

PRIVACY POLICY

Digital Savvy Sdn. Bhd. (1295842-T)(“Digital Savvy”) respects and is committed to the protection of Users’ personal information and Users’ privacy. This Privacy Policy explains how Digital Savvy collect and handle Users’ personal information in accordance with the MALAYSIAN PERSONAL DATA PROTECTION ACT 2010 (“PDPA”).

By creating an account, downloading, viewing, visiting or accessing DHS (as defined in the Terms of Use), Users (as defined in the Terms of Use) agree to be bound by the to this Privacy Policy and the Terms of Use expressly authorise Digital Savvy to collect Users’ personal information.

If Users do not agree, please do not use or access DHS. By mere use of DHS, Users expressly consent to Digital Savvy’s use and disclosure of Users’ personal information in accordance with this Privacy Policy. This Privacy Policy is incorporated into and subject to the Terms of Use.

This Privacy Policy applies to the data collected by Digital Savvy via DHS and describes how Digital Savvy regulates the processing of information relating to Users but it may not address all possible data processing scenarios.

Personal Information in this Privacy Policy means any information that may be used to identify an individual including but not limited to Name, NRIC number, Gender, Mailing Address, Photo, Telephone Number, Email ID, medical history, marital status, information of spouse/children, occupation, profession, designation, income range, credit card details, bank account number, information of employer, race, nationality and any other information that can be used to identify Users. Digital Savvy also collect body vitals including but not limited to height weight, age, food habits, BMI index, fat percentage, allergies, symptoms, physical and mental or other health conditions or medical records, history and other relevant health traits.

Users’ personal information is collected and further processed by Digital Savvy as required or permitted by law and to give effect to Users’ requested commercial transaction, including the following:

1. creating an account;
2. to provide Users with customized user experience and content;
3. to process Users’ requested outpatient healthcare or medical services;
4. to administer Users’ inquiries;
5. to administer and communicate with Users’ in relation to our services and/or events;
6. to administer and communicate with Users in relation to their medical records;
7. to assess your credit worthiness;
8. to process any payments relevant to Users;
9. for insurance purposes;
10. for internal investigations, audit or security purposes;
11. to conduct internal statistical analysis and analysis of patients’ case studies;

12. troubleshooting when Users send Digital Savvy error reports;
13. to contact Users regarding products, services, upcoming events, promotions, advertising, marketing and commercial materials which we may feel interest you;
14. to ensure that the content from DHS is presented in the most effective manner for Users and for Users' computer and/or device;
15. for Digital Savvy's internal records management;
16. To investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of the Terms and Conditions, or as otherwise required by law; and
17. To comply with the applicable laws.

Digital Savvy gathers information about all of Users collectively, such as what areas users visit most frequently and what services users access the most. Such data is used anonymously and in the aggregate. This information helps Digital Savvy to determine what is most beneficial for Users, and how Digital Savvy can continually create a better overall experience for them.

DISCLOSURE OF THE INFORMATION

Users' personal information may be disclosed or transferred to relevant third parties (within or outside of Malaysia) as required under law including but not limited to relevant contractual relationship, the Ministry of Health or any other statutory or non-statutory authorities or bodies having authority or jurisdiction established by the MOH and other relevant government departments or agencies, relevant accreditation bodies such as the Malaysian Society for Quality in Health (MSQH), Users' insurers, the prospective employer/patient's employer in the case of pre-employment/employees health screenings, and law enforcement agencies, including the local police.

In the event of a potential, proposed or actual sale of business, disposal, acquisition, merger or re-organisation ("Transaction"), Users' personal information may be required to be disclosed or transferred to a third party as a result of the Transaction. Users hereby acknowledge that such disclosure and transfer may occur and permit Digital Savvy to release your personal information (only as required) to the other party and its advisers/representatives.

Digital Savvy will disclose the Users' personal information to:

1. conform to legal requirements or comply with legal process;
2. protect our rights or property or our affiliated companies;
3. prevent a crime or protect national security; or
4. protect the personal safety of users or the public.

EXTERNAL LINKS ON DHS

DHS may include advertisements hyperlinks to other websites, applications, content or resources. Digital Savvy have no control over such external links present in DHS, which are provided by persons or companies other than Digital Savvy. Users acknowledge and agree that Digital Savvy are not responsible for any collection or disclosure of Users' Personal

Information by any external sites, applications, companies or persons, nor are do Digital Savvy endorse any advertising, products or other material on or available from such external application, websites or resources.

Users further acknowledge and agree that Digital Savvy is not liable for any loss or damage which may be incurred by Users as a result of the collection and/or disclosure of Users' personal information by external applications, sites or resources, or as a result of any reliance placed by Users on the completeness, accuracy or existence of any advertising, products or other materials on, or available from such applications, websites or resources. These external applications, websites and resource providers may have their own privacy policies governing the collection, storage, retention and disclosure of Users' Personal Information that Users may be subject to.

COOKIES

Digital Savvy may use cookies and similar tools across our websites to improve DHS performance and enhance Users' experience. Cookies are small text files which a website may put on computer or mobile device when User first visit a site or page. The cookie will help the website, or another website, to recognise the device the next time Users visit. Cookies can function to remember your username and preferences or to analyse how DHS is performing.

Certain cookies contain personal data – for example, if Users click to “remember me” when logging in, a cookie will store their username. Most cookies won't collect information that identifies Users and will instead collect more general information such as how Users arrive at and use our websites, or a User's general location. Where personal data is collected, such personal data will only be used for its intended purposes only, i.e. to respond to your message or deliver the requested services.

CONFIDENTIALITY

Digital Savvy do not collect sensitive personal data or information of Users like password of Users' email account, password of Users' account on the DHS, -and any other sensitive information which is confidential or sensitive by its nature, without Users' explicit consent or unless necessary by law. Financial information such as Bank Account details or Credit Card or Debit Card or other payment related details are collected at the payment gateway by the payment facilitator.

CHANGES TO THIS PRIVACY POLICY

Digital Savvy reserve the right to update, change or modify this Policy at any time without any prior notice of whatsoever. The Policy shall come to effect from the date of such update, change or modification. If Users continue to use or access the DHS even after any such changes have been made, it would be deemed to be an implied consent to the changed policy.

INDEMNITY

Users agree and undertake to indemnify Digital Savvy against any suit or dispute by any third party arising out of disclosure of Personal Information by Users to third parties either through

DHS or otherwise. We assume no liability for any actions of third parties with regard to Users' Personal Information, which Users may have disclosed to such third parties.

CONTACT INFORMATION

If Users have any questions or concerns regarding this Privacy Policy, Users should contact Digital Savvy at:

DHS: <https://www.dsavvytech.com>

Email ID: clientcare@dsavvytech.com

Telephone Number: +603 9130 6806