



PERSONAL DATA & PRIVACY POLICY

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SYMPHONY LIFE'S PERSONAL DATA & PRIVACY POLICY

Symphony Life Berhad and its Group of Companies ("**Symphony Life**") respect and treat your Personal Data seriously.


This Personal Data & Privacy Policy is formulated to guide you on how Symphony Life collect, retain, transfer, store and process your Personal Data. Kindly study this Policy to understand your rights on the matter.

Personal Data Collected

The Personal Data collected is information that relates directly or indirectly to you who is identified or identifiable from that information or from that and other information.

During the course of your transaction and dealings with Symphony Life, you may be requested to furnish your Personal Data from time to time. Symphony Life and their third party service providers may share the Personal Data with each other and use it consistent with this Privacy Policy. They may also combine it with other information to provide and improve Symphony Life's products and services.

The Personal Data requested and collected may include:-

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- a. Name;
 - b. National registration identity card number;
 - c. Gender;
 - d. Postal address;
 - e. Telephone number;
 - f. Email address;
 - g. Salary range;
 - h. Contact preference; and
 - i. Credit card or bank account information.

The listing of Personal Data stated above is not exhaustive and may include other Personal Data required to process the related transaction.

How Symphony Life uses your Personal Data

The Personal Data collected allows Symphony Life to keep you posted on any latest product, launches, promotions, announcements and upcoming events. For this reason, from time to time Symphony Life Berhad may use your Personal Data to deliver important notices, emails, letters, SMS or the like communications. If you do not wish to be contacted for direct marketing purposes, kindly inform Symphony Life in writing.

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Symphony Life may also use your Personal Data for internal purposes such as auditing, data analysis, and research to better understand customers' needs and improve on its products, services and for purposes connected with administration, development and business of Symphony Life.

Symphony Life reserves the right to change its terms, conditions, and policies. As such information is crucial; you are advised not to opt out of receiving such communications.

Symphony Life may also share your Personal Data with third party providers that provide services such as information processing, extending credit, fulfilling customer orders, delivering products to you, managing and enhancing customer data, providing customer service, assessing your interest in Symphony Life products and services and conducting customer research or satisfaction surveys.

Security of Personal Data

Symphony Life takes both administrative and technical measures to safeguard the security and integrity of your Personal Data against loss, theft, misuse and unauthorized access, disclosure, usage, alteration or destruction. We will not share the Personal Data provided by you unless required by law.

Retention of Personal Data

We will retain your Personal Data for the period necessary to fulfill the many different purposes outlined in this Privacy Policy unless a longer retention period is permitted or required by law.

Access to Personal Data

Symphony Life shall endeavour to make it easy for you to access and ensure your Personal Data is accurate, complete and up to date.

You can help ensure that your contact information and preferences are accurate, complete, and up to date by our **Customer Relationship Management Department** by registered mail at Ground Floor, Symphony House, Dana 1 Commercial Centre, Jalan PJU 1A/46, 47301 Petaling Jaya, Selangor Darul Ehsan and / or email at crm@symphonylife.my

You may also request that we withdraw or delete your Personal Data if Symphony Life is not required to retain it by law or for legitimate business purposes.

Symphony Life may decline to process any requests that are unreasonably repetitive, require disproportionate technical effort, jeopardize the privacy of others, are extremely impractical, or for which access is not otherwise required by local law.

Changes to Privacy Policy

Symphony Life reserves the right to update and amend this policy from time to time. Any material changes will be posted on our website with the updated Privacy Policy.