并查看适用于这些网站和服务的隐私声明。在法律允许的最大范围内，即使这些第三方网站链接到我们的网站，我们也无法对第三方的行为、遗漏、数据政策或其使用 Cookies，或任何第三方网站的内容或安全性负责。此类责任明确声明并排除。

### **联系方式**

如果您对我们的隐私政策有任何疑问或关注，请随时通过电子邮件 [support@dngworldwide.com](mailto:support@dngworldwide.com) 联系我们。