

PRIVACY STATEMENT

A. General Information

This Privacy Statement applies to Personal Data that you provide to ISUZU MALAYSIA SDN BHD or which is derived from the Personal Data as outlined below. The use of and any information that is gathered by cookies or other web tracking technologies is subject to the disclosures and options which can be found on the relevant website.

The data controller of www.isuzu.net.my is ISUZU MALAYSIA SDN BHD, 3999 West Chester Pike, Newtown Square, PA 19073, USA (“ISUZU MALAYSIA”). Where a registration form is presented on this website, the data controller may vary depending on the actual offering or the purpose of the data collection, but it is in any case displayed on the individual registration form’s privacy statement. The ISUZU MALAYSIA SDN BHD Group’s data protection officer (privacy@isuzu.net.my).

ISUZU MALAYSIA SDN BHD will process the Personal Data provided hereunder only as set out in this Privacy Statement. Further information can be found in Sections B. and C. below. Where the processing of your Personal Data is based on a statutory permission, you can find information on which Personal Data ISUZU MALAYSIA SDN BHD is processing or using for which purposes in Section B below. Where consent for the processing of your Personal Data is required you can find further information in Section C. below. This information matches with the respective consent statements pertaining to individual processing operations in the Consent Resource Center.

Where ISUZU MALAYSIA SDN BHD is processing and using your Personal Data as permitted by law (see B. below) or under your consent (see C. below), ISUZU MALAYSIA SDN BHD will store your Personal Data (i) only for as long as is required to fulfil the purposes set out below or (ii) until you object to ISUZU MALAYSIA SDN BHD’s use of your Personal Data (where ISUZU MALAYSIA SDN BHD has a legitimate interest in using your Personal Data), or (iii) until you withdraw your consent (where you consented to ISUZU MALAYSIA SDN BHD using your Personal Data). However, where ISUZU MALAYSIA SDN BHD is required by mandatory law to retain your Personal Data longer or where your Personal Data is required for ISUZU MALAYSIA SDN BHD to assert or defend against legal claims, ISUZU MALAYSIA SDN BHD will retain your Personal Data until the end of the relevant retention period or until the claims in question have been settled.

As a general principle, your granting of any consent and your provision of any Personal Data hereunder is entirely voluntary; there are generally no detrimental effects on you if you choose not to consent or to provide Personal Data. However, there are circumstances in which ISUZU MALAYSIA SDN BHD cannot take action without certain Personal Data, for example because this Personal Data is required to process your orders or provide you with access to a web offering or newsletter. In these cases, it will unfortunately not be possible for ISUZU MALAYSIA SDN BHD to provide you with what you request without the relevant Personal Data.

You can request from ISUZU MALAYSIA SDN BHD at any time information about which Personal Data ISUZU MALAYSIA SDN BHD processes about you and the correction or deletion of such Personal Data. Please note, however, that ISUZU MALAYSIA SDN BHD can delete your Personal Data only if there is no statutory obligation or prevailing right of ISUZU MALAYSIA SDN BHD to retain it. Kindly note that if you request that ISUZU MALAYSIA SDN BHD delete your Personal Data, you will not be able to continue to use

any ISUZU MALAYSIA SDN BHD service that requires ISUZU MALAYSIA SDN BHD's use of your Personal Data.

If ISUZU MALAYSIA SDN BHD uses your Personal Data based on your consent or to perform a contract with you, you may further request from ISUZU MALAYSIA SDN BHD a copy of the Personal Data that you have provided to ISUZU MALAYSIA SDN BHD. In this case, please contact the email address below and specify the information or processing activities to which your request relates, the format in which you would like this information, and whether the Personal Data is to be sent to you or another recipient. ISUZU MALAYSIA SDN BHD will carefully consider your request and discuss with you how it can best fulfill it.

Furthermore, you can request from ISUZU MALAYSIA SDN BHD that ISUZU MALAYSIA SDN BHD restricts your Personal Data from any further processing in any of the following events:

- (i) you state that the Personal Data ISUZU MALAYSIA SDN BHD has about you is incorrect, (but only for as long as ISUZU MALAYSIA SDN BHD requires to check the accuracy of the relevant Personal Data),
- (ii) there is no legal basis for ISUZU MALAYSIA SDN BHD processing your Personal Data and you demand that ISUZU MALAYSIA SDN BHD restricts your Personal Data from further processing,
- (iii) ISUZU MALAYSIA SDN BHD no longer requires your Personal Data but you claim that you require ISUZU MALAYSIA SDN BHD to retain such data in order to claim or exercise legal rights or to defend against third party claims or
- (iv) in case you object to the processing of your Personal Data by ISUZU MALAYSIA SDN BHD (based on ISUZU MALAYSIA SDN BHD's legitimate interest as further set out in B. below) for as long as it is required to review as to whether ISUZU MALAYSIA SDN BHD has a prevailing interest or legal obligation in processing your Personal Data.


The Company is giving you the option to "withdraw" your personal information from our database in the event you do not wish to continue receiving our latest news and updates of our products and services, by sending the Company a written notice and/or contact IMSB on the necessary steps and assistance to withdraw your personal information. In the process of your withdrawal, we encourage you to state your reason for such withdrawal for the Company to understand and improve our products and services for our future customers.

Please note that in some cases where certain of your personal data may still retained with the Company in relating to the need to contact you for vehicle safety, recalls, warranty and any requirements specified by law.

Please direct any such request at our web page <http://www.isuzu.net.my/home/contact.php> :

Under Service Enquiries request (sample below):

Contact Us

	<p>Enquiry</p> <p>Select Your Enquiry Type*:</p> <input type="text" value="Service Enquiries"/>
	<p>Interested/Enquiry with this model*:</p> <input type="text"/>

OR

Write in or Visit our office at:

ATTN TO: CUSTOMER RELATIONSHIP MANAGEMENT

ISUZU MALAYSIA SDN BHD

501D, Level 5, Tower D, Uptown 5, No. 5, Jalan SS21/39,
Damansara Uptown, 47400 Petaling Jaya, Selangor Darul Ehsan
Tel: +603-7723 9777 Fax: +603-7723 9779

This website is not intended for anyone under the age of 16 years. If you are younger than 16, you may not register with or use this website.

This website may contain links to foreign (meaning non-ISUZU MALAYSIA SDN BHD Group companies) websites. ISUZU MALAYSIA SDN BHD is not responsible for the privacy practices or the content of websites outside the ISUZU MALAYSIA SDN BHD Group of companies. Therefore, we recommend that you carefully read the privacy statements of such foreign sites.

B. Where ISUZU MALAYSIA uses My Personal Data based on the Law

In the following cases, ISUZU MALAYSIA SDN BHD is permitted to process your Personal Data under the applicable data protection law.

If you order goods or services from ISUZU MALAYSIA, ISUZU MALAYSIA SDN BHD will use the Personal Data that you enter into the order or registration form (usually (a subset of) your name, (email) address, telephone number, company name and address, your job title and role and, if payment is to be made to ISUZU MALAYSIA SDN BHD, credit card number or bank details) only to process your order or to provide the requested goods or service. This may include taking the necessary steps prior to entering into the contract, responding to your related inquiries, and providing you with shipping and billing information and to process or provide customer feedback and support. This may also include conversation data that

you may trigger via the chat functionalities on ISUZU MALAYSIA SDN BHD.com or other local ISUZU MALAYSIA SDN BHD web presences, contact forms, emails, or telephone. In this Privacy Statement, “goods and services” includes (access to) ISUZU MALAYSIA SDN BHD’s web services, offerings, contests, sweepstakes, other content, non-marketing related newsletters, whitepapers, tutorials, trainings and events.

If you participate in programs provided by ISUZU MALAYSIA, ISUZU MALAYSIA SDN BHD may also track your progress in order to make this information available to you. Furthermore, we communicate on a regular basis by email with users who subscribe to our services, and we may also communicate by phone to resolve customer complaints or investigate suspicious transactions. We may use your email address to confirm your opening of an account, to send you notice of payments, to send you information about changes to our products and services, and to send notices and other disclosures as required by law. Generally, users cannot opt out of these communications, which are not marketing-related but merely required for the relevant business relationship. With regard to marketing-related types of communication (i.e. emails and phone calls), ISUZU MALAYSIA SDN BHD will

- (i) where legally required only provide you with such information after you have opted in and
- (ii) provide you the opportunity to opt out if you do not want to receive further marketing-related types of communication from us. You can opt out of these at any time at <https://www.isuzu.net.my/unsubscribe.html>.

Furthermore, you acknowledge that any information required to track your choices regarding the processing or use of your Personal Data or receipt of marketing materials may be stored and exchanged between members of the ISUZU MALAYSIA SDN BHD Group as required to ensure compliance.

ISUZU MALAYSIA SDN BHD’s legitimate interest. Each of the use cases below constitutes a legitimate interest of ISUZU MALAYSIA to process or use your Personal Data. If you do not agree with this approach, you may object against ISUZU MALAYSIA SDN BHD’s processing or use of your Personal Data as set out below.

ISUZU MALAYSIA SDN BHD may invite you to participate in questionnaires and surveys. These questionnaires and surveys will be generally designed in a way that they can be answered without any Personal Data. If you nonetheless enter Personal Data in a questionnaire or survey, ISUZU MALAYSIA SDN BHD may use such Personal Data to improve its products and services.

Recording of calls and chats for quality improvement purposes. In case of telephone calls or chat sessions, ISUZU MALAYSIA SDN BHD may record such calls (after informing you accordingly during that call and before the recording starts) or chat sessions in order to improve the quality of ISUZU MALAYSIA SDN BHD’s services.

Within an existing business relationship between you and ISUZU MALAYSIA, ISUZU MALAYSIA SDN BHD may inform you, where permitted in accordance with Malaysian laws, about its products or services which are similar or relate to such products and services you have already purchased or used from ISUZU MALAYSIA SDN BHD.

You may object to ISUZU MALAYSIA SDN BHD using Personal Data for the above purposes at any time by unsubscribing at <https://www.isuzu.net.my/unsubscribe.html>. If you do so, ISUZU MALAYSIA SDN BHD will cease using your Personal Data for the above purposes (that is to say, under a legitimate interest set

out above) and remove it from its systems unless ISUZU MALAYSIA SDN BHD is permitted to use such Personal Data for another purpose set out in this Privacy Statement or ISUZU MALAYSIA SDN BHD determines and demonstrates a compelling legitimate interest to continue processing your Personal Data.

C. Where ISUZU MALAYSIA uses My Personal Data based on My Consent

In the following cases ISUZU MALAYSIA SDN BHD will only use your Personal Data as further detailed below after you have granted your prior consent into the relevant processing operations. Therefore, each information about a processing operation with regard to Personal Data is linked to one consent statement in the Consent Resource Center. If you re-open this Privacy Statement after you have initially one or more consents granted you will not only see the information related to the consents you have granted but the full privacy statement.

Subject to a respective provision and your consent, ISUZU MALAYSIA SDN BHD may use your name, email and postal address, telephone number, job title and basic information about your employer (name, address, and industry) as well as an interaction profile based on prior interactions with ISUZU MALAYSIA SDN BHD (prior purchases, participation in webinars, seminars, or events or the use of (web) service (including marketing-related newsletters) as well as events of ISUZU MALAYSIA SDN BHD and in order to display relevant content on ISUZU MALAYSIA SDN BHD's websites. In connection with these marketing-related activities, ISUZU MALAYSIA SDN BHD may provide a hashed user ID to third party operated social networks or other web offerings (such as Twitter, LinkedIn, Facebook, Instagram or Google) where this information is then matched against the social networks' data or the web offerings' own data bases in order to display to you more relevant information.

ISUZU MALAYSIA SDN BHD offers you the option to use its web offerings including forums, blogs, and networks (such as the ISUZU MALAYSIA SDN BHD Community) linked to this website that require you to register and create a user profile. User profiles provide the option to display personal information about you to other users, including but not limited to your name, photo, social media accounts, postal or email address, or both, telephone number, personal interests, skills, and basic information about your company.

These profiles may relate to a single web offering of ISUZU MALAYSIA SDN BHD or, if created in the ISUZU MALAYSIA SDN BHD Cloud Platform Identity Authentication Service, may also allow you to access other web offerings of ISUZU MALAYSIA SDN BHD or of other entities of the ISUZU MALAYSIA SDN BHD Group, or both (irrespective of any consent granted under the section "Forwarding your Personal Data to other ISUZU MALAYSIA SDN BHD companies." below). It is, however, always your choice which of these additional web offerings you use and your Personal Data is only forwarded to them once you initially access them. Kindly note that without your consent for ISUZU MALAYSIA SDN BHD to create such user profiles ISUZU MALAYSIA SDN BHD will not be in a position to offer such services to you where your consent is a statutory requirement that ISUZU MALAYSIA SDN BHD can provide these services to you.

Within any web offering, beyond the mere provision of access your profile is used to personalize interaction with other users (for example, by way of messaging or follow functionality) and by ISUZU MALAYSIA SDN BHD to foster the quality of communication and collaboration through such offerings and for ISUZU MALAYSIA SDN BHD to provide gamification elements (gamification is the process of taking something that already exists, such as a website, an enterprise application, or an online community, and

integrating game mechanics into it to motivate participation, engagement, and loyalty). To the greatest extent supported by the relevant web offering, you can use the functionality of the relevant web offering to determine which information you want to share.

Special categories of Personal Data. In connection with the registration for and provision of access to an event or seminar, ISUZU MALAYSIA SDN BHD may ask for information about your health for the purpose of identifying and being considerate of individuals who have disabilities or special dietary requirements throughout the event. Any such use of information is based on the consent you grant hereunder.

Kindly note that if you do not provide any such information about disabilities or special dietary requirements, ISUZU MALAYSIA SDN BHD will not be able to take any respective precautions.

If you register for an event, seminar, or webinar of ISUZU MALAYSIA SDN BHD, ISUZU MALAYSIA SDN BHD may share basic participant information (your name, company, and email address) with other participants of the same event, seminar, or webinar for the purpose of communication and the exchange of ideas.

Forwarding your Personal Data to other ISUZU MALAYSIA SDN BHD companies. ISUZU MALAYSIA SDN BHD may transfer your Personal Data to other entities in the ISUZU MALAYSIA SDN BHD Group. The current list of ISUZU MALAYSIA SDN BHD Group entities can be found here. In such cases, these entities will then use the Personal Data for the same purposes and under the same conditions as outlined in this Section C. above.

Forwarding your Personal Data to other third Parties. At your request, as indicated by your consent, ISUZU MALAYSIA SDN BHD will transfer your registration data to the companies listed on the registration page. The companies will use your registration data for the purposes of their participation in the event and are obliged to delete the data thereafter. If a company intends to use your data for any other purposes, they will contact you to explain how and for which other purposes they will use your registration data.

You may at any time withdraw a consent granted hereunder by unsubscribing at <https://www.isuzu.net.my/unsubscribe.html>. In case of withdrawal, ISUZU MALAYSIA SDN BHD will not process Personal Data subject to this consent any longer unless legally required to do so. In case ISUZU MALAYSIA SDN BHD is required to retain your Personal Data for legal reasons your Personal Data will be restricted from further processing and only retained for the term required by law. However, any withdrawal has no effect on past processing of personal data by ISUZU MALAYSIA SDN BHD up to the point in time of your withdrawal.

D. Personal Information Sending Oversea

The Company may send your personal information oversea to our principal company and manufacturers for warranty, research and analysis purposes. Prior sending, the Company will notify and seek consent from you and share with you the purpose of sending such information oversea. Upon receiving your consent, the Company will ensure that the recipient agrees to protect your personal data in accordance to the act prior sending.

E. Privacy Statement Updates

ISUZU MALAYSIA SDN BHD may change and/or update the policy from time to time and notification of changes will be posted in our website to ensure that latest information has been published to our customers. You are encouraged to visit our website periodically for any changes and/or updates. Notification may also be cascaded via any other form of corresponding tools and/or materials to our customers and potential customers.