

**PERSONAL DATA PROTECTION SUMMARY OF NOTICE FOR CUSTOMERS AND PATIENTS**

This summary of the Personal Data Protection Notice (“Notice”) describes how Melaka Straits Medical Centre Sdn Bhd and/or its healthcare professionals (“MSMC” or “Hospital”) use your Personal Data. MSMC and our healthcare professionals respects the privacy of individuals with regards to personal data (“Personal Data”) and is committed to protect the privacy of our patients (“Users”) and strives to provide a safe and secure customer experience. This privacy policy is formulated in accordance with the Personal Data Protection Act 2010 (“Act”), which describes how your Personal Information is collected, processed and used and your choices with respect to your Personal Information.

**DESCRIPTION OF PERSONAL DATA**

1. Personal Data means personal information about you, from which you are identifiable. MSMC will process your personal data such as mentioned in the full notice (including without limitation) which have been provided by you and/or discovered during the process of your treatment as an inpatient and/or outpatient here in MSMC and/or any information about you that has been or may be collected, stored, used and processed by MSMC from time to time.

2. The provision of Personal Data is mandatory if you intend to seek healthcare services in MSMC. If you do not provide your Personal Data, MSMC is unable to register your information and thus, unable to render the healthcare services to you.

**SOURCES OF PERSONAL DATA COLLECTED**

3. In addition to the Personal Data you provide to MSMC directly, MSMC may also collect your Personal Data from a variety of sources, including without limitation when you register with MSMC as patients, employees, business associates and other related parties with MSMC, from MSMC agents or other third party referring agents, when you interact and communicate with MSMC at exhibitions, events, roadshows or otherwise, from companies within the ORIENTAL HOLDINGS BERHAD Group (“OHB”), or by using the Website ([www.orientalmedical.com.my](http://www.orientalmedical.com.my)).

**PURPOSES OF PERSONAL DATA COLLECTED**

4. MSMC may use and process your Personal Data for the purposes relating to the business and activities of MSMC which shall include, without limitation:

- to assist in your identification by MSMC and its doctors;
- to facilitate treatment for your medical condition;
- to maintain customer and patient database and customer and patient related processes;
- for insurance claim purposes;
- for billing and financial purposes including collection of payments for MSMC’s services rendered to you and all other related transactions, accounting, auditing and tax;
- for bad and doubtful debts collection;
- to meet legal and statutory requirements including but not limited to requirements from government ministries, departments and agencies;
- for contact and enquiry purposes;
- for administrative and internal statistical analysis purposes;
- for investigating complaints and grievances;
- for defending MSMC in malpractice and other claims irrespective of whether the claims involve court proceedings or otherwise;

and you agree and consent to MSMC using and processing your Personal Data in the manner as identified above and in this Notice.

5. MSMC and OHB Group may also use and process your data for other purposes such as to send you updates and news on their latest products, services and promotions including the latest MSMC projects and developments and to inform you about events, exhibitions or roadshows which may be of interest to you, by way of social media, post, telephone calls, short message service (SMS) and/or by email.

You hereby agree and give consent to MSMC to use and process your Personal Data in the manner as identified above and in this Notice.