

## **PERSONAL DATA PROTECTION NOTICE**

This Personal Data Protection Notice (“**Notice**”) describes how Regency Specialist Hospital Sdn Bhd and/or its healthcare professionals (“**RSH**” or “Hospital”) use your Personal Data. RSH and our healthcare professionals respects the privacy of individuals with regards to personal data (“**Personal Data**”) and is committed to protecting 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, including but not limited to your name, identification card number, passport number, address, telephone number, email address, date of birth, credit card details, race, nationality, sensitive data such as medical information, any information about your which you have provided to RSH in registration or application forms and/or any information about you that has been or may be collected, stored, used and processed by RSH from time to time.
2. The provision of Personal Data is mandatory if you intend to seek healthcare services in RSH. If you do not provide your Personal Data, RSH 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 RSH directly, RSH may also collect your Personal Data from a variety of sources, including without limitation when you register with RSH as patient, employees, business associates and other related parties with RSH, from RSH agents or other third party referring agents, when you interact and communicate with RSH at exhibitions, events, roadshows or otherwise, from companies within the RSH Group (herein defined), or by using the Website (herein defined). RSH Group includes RSH and its subsidiaries, affiliated company, associate companies and/or holding company).

### **PURPOSES OF PERSONAL DATA COLLECTED**

4. RSH may use and process your Personal Data for the purposes relating to the business and activities of RSH which shall include, without limitation:-
  - a) The release and receipt of Personal Data by registered medical practitioners, registered dental practitioners, registered nurses, registered medical assistants, technologists or other healthcare staff made in accordance with the Private Healthcare Facilities and Service (Private Hospitals and Other Private Healthcare facilities) Regulations 2006 pertaining to medical, dental or other healthcare that are performed at the direction of

**REGENCY SPECIALIST HOSPITAL SDN. BHD. (Co. No. 767174-W)**

No.1, Jalan Suria, Bandar Seri Alam, 81750 Masai, Johor.

Tel: +607-381 7700 Fax: +607-388 7666

Email: [info@regencyspecialist.com](mailto:info@regencyspecialist.com) Website: [www.regencyspecialist.com](http://www.regencyspecialist.com)

- a medical, dental or other healthcare providers attending to the Patient (including consenting to the healthcare professionals having access, inspecting and making relevant copies of the Personal Data) and to the Patient's employer/insurer or to the company issuing a guarantee for payment of costs for the services rendered/to be rendered to the Patient;
- b) The disclosure of the Patient's said Personal Data whenever and to whomever the law or a court order may require, relevant names and details to the suppliers/vendors of the Hospital if it is required by the law and/or authorities that the end-user consuming the medicine/ drug/ equipment must be recorded.
  - c) The disclosure of the Patient's said Personal Data to the suppliers/vendors of the Hospital if it is required for them to carry out their duties;
  - d) So long as any part of the cost for the services remains unpaid, the Patient and/or the guarantor hereby consent to and authorizes the Hospital to make use of, to disclose and/or publish any information relating to the debt in such as manner and to such extent as the Hospital shall from time to time consider necessary, without further notification or concurrence by the Patient and/or the guarantor to any parties including credit reporting agencies / credit data management company operating in Malaysia, the auditors, solicitors and other professional advisors of the Hospital, any third party if required by law, regulation or by-law, subpoena, court order or other legal process;
  - e) To enable the Hospital to respond to the request for Personal Data which may include the personal data and sensitive information of the Patient in accordance to the Hospital's internal policy and practices which shall be in compliance with the Personal Data Protection Act 2010 and its regulations;
  - f) To collect Personal Data, if required to do so, by the Hospital or its vendors to enable the Hospital to conduct any survey on the performance of the Hospital's services.

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

- 5. RSH and RSH 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 RSH 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.
- 6. If you do not consent to RSH or RSH Group processing your Personal Data for the purposes listed in Section 5 please notifies RSH using the contact details stated in Section 15 below.

#### **TRANSFER OF PERSONAL DATA**

7. Your Personal Data may be transferred to, stored, used and processed in a jurisdiction other than Malaysia, which is to companies under the RSH Group which are located outside of Malaysia. You understand and consent to the transfer of your Personal Data out of Malaysia as described herein.

#### **DISCLOSURE TO THIRD PARTIES**

8. Your Personal Data may be transferred, accessed or disclosed to third parties for the purposes of processing your registration or for providing you with healthcare services. Further, RSH may engage other companies, service providers or individuals to perform functions on RSH's behalf, and consequently may provide access or disclose to your Personal Data to such service providers or third parties. Such third parties include (without limitation):-
  - a) To local authorities, such as Ministry of Health, and Government linked Healthcare agents;
  - b) Our information technology service providers, suppliers or vendors that render services to the Hospital;
  - c) Healthcare professionals such as registered medical practitioners, registered dental practitioners, registered nurses, registered medical assistants, technologist, allied health staff, paramedical staff or other healthcare staff engaged or referred to for the provision of healthcare services in accordance with the Private Healthcare Facilities and Service and Service (Private Hospital and Other Private Healthcare Facilities) Regulations 2006;
  - d) Our professional advisers such as external auditors, legal advisors and/or financial advisors or any other third party required by law, regulation or by-law, subpoena, court order or other legal process;
  - e) Insurance companies, third party insurers, employers of patients, guarantors and/or credit reporting agencies/credit data management company operating in Malaysia;
  - f) Regulatory and governmental authorities in order to comply with statutory and government requirements.
9. Your Personal Data may also be shared in connection with a corporate transaction, such as merger, consolidation, or in the unlikely event of winding-up.

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#### **LINKS TO THIRD-PARTY WEBSITES**

10. The Website may contain links to third parties' websites. Please note that RSH is not responsible for the collection, use, maintenance, sharing or disclosure of data and information by such third parties. If you provide information directly to such sites, the privacy policy and terms of service on those sites are applicable and RSH is not responsible for the information processing practices or privacy policies of such sites.

#### **INCOMPETENT PATIENTS**

11. In order to provide healthcare services to our patients, RSH knowingly collect Personal Data from Incompetent Patients. Incompetent patients include patients who are certified medically to be mentally incompetent or who is legally incompetent or he/she is a minor who has not attained the age of 18 years old. In the event that such Personal Data is provided to RSH, you, as legal guardian hereby consent to the processing of the Incompetent Patient's Personal Data and personally accept and agree to be bound by this Notice and take responsibility for his or her actions.

#### **CHANGES TO NOTICE**

12. We reserve the right to amend this Notice from time to time without prior notice. We advise that you check this Notice on our Website on a regular basis.

#### **PREVAILING NOTICE**

13. In the event of any conflict between the English and other language versions, the English version shall prevail. RSH shall have the right to modify, update or amend the terms of this notice at any time by placing the updated Notice on the RSH website ("Website") at the following link: <http://www.regencyspecialist.com>. By continuing to communicate with RSH or by continuing to use RSH's healthcare services following the modifications, updates or amendments to this Notice, such actions shall signify your acceptance of such modifications, updates or amendments.

#### **ACCURACY OF INFORMATION**

14. You are responsible for informing us about changes to your Personal Data and for ensuring that such information is accurate and current. You may do so by submitting a Personal Data Change Form available in our Customer Service Department or from our Website.

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## **ACCESS & CORRECTION REQUESTS AND INQUIRIES**

15. Subject to any exceptions under applicable laws, you may request for access to and/or request correction of your Personal Data, lodge a complaint, request to limit the processing of your Personal Data in relation to Section 4 above and/or make any inquiries regarding your Personal Data by contacting:-

### **Customer Service Department**

Regency Specialist Hospital Sdn Bhd  
No. 1, Jalan Suria, Bandar Seri Alam,  
81750 Masai, Johor,  
Malaysia  
Telephone : +607 381 7700  
Facsimile : +607 388 7666  
Email : [info@regencyspecialist.com](mailto:info@regencyspecialist.com)

16. In respect of your right to access and/or correct your Personal Data, RSH has the right to refuse your requests to access and/or make any correction to your Personal Data for the reasons permitted under law.

## **CONSENT**

17. RSH seeks to use your Personal Data only for the purposes of legitimate interests and, with your consent.
18. We at RSH will not use your Personal Data for a purpose that has not previously been specified, unless we have previously obtained your consent or unless such purpose is required by law.
19. If you have previously opted in to receiving commercial communications from us while also becoming a member of our RSH membership, should your membership to such scheme comes to an end for whatever reason, we will not take in as an implication for an automatic request to unsubscribe, and we will assume that we continue to have your consent, unless you specifically unsubscribe.
20. Subsequent with this notice, if you do not consent to RSH or RSH Group processing your Personal Data, you can withdraw your consent to our collection, use or disclosure (generally Processing) of your Personal Data by contacting the customer service department as shown in Section 15 of this notice.
21. Accordingly, we believe that you will consent to and agree with the terms above with respect to the processing of your personal data. If we have not received any response from you regarding the above, we reserve the right to assume that you agree with the above.

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