



Privacy policy (policy on protection of personal information)

BIT Point Malaysia (hereinafter referred to as "our company") recognizes that the protection of personal information and its proper management are important and we will comply with regulations, guidelines and the law concerning the Protection of Personal Information (hereinafter the "Personal Information Protection Act"). We will endeavor to properly handle and protect personal information about customers in accordance with the following privacy policy (hereinafter referred to as "this policy").

<Basic policy>

1. We will comply with the Personal Information Protection Law, related laws, regulations, guidelines and other norms. We also endeavor to properly handle personal information.
In addition, we will review the policy and system as necessary and make efforts to continuously improve it as necessary.
2. Upon acquisition of personal information, we will notify or publicize purpose of use, when we obtain personal information to the extent necessary for that purpose. We also handle personal information in accordance with that purpose.
3. We will obtain personal information by lawful and appropriate means.
4. In order to prevent the leakage of personal information or use of outside purpose, we do reasonable safety management and make appropriate management.
5. We will not provide the acquired personal information to a third party without obtaining the consent of the information entity beforehand, unless it is determined by laws and ordinances.
6. In the case of delegating the work of handling the acquired personal information to a third party, we agree a contract with the company who entrusted the business in accordance with laws, regulations, guidelines and other norms. We also supervise necessarily and properly.
7. We respond in faith when you request disclosure, correction, deletion and suspension of utilization for possessed personal information.

<Definition of personal information>

"Personal information" is the information about living individuals defined in the Personal Information Protection Law, which can identify a specific individual by name, date of birth or other description including the information that can be easily collated



with other information, thereby identifying a particular individual.

"Information entity" means a person who has proper authority for the provision of specific individuals' information or a personal person specified by personal information.

<Purpose of using personal information>

We handle customer's personal information to the extent necessary for achieving the following objectives.

- 1) In order to conclude and execute contract, charge fee and manage other transaction
- 2) To provide our products and services, provide support and after-sales service, and to communicate in case of emergency
- 3) To respond to inquiries from customers, to send documents upon receiving a request for document and to send necessary forms
- 4) In order to confirm the account of the financial institution and confirm the transfer to the specified financial institution account
- 5) To conduct improvement, development and marketing activities of our products and services
- 6) To carry out questionnaire, to analyze usage situation and trends, and to prepare statistical materials
- 7) In order to guide products services, various campaigns handled by our company and our affiliates partners
- 8) In order to notify the change of the terms, policies (hereinafter referred to as "contracts") concerning the products and services handled by our company
- 9) To respond to acts in violation of laws, regulations, contracts related to our products and services
- 10) In order to conduct operations required by the relevant laws or incidental to it
- 11) To achieve the purpose accompanying the above purposes

<Change purpose of using personal information>

We may change the purpose of using personal information to the extent reasonably accepted that it has considerable relevance.

We will notify or announce to customers if we change the purpose of using personal information.

<Restriction of using personal information>



We will not handle personal information beyond the necessary range for achieving the purpose of using it without obtaining consent from information entities and so on. However, it is not the limit in the following cases.

- 1) In the case based on laws and ordinances
- 2) When it is necessary to protect human life, body or property and it is difficult to obtain consent of information entity
- 3) When it is particularly necessary to improve public health or promote healthy fostering of children and it is difficult to obtain the consent of the information entity
- 4) In cases that it is necessary for a national agency or a local public entity receiving consignment to cooperate in carrying out the affairs prescribed under the laws and regulations by obtaining the consent of the information entity or the case that there is a risk of interfering with performance

<Proper acquisition of personal information>

We will properly acquire personal information and do not acquire it by lying or other illegal means. In addition, customers must understand that if a customer or other information entity refuses to provide personal information, the Company is able to refuse to provide the service to the customer or the Company will not properly provide the service.

<Safety management of personal information>

We supervise our employees necessarily and properly to manage personal information safety and aimed at risks such as loss, destruction, falsification and leakage of personal information. In addition, when we entrust the whole or part of the work related to the handling of personal information, we will conduct necessary and appropriate supervision so that our consigned company is able to ensure the safety management of personal information.

<Providing information to a third party>

We do not provide personal information to third parties without obtaining the consent of the information entity in advance, except when disclosure is allowed under the Personal Information Protection Act or other laws and regulations. However, the following cases do not fall under the provision to the third party specified in the above.

- 1) When we entrust all or part of the handling of personal information within the scope



necessary for achieving the purpose of use

- 2) Personal information is provided in accordance with the succession of business due to merger or other reasons.

<Disclosure of personal information>

When we are requested to disclose personal information possessed by our company along the personal information protection law, we will disclose it without delay after confirming the request is from yourself. However, if it falls under any of the following due to disclosure, it may not disclose all or part of it, and if we make a decision not to disclose it, we will notify you so without delay.

- 1) When there is a danger of harming the life, body, property or other rights and interests of the third party
- 2) When there is a risk of serious hindering the proper operation of the service.
- 3) In case of violating laws and regulations.

In principle, we do not disclose information that does not correspond to personal information such as access logs.

<Correcting personal information>

When the Company is requested to correct, add or delete the detail of the personal information under the law of Protection Personal Information for the reason which the information we possess is not true, we conduct necessary surveys without delaying and correct the contents of personal information based on the result of the survey and notify it to the customer within the necessary range to achieve the purpose of using it unless special procedures are established pursuant to the provisions of other laws and regulations after confirming that it is a request from himself. When we make a decision not to correct it, we will inform it to you.

<Stop Using Personal Information>

When the Company is requested to suspend or delete the use of personal information owned by the Company for reasons that the personal information is handled beyond the purpose of use or it was acquired by falsely other illegal means, we conduct necessary investigation without delaying, if it is found that there is a reason for the request and the request is confirmed that it is from the customer himself, we will suspend the use of personal information without delay and notify it to the customer. However, if we are not



obliged to suspend the use under the Personal Information Protection Act or other laws and regulations, we do not correspond these requests.

<Contact>

Please contact our customer support below if you request for opening personal information, correcting it, suspending to use it or have inquiries, complaining and opinions or the others related to handling personal information.

Contact Us

Email: info@bitpoint.com.my

BIT Point Malaysia. Compliance Department

When you have inquiries, please contact the above e-mail address or use our inquiry form.

Please note that if you contact us by e-mail, please make sure not to enter wrong e-mail address. In addition, if you set designation reception from a specific email address, our email may not arrive at you so confirm the setting condition of your email reception. Even if you do not receive our email more than a week, please contact us.

<Continuous improvement>

We will appropriately review the operation status regarding the handling of personal information and strive for continuous improvement. We may also change this policy as necessary.

17, May, 2018