



Introduction

The Personal Data Protection Act 2010 ("PDPA") is Malaysian legislation that governs the processing of personal data in the context of commercial transactions. The PDPA was enacted on 2 June 2010 and came into force on 15 November 2013.

Reference: <https://www.pdp.gov.my>

The PDPA applies to any person who processes, has control over, or authorizes the processing of personal data in respect of commercial transactions ("data user"). The Act extends to persons not established in Malaysia where they employ equipment located in Malaysia for the processing of personal data.

1. Compliance with the PDPA

HR 2000 SDN. BHD. ("HR2000", "we", "our", or "us") is committed to respecting the privacy rights of individuals and protecting all personal data entrusted to us. This Privacy Policy is formulated in accordance with the PDPA and sets out how we collect, process, use, disclose, store, and safeguard personal data, as well as the rights of data subjects.

2. Information Collected

We may collect personal data from users during registration on our websites/applications, through participation in our activities, and via cookies. When users access our websites/applications, certain information such as IP address, browser type, and preferences may be collected automatically. This data is used to diagnose server issues and administer system operations. Personal data collected from users will not be sold or disclosed to third parties for commercial gain.

3. Internet Cookies

Upon accessing our websites, non-personal information such as browser type, operating system, referring domain, visit frequency, duration, and pages viewed may be collected. Cookies may be placed on users' devices to identify returning users or store preferences such as login credentials.

Users may disable cookies by adjusting their browser settings to delete, block, or warn before cookies are stored. However, disabling cookies may affect the website's functionality.

4. Third-Party Links

Our websites/applications may contain links to third-party sites, including but not limited to government agencies such as KWSP, LHDN, and PERKESO. These third-party sites are not under our control. We do not endorse, and are not responsible for, the availability, content, accuracy, products, services, or materials of such external sites. We shall not be liable for any loss or damage arising from the use of or reliance on any external websites.



5. Purpose of Personal Data Collected

Personal data voluntarily provided by users may be processed for the following purposes ("Purposes"):

- Facilitating and completing transactions;
- Direct marketing and communication of promotional materials;
- Analysing consumer trends, preferences, and sales performance;
- Developing, improving, and promoting products and services;
- Enhancing user experience and service quality;
- Responding to enquiries, requests, or complaints.

The categories of personal data that may be collected include, but are not limited to:

- Name
- Address
- Contact numbers
- Date of birth
- Email address
- Gender
- Identity card or passport number
- Employment or salary-related information
- Other personal particulars required for the Purposes

6. Use and Disclosure of Personal Data

All personal data will be treated as confidential in accordance with this Privacy Policy and applicable data protection laws. We may disclose personal data to vendors, service providers, or data processors engaged by us, solely for purposes consistent with this Policy.

"Vendor" refers to any person or entity (other than HR2000 employees) that processes personal data on our behalf. "Processing" includes collecting, recording, storing, displaying, retrieving, using, disclosing, or performing any operation on personal data.

We ensure that all vendors engaged adopt security standards comparable to those enforced by HR2000.

7. Storage and Retention of Personal Data

Personal data may be stored in physical or electronic form at our premises or on servers operated by us or our service providers. Personal data will be retained for as long as necessary to fulfil the Purposes or to comply with legal, regulatory, accounting, or operational requirements.



8. Confidentiality and Security

We implement administrative, physical, and technical security measures—including antivirus protection and encryption—to safeguard personal data from unauthorized access, disclosure, alteration, or destruction. Access to personal data is limited to authorized personnel on a need-to-know basis.

While we strive to ensure a secure online environment, no internet transmission is entirely secure. Users transmit personal data at their own risk. We will take reasonable steps to prevent unauthorized access or loss.

9. Right of Access and Correction

Under the PDPA, individuals have the right to:

- Access personal data held by us;
- Request correction of inaccurate or outdated personal data;
- Withdraw consent for processing.

Requests must be submitted in writing to us. Upon a customer's request, HR2000 will return all confidential information and destroy remaining copies in any form.

10. Customer Responsibilities

Customers are responsible for maintaining the security of their own accounts, including safeguarding login credentials and preventing unauthorized access. Reasonable security practices—such as strong passwords, system updates, and vigilance against phishing—must be observed. Customers are liable for all activities conducted under their accounts.

11. Data Protection Officer (DPO)

Effective 1 June 2025, the appointment of a Data Protection Officer is mandatory for organizations meeting criteria prescribed under the amended PDPA.

HR2000's appointed Data Protection Officer may be contacted via email or telephone as listed below.



12. Personal Data Breach Guideline

A "personal data breach" under the PDPA includes any loss, misuse, unauthorized access, or unauthorized disclosure of personal data.

In the event of a personal data breach, the HR2000 DPO shall:

- **Contain** the breach immediately to prevent further impact;
- **Assess** the scope, risks, and potential harm;
- **Notify** the Personal Data Protection Commissioner (PDPC) within 72 hours, and affected individuals within 7 days if significant harm is likely;
- **Document** the incident, actions taken, and communications;
- **Remediate** the breach and implement preventive measures.

13. Malaysian PDPA and EU-GDPR

This Policy is governed by the laws of Malaysia. HR2000 reassures clients that our compliance framework, policies, and practices adhere to many core principles aligned with the EU-GDPR.

14. Indemnity

You agree to indemnify and hold harmless HR2000, its directors, officers, employees, consultants, agents, and affiliates from any claims, damages, liabilities, or expenses (including legal fees) arising from your use of the Services or breach of the Terms of Service.

15. Notification of Changes

HR2000 reserves the right to amend this Privacy Policy at any time to align with legal requirements, industry developments, or organizational updates. Any revisions will be announced on our website. Users are encouraged to review this Policy periodically.

Data Protection Officer (DPO)

Mr. W.K. Chin

Tel: 03-56329094 (Hotline)

Email: cto@hr2000.com.my

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