

Personal Data Protection Notice as

T&T Express Services ("T&T") values your privacy and is committed to protecting your personal data. **T&T** will only collect and process your personal data in accordance with applicable laws.

Source and types of personal data processed

T&T processes your personal data provided by you for purposes as set out below, which is obtained (whether now or in the future) from:

- the forms (physical and/or electronic) and supporting documents that you have or may be required to fill or submit;
- certain features from your mobile device, including your mobile device's bluetooth, calendar, camera, own, and other features;
- device information (such as your mobile device ID, model, and manufacturer), operating system, version information and system configuration information, device and application identification numbers, browser type and version, hardware model Internet service provider and/or mobile carrier, and Internet Protocol (IP) address (or proxy server). If you are using our application(s), we may also collect information about the phone network associated with your mobile device, your mobile device's operating system or platform, the type of mobile device you use, your mobile device's unique device ID, and information about the features of our application(s) you accessed;
- the agreements which you have or may be required to enter into with T&T; and
- your communications with T&T through various methods such as email, letters, telephone calls and conversations you have with T&T personnel and/or our authorized agents,

which includes but is not limited to the following:

- your identity (including your name and national registration identification card number);
- your contact information (including your telephone number and email address); and
- other information related to the use of T&T's electronic platform (namely web portal and mobile application) for shipment booking and delivery tracking ("Platform") (including details of residential and/or business addresses and device location).

In the course of using **T&T's electronic platform** ("Platform"), the application may request access to your device's camera. This access is necessary for the following purposes

1. Consignment Documentation:

- To capture images of consignment notes and provide visual proof of delivery.
- These images are securely attached to the consignment record within the Platform. Only authorized personnel can view these records for verification and audit purposes.

2. Barcode Scanning:

- To enable the integrated barcode scanning feature, facilitating efficient shipment tracking

and inventory management during logistics operations.

- Camera access allows users to scan barcodes directly through the app for seamless processing.
- Camera access is an essential feature for fulfilling our services effectively, ensuring operational accuracy, and maintaining high service standards.

Purposes of processing

We process your personal data for purposes of the Platform, including:

- to facilitate, process, administer and/or manage the Platform and the services offered through the Platform;
 - for T&T's contractual obligations or business arrangements with third parties;
 - for contact and communications purposes;
 - for management reporting;
 - to comply with legislative and statutory requirements;
- for the investigation of complaints, misconduct and suspected suspicious transactions (including carrying out due diligence and/or other screening activities);
 - for the prevention and detection of crime;
 - to protect or enforce our rights including to recover any debt owing to T&T;
 - for general administrative and management purposes; and
 - for all other purposes in relation or incidental to the above.

Your information is necessary to us. Unless otherwise stated, it is an obligation for you to provide all information requested by us. If you do not provide and/or allow us to process all the obligatory information as requested, we will not be able to keep complete information about you, thus affecting our ability to accomplish the purposes described in this notice.

Disclosure of your information

T&T may disclose your personal data to the following parties (including those within and outside Malaysia):

- T&T's related and associated companies and affiliates;
- if you are a consignor, persons who receive their shipment from you on the Platform;
- if you are a consignee, persons who ships their shipment to you on the Platform;
- contractors, vendors and service providers that provide services on behalf of T&T;
- government agencies, statutory bodies and authorities;
- T&T's business partners and/or relevant users of the Platform;
- T&T's assignees or potential assignees, acquirers or potential acquirers and successors-in-title;
- any person, who is under a duty of confidentiality who has undertaken the responsibility to keep such data confidential; and
- other parties, in respect of whom you have consented to the disclosure of your personal data.

We may also disclose your personal data (within and outside Malaysia) in good faith, (i) to comply with requirements of the government, law enforcement agencies, any authorities to whom T&T is subject to or any orders of court; (ii) as is necessary or relevant in relation to any legal process; or (iii) if required or authorized by law.

Retention

Any personal data supplied by you will be retained by **T&T** as long as it is necessary and expedient for the fulfillment of any purpose as stated above pursuant to our internal practices, regulatory requirements, legal and accounting requirements.

Updating and accuracy of personal data

When you provide your personal data to T&T, you undertake that all such information provided is accurate and up-to date. If there are any changes to your personal data or if you believe that the personal data we have about you is inaccurate, incomplete, misleading or not up-to-date, please contact us so that we may take steps to update your personal data.

Your Data Protection Rights

T&T would like to make sure that you are fully aware of your data protection rights. Every user is entitled to the following rights:

- Right to request access to personal data
You are entitled to request access to your personal data that is processed by us with reasonable notice.
- Right to request correction of personal data
You are entitled to request the correction of your personal data that is held by that is inaccurate, incomplete or out-of-date with reasonable notice.
- Right to erasure
You have the right to request **T&T** to erase your personal data under certain conditions.
- Right to restrict processing
You are entitled to limit our processing of your personal data by expressly withdrawing in full your consent given previously including for us to send any advertising and marketing materials or for direct marketing purposes subject to any applicable legal restrictions, contractual conditions and within a reasonable time period.
- Right to object to processing
You have the right to object to **T&T's** processing of your personal data, under certain conditions.
- Right to data portability
You have the right to request **T&T** to transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

Access, corrections and complaints

If you would like to make any inquiries or complaints or requests to access, correct or limit our processing of your personal data, you may contact our Legal Admin Representative at:

Phone : +60165152913

Email : welisten@ttlogistics.com.my

Address : No 59, Laluan Pasir Saujana 4, Medan Pasir Saujana 31650, Ipoh,
Perak, Malaysia.