

MYAirline Privacy Policy

Last updated 15 November 2022

This Privacy Policy is issued pursuant to the requirements under the Personal Data Protection Act 2010 (“Act”) and sets out how MYAirline Sdn. Bhd. (formerly known as “Z9 Elite Sdn. Bhd.”) (Registration No 202101001075 (1401373-U)) collects, uses, maintains, discloses and handles any and all personal data of individuals in accordance with the Act.

This Privacy Policy explains the type of personal data that MYAirline collects, the manner in which the personal data is used, handled as well as how, when and to whom the personal data will be disclosed to. All users are required to ensure that they read carefully and understand all the terms and conditions set out in this Privacy Policy..

By voluntarily providing your personal data to MYAirline, including any additional formation which you may subsequently voluntarily provide, you are deemed to have read, understood and consented to all the terms of this Privacy Policy and the collection, use, access, storage, transfer, processing and disclosure of your personal data in the manner as described in this Privacy Policy.

This Privacy Policy was last updated on the date above and will be updated and/or revised from time to time at MYAirline’s sole and absolute discretion. You are advised and encouraged to regularly check and keep updated with this Privacy Policy. To the fullest extent permissible under applicable law, your continued use of our services, including any commercial transactions shall constitute your acknowledgement and acceptance of any changes made to this Privacy Policy.

Personal Data Collection

The types of Personal Data that MYAirline collects directly from you or from third parties depends on the circumstances of collection and on the nature of the service requested or transaction undertaken. The Personal Data we collect enables MYAirline to provide you with a more personalised experience and helps MYAirline to continually improve your experience with us.

It may include:

- General information that links back to an individual (including but not limited to name and email address).
- Working employment history, your academic qualifications and other information which you had included in your resume when you apply for a job with us, so we can review and assess your application.
- Contact details (i.e., residential address and phone numbers) as well as Wi-Fi use.
- Technical information (i.e., IP address, location information, mobile carrier-related information and your device version, and etc.).

How MYAirline collects personal information and data will depend on our relationship or interactions with you: -

- When you register and/or use our services via our Website and/or Mobile Application.
- When you engage with us via any social media platforms, emails and etc..
- When you submit any form, including but not limited to any application form or any other forms pertaining to our products and services whether it is an online or a physical form.
- When you approve permissions on your device to share information with our Website and/or Mobile Application.
- When you participate in any of our contests or customer surveys.

Others

When any booking is made on your behalf by another person, you undertake and will ensure that you have authorized the disclosure of your Personal Data and are aware of the terms and conditions of this Privacy Policy. If you are booking on behalf of another person or persons, you represent and agree that you have the consent of those other persons to provide their Personal Data and that they fully understand the terms and conditions of this Privacy Policy. In addition, where you are booking on behalf of children (those below 18 years of age), please ensure that you are over 18 years of age and have the appropriate authority and consent to make such bookings.

Personal Data Usage

Your Personal Data may be used by MYAirline for the following purposes:

- For administrative purposes that is essential in the provision of our products and services to you including but not limited to, verification of your identity, processing your application, request, registration for or subscription of the application created by us or our affiliates, services and/or use of our Website/Mobile Application.
- For communication purposes including sending notification to you via email responding to your enquiries.
- To comply with our legal obligations and safety and security requirements. In order to ensure the safety and security of all passengers while travelling with us, we may process your personal information with our regulatory requirements in relation to immigration, customs and security or dialogue with all relevant authorities and regulators, as applicable.
- To provide customisation of content in our Website and/or Mobile Application that is suited to your needs and preferences.
- To ensure the content of our Website is current and relevant.
- Such other purposes required by the relevant law, authorities and regulations.
- Where you have indicated your consent to receiving marketing or promotional updates or information from us. You may opt-out from receiving such marketing or promotional material at any time. You may select the relevant “unsubscribe” option as may be provided in our marketing or promotional materials.

Personal Data Sharing

MYAirline may share your Personal Data and information with the following:

- Any and all enforcement, regulatory and governmental agencies whenever required by law.
- Our subsidiaries or affiliates.

- Your Personal Data and information may be disclosed to those business partners, authorised or contracted third parties, service providers or advertisers to make available promotions, offers, products or services, which may or may not belong to us but relate to the products or services you have elected to obtain from us.
- Data analytics agencies, marketing agencies, third party suppliers, business partners, service providers, parties that have business and contractual dealings with MYAirline and any other necessary and applicable third parties.
- In the circumstances set out in this Privacy Policy where we share your Personal Data and information to a third party, we will use commercially reasonable endeavours to ensure that the security measures that such party has in place in relation to the processing of your Personal Data and information are at least as stringent as those employed by us if not better.
- Your Personal Data may also be disclosed or transferred to any of our actual and potential assignees, transferees or acquirers (within or outside Malaysia) (including our affiliates and subsidiaries) or our business, assets or group companies, or in connection with any corporate restructuring or exercise including the restructuring to transfer our business, assets and/or liabilities.

Personal Data Protection

- To safeguard your Personal Data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, MyAirline has introduced appropriate administrative, physical and technical measures such as up-to-date antivirus protection, encryption and the use of privacy filters to secure all storage and transmission of Personal Data by us, and the disclosure of all Personal Data both internally and to our authorised third party service providers and representatives will only be on a need-to-know basis.
- You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your Personal Data and information and are constantly reviewing and enhancing our Personal Data and information security measures. MyAirline shall not be held responsible or liable in any circumstances whatsoever for any leaks, security breaches and/or unauthorized access to and/or unauthorized disclosure of Personal Data and information.

Personal Data Retention

- MyAirline may retain your Personal Data for as long as we may deem it necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws. How long your Personal Data is retained shall invariably depend on the purposes for which the Personal Data is processed and the applicable statutory retention periods.
- MyAirline will cease to retain your Personal Data, or remove the means by which the Personal Data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the Personal Data was collected, and is no longer necessary for legal or business purposes at our sole and absolute discretion.

Consent

- You may submit a request to withdraw your consent at any time by contacting us through the contact details set out below.
- If you have provided us Personal Data of third-party individuals, you are required to obtain the individual's prior consent and you represent and warrant that you had or have their consent or are otherwise entitled to provide their Personal Data to us. By providing us Personal Data of third-

party individual(s), you also warrant that the individual(s) is informed of and consents to the terms of this Privacy Notice.

- In most instances, it is obligatory for you to provide us with your Personal Data in order to allow us to satisfy your request or provide you with the service that you have requested for.
- However, we will provide you with an avenue to opt-out or unsubscribe from receiving marketing, communications, promotional offers, newsletters or any other communications from MYAirline.

Contact

If you have inquiries or complaints in relation to our handling of your Personal Data or our Privacy Policy or wish to exercise any of your rights as described above, please contact us by sending us an email at the address below:

customercare@myairline.my