

KGW GROUP BERHAD

PERSONAL DATA PROTECTION NOTICE

NOTIS PERLINDUNGAN DATA PERIBADI

Effective date / Tarikh kuat kuasa: 4 August 2026

Important

This Notice explains how personal data is collected and processed by the relevant entity within the KGW Group. It should be read before submitting personal data through our website, credit application forms or other business channels.

ENGLISH VERSION

1. About this Notice

KGW Group Berhad (Registration No. 202201009353 (1455050-D)) and its subsidiaries from time to time (collectively, the "KGW Group") are committed to protecting personal data in accordance with the Personal Data Protection Act 2010 (Act 709), as amended from time to time ("PDPA").

This Notice applies where a company within the KGW Group determines the purposes and means of processing personal data and therefore acts as the data controller. The relevant data controller is the KGW Group entity with which you communicate, apply for employment, enter into a transaction or receive services. References to "KGW", "we", "us" or "our" mean that relevant KGW Group entity. If you are unsure which entity is responsible for your personal data, please contact us using the details in this Notice.

2. Whose personal data we process

This Notice may apply to customers and prospective customers; directors, shareholders, beneficial owners, guarantors, representatives and authorised personnel of corporate customers; vendors, agents, carriers, business partners and their personnel; website visitors; job applicants and employees; shareholders and investors; visitors to our premises; and other individuals who communicate or transact with us.

3. Personal data we may collect

Depending on the nature of your relationship with us, we may collect:

- identification data, including name, NRIC or passport number, date of birth, nationality, photograph and signature;
- contact and business data, including address, telephone number, email address, job title, employer and authorised-person details;
- credit and financial data, including bank details, payment records, trade references, credit reports, outstanding balances, guarantees and supporting documents;

- transaction and logistics data, including quotations, bookings, shipment details, cargo and consignee information, invoices, correspondence, claims and service history;
- employment and recruitment data, including qualifications, employment history, remuneration information and references;
- website and technical data, including IP address, device and browser information, cookies, enquiry-form data and website usage records;
- security data, including CCTV images, visitor records and access logs; and
- any other personal data voluntarily provided to us or required for a stated purpose.

We will process sensitive personal data only where permitted by law and, where required, with your express consent.

4. Sources of personal data

We may obtain personal data directly from you; from your employer, company, authorised representative, director, shareholder or guarantor; through our websites, forms and communications; from related companies and business partners; from carriers, agents, insurers, surveyors, debt-recovery agents and professional advisers; from credit-reporting agencies and trade references; from regulators, authorities and publicly available records; and from other lawful sources.

If you provide personal data relating to another individual, you confirm that you are authorised to do so and that you have informed that individual of this Notice.

5. Purposes of processing

We may process personal data for the following purposes:

- to respond to enquiries, prepare quotations, onboard customers and suppliers, and administer our business relationship;
- to assess creditworthiness, conduct due diligence, establish and monitor credit limits, collect debts and manage payment risk;
- to arrange and provide logistics, freight forwarding, warehousing, distribution, customs, transportation and related services;
- to process bookings, shipping documents, invoices, payments, refunds, claims, complaints and disputes;
- to verify identity, authority and instructions and to prevent fraud, misuse, sanctions breaches, money laundering and other unlawful activity;
- to manage vendors, agents, carriers, insurers, credit bureaus, professional advisers and other service providers;
- to operate, secure, analyse and improve our websites, systems, facilities, services and customer experience;
- to conduct recruitment, employment, training, payroll, benefits, performance and workforce administration;
- to manage corporate governance, investor relations, audits, risk management, legal claims, mergers, acquisitions and business restructuring;
- to comply with laws, court orders, regulatory requirements and requests from competent authorities; and
- with your choice where required, to send news, invitations, promotions and information about our services.

6. Disclosure of personal data

Where necessary for the purposes above, we may disclose personal data to companies within the KGW Group; customers, shippers, consignees and transaction parties; overseas agents and logistics networks; shipping lines, airlines, hauliers, warehouse operators and other carriers; customs brokers and authorities; banks and payment providers; insurers, surveyors and adjusters; credit-reporting agencies, trade references and debt-recovery agents; IT, cloud, website and professional service providers; auditors, lawyers, tax advisers and regulators; potential purchasers, investors and advisers in a corporate transaction; and any person where disclosure is required or permitted by law.

Our service providers and data processors are required to protect personal data and use it only for authorised purposes.

7. Cross-border transfers

International logistics necessarily involves overseas parties. Personal data may therefore be transferred to or accessed from countries outside Malaysia, including countries where a shipment originates, transits or is delivered. We will take reasonable steps to ensure that cross-border transfers comply with the PDPA and that appropriate protection is applied.

8. Whether providing data is mandatory

You may choose not to provide personal data that is identified as optional. However, data marked or communicated as mandatory is required for us to process an application, perform a contract, comply with law or provide the requested service. If mandatory data is not provided, we may be unable to open or maintain an account, approve credit, process a booking, release documents, make payment, consider an application or provide the relevant service.

9. Marketing choices

Marketing communications are optional. You may opt out at any time by using the unsubscribe method in the communication or contacting us using the details below. Opting out of marketing will not affect essential operational, transactional, safety or legal communications.

10. Security and retention

We maintain reasonable administrative, technical and physical safeguards designed to protect personal data against loss, misuse, unauthorised access, alteration or disclosure. Access is limited according to business need.

We retain personal data only for as long as reasonably necessary for the stated purposes, to meet operational, contractual, legal, tax, accounting and regulatory requirements, and to establish or defend legal claims. Data that is no longer required will be securely deleted, destroyed or anonymised in accordance with our retention practices.

11. Your rights

Subject to the PDPA and applicable exceptions, you may request access to or correction of your personal data; withdraw consent where processing is based on consent; object to or prevent direct marketing; request data portability where applicable; and submit an enquiry or complaint about our handling of personal data. We may require information to verify your identity and may charge a fee where permitted by law.

12. Contact us

For access or correction requests, marketing opt-outs, enquiries or complaints, please contact:

KGW Group Berhad

No. 6, Jalan Pemaju U1/15, Hicom Glenmarie Industrial Park, Seksyen U1, 40150 Shah Alam, Selangor, Malaysia

Telephone: +603 7842 8899 | Fax: +603 7842 9899

Email: info@kgwlogistics.com

Please state "PDPA Request" in the subject line and identify the KGW company with which you dealt, where known.

13. Updates and language

We may update this Notice from time to time by publishing the revised version on our website. The effective date shown above indicates the latest revision. If there is any inconsistency between the English and Bahasa Malaysia versions, the English version will prevail to the extent permitted by law.

VERSI BAHASA MALAYSIA

1. Mengenai Notis ini

KGW Group Berhad (No. Pendaftaran 202201009353 (1455050-D)) dan anak-anak syarikatnya dari semasa ke semasa (secara kolektif, "Kumpulan KGW") komited untuk melindungi data peribadi selaras dengan Akta Perlindungan Data Peribadi 2010 (Akta 709), sebagaimana yang dipinda dari semasa ke semasa ("APDP").

Notis ini terpakai apabila sesebuah syarikat dalam Kumpulan KGW menentukan tujuan dan cara pemprosesan data peribadi dan dengan itu bertindak sebagai pengawal data. Pengawal data yang berkaitan ialah entiti Kumpulan KGW yang anda hubungi, tempat anda memohon pekerjaan, entiti yang anda berurus niaga, atau entiti yang memberikan perkhidmatan kepada anda. Rujukan kepada "KGW", "kami" atau "milik kami" bermaksud entiti Kumpulan KGW yang berkaitan itu. Jika anda tidak pasti entiti mana yang bertanggungjawab terhadap data peribadi anda, sila hubungi kami menggunakan butiran dalam Notis ini.

2. Data peribadi siapa yang kami proses

Notis ini boleh terpakai kepada pelanggan dan bakal pelanggan; pengarah, pemegang saham, pemilik benefisial, penjamin, wakil dan kakitangan yang diberi kuasa bagi pelanggan korporat; vendor, ejen, pengangkut, rakan niaga dan kakitangan mereka; pelawat laman web; pemohon pekerjaan dan pekerja; pemegang saham dan pelabur; pelawat ke premis kami; serta individu lain yang berkomunikasi atau berurus niaga dengan kami.

3. Data peribadi yang mungkin kami kumpulkan

Bergantung pada hubungan anda dengan kami, kami mungkin mengumpulkan:

- data pengenalan, termasuk nama, nombor MyKad atau pasport, tarikh lahir, kewarganegaraan, gambar dan tandatangan;
- data hubungan dan perniagaan, termasuk alamat, nombor telefon, alamat e-mel, jawatan, majikan dan butiran individu yang diberi kuasa;
- data kredit dan kewangan, termasuk butiran bank, rekod pembayaran, rujukan perdagangan, laporan kredit, baki tertunggak, jaminan dan dokumen sokongan;
- data transaksi dan logistik, termasuk sebut harga, tempahan, butiran penghantaran, maklumat kargo dan penerima, invois, surat-menyurat, tuntutan dan sejarah perkhidmatan;
- data pekerjaan dan pengambilan, termasuk kelayakan, sejarah pekerjaan, maklumat imbuhan dan rujukan;
- data laman web dan teknikal, termasuk alamat IP, maklumat peranti dan pelayar, kuki, data borang pertanyaan dan rekod penggunaan laman web;
- data keselamatan, termasuk imej CCTV, rekod pelawat dan log akses; dan
- apa-apa data peribadi lain yang diberikan secara sukarela atau diperlukan bagi tujuan yang dinyatakan.

Kami hanya akan memproses data peribadi sensitif apabila dibenarkan oleh undang-undang dan, jika diperlukan, dengan persetujuan nyata anda.

4. Sumber data peribadi

Kami mungkin memperoleh data peribadi secara langsung daripada anda; daripada majikan, syarikat, wakil yang diberi kuasa, pengarah, pemegang saham atau penjamin anda; melalui laman web, borang dan komunikasi kami; daripada syarikat berkaitan dan rakan niaga; daripada pengangkut, ejen, syarikat insurans, juruukur, ejen pemungutan hutang dan penasihat profesional; daripada agensi pelaporan kredit dan rujukan perdagangan; daripada pengawal selia, pihak berkuasa dan rekod awam; serta daripada sumber lain yang sah.

Jika anda memberikan data peribadi individu lain, anda mengesahkan bahawa anda diberi kuasa untuk berbuat demikian dan telah memaklumkan individu tersebut mengenai Notis ini.

5. Tujuan pemprosesan

Kami mungkin memproses data peribadi untuk:

- menjawab pertanyaan, menyediakan sebut harga, mendaftarkan pelanggan dan pembekal serta mengurus hubungan perniagaan;
- menilai kelayakan kredit, menjalankan usaha wajar, menetapkan dan memantau had kredit, memungut hutang dan mengurus risiko pembayaran;
- mengatur dan menyediakan perkhidmatan logistik, penghantaran fret, pergudangan, pengedaran, kastam, pengangkutan dan perkhidmatan berkaitan;
- memproses tempahan, dokumen penghantaran, invois, pembayaran, bayaran balik, tuntutan, aduan dan pertikaian;
- mengesahkan identiti, kuasa dan arahan serta mencegah penipuan, penyalahgunaan, pelanggaran sekatan, pengubahan wang haram dan aktiviti menyalahi undang-undang;
- mengurus vendor, ejen, pengangkut, syarikat insurans, biro kredit, penasihat profesional dan penyedia perkhidmatan lain;
- mengendalikan, melindungi, menganalisis dan menambah baik laman web, sistem, kemudahan, perkhidmatan dan pengalaman pelanggan;
- mengurus pengambilan, pekerjaan, latihan, gaji, faedah, prestasi dan pentadbiran tenaga kerja;
- mengurus tadbir urus korporat, hubungan pelabur, audit, risiko, tuntutan undang-undang dan penstrukturan perniagaan;
- mematuhi undang-undang, perintah mahkamah, kehendak pengawal selia dan permintaan pihak berkuasa; dan
- tertakluk kepada pilihan anda apabila diperlukan, menghantar berita, jemputan, promosi dan maklumat perkhidmatan.

6. Pendedahan data peribadi

Jika perlu bagi tujuan di atas, kami mungkin mendedahkan data peribadi kepada syarikat dalam Kumpulan KGW; pelanggan, penghantar, penerima dan pihak transaksi; ejen luar negara dan rangkaian logistik; syarikat perkapalan, syarikat penerbangan, pengangkut darat, operator gudang dan pengangkut lain; broker dan pihak berkuasa kastam; bank dan penyedia pembayaran; syarikat insurans, juruukur dan pelaras; agensi pelaporan kredit, rujukan perdagangan dan ejen pemungutan hutang; penyedia IT, awan, laman web dan perkhidmatan profesional; juruaudit, peguam, penasihat cukai dan pengawal selia; bakal pembeli, pelabur dan penasihat dalam transaksi korporat; serta mana-mana pihak apabila pendedahan diperlukan atau dibenarkan oleh undang-undang.

Penyedia perkhidmatan dan pemproses data kami dikehendaki melindungi data peribadi dan menggunakannya hanya bagi tujuan yang dibenarkan.

7. Pemindahan rentas sempadan

Logistik antarabangsa sememangnya melibatkan pihak di luar negara. Oleh itu, data peribadi mungkin dipindahkan ke atau diakses dari negara di luar Malaysia, termasuk negara asal, transit atau destinasi penghantaran. Kami akan mengambil langkah munasabah untuk memastikan pemindahan rentas sempadan mematuhi APDP dan perlindungan yang sesuai digunakan.

8. Sama ada pemberian data adalah wajib

Anda boleh memilih untuk tidak memberikan data yang dinyatakan sebagai pilihan. Walau bagaimanapun, data yang ditandakan atau dimaklumkan sebagai wajib diperlukan untuk memproses permohonan, melaksanakan kontrak, mematuhi undang-undang atau menyediakan perkhidmatan. Jika data wajib tidak diberikan, kami mungkin tidak dapat membuka atau mengekalkan akaun, meluluskan kredit, memproses tempahan, melepaskan dokumen, membuat pembayaran, mempertimbangkan permohonan atau menyediakan perkhidmatan berkaitan.

9. Pilihan pemasaran

Komunikasi pemasaran adalah pilihan. Anda boleh menarik diri pada bila-bila masa melalui kaedah nyahlanggan dalam komunikasi atau dengan menghubungi kami. Penarikan diri daripada pemasaran tidak menjejaskan komunikasi operasi, transaksi, keselamatan atau undang-undang yang penting.

10. Keselamatan dan penyimpanan

Kami melaksanakan perlindungan pentadbiran, teknikal dan fizikal yang munasabah bagi melindungi data peribadi daripada kehilangan, penyalahgunaan, akses tanpa kebenaran, perubahan atau pendedahan. Akses dihadkan mengikut keperluan perniagaan.

Kami menyimpan data hanya selama yang munasabah diperlukan bagi tujuan yang dinyatakan, keperluan operasi, kontrak, undang-undang, cukai, perakaunan dan pengawalseliaan, serta untuk mengemukakan atau mempertahankan tuntutan undang-undang. Data yang tidak lagi diperlukan akan dipadamkan, dimusnahkan atau dinyahnamakan dengan selamat mengikut amalan penyimpanan kami.

11. Hak anda

Tertakluk kepada APDP dan pengecualian yang berkenaan, anda boleh meminta akses kepada atau pembetulan data peribadi; menarik balik persetujuan apabila pemprosesan berasaskan persetujuan; membantah atau menghalang pemasaran langsung; meminta kemudahan data apabila berkenaan; dan mengemukakan pertanyaan atau aduan. Kami mungkin meminta maklumat untuk mengesahkan identiti anda dan mengenakan fi jika dibenarkan oleh undang-undang.

12. Hubungi kami

Bagi permintaan akses atau pembetulan, penarikan diri daripada pemasaran, pertanyaan atau aduan, sila hubungi:

KGW Group Berhad

No. 6, Jalan Pemaju U1/15, Hicom Glenmarie Industrial Park, Seksyen U1, 40150 Shah Alam, Selangor, Malaysia

Telefon: +603 7842 8899 | Faks: +603 7842 9899

E-mel: info@kgwlogistics.com

Sila nyatakan "Permintaan APDP" pada tajuk e-mel dan kenal pasti syarikat KGW yang berurusan dengan anda, jika diketahui.

13. Kemas kini dan bahasa

Kami boleh mengemas kini Notis ini dari semasa ke semasa dengan menerbitkan versi baharu di laman web. Tarikh kuat kuasa di atas menunjukkan semakan terkini. Jika terdapat ketidakselarasan antara versi Bahasa Inggeris dan Bahasa Malaysia, versi Bahasa Inggeris hendaklah terpakai setakat yang dibenarkan oleh undang-undang.