

REDTONE TELECOMMUNICATIONS SDN BHD 'S PRIVACY POLICY

REDtone Telecommunications Sdn Bhd is committed to ensuring that the User's privacy is protected. This Privacy Policy explains how REDtone Telecommunications Sdn Bhd uses the information it has collected about the User, how the User can instruct REDtone Telecommunications Sdn Bhd if the User prefers to limit the use of that information and procedures that REDtone Telecommunications Sdn Bhd have in place to safeguard the User's privacy. The User acknowledges that he has read the following Privacy Policy of REDtone Telecommunications Sdn Bhd before using REDtone Telecommunications Sdn Bhd's website at <https://www.365mshop.com/365Portal/> and REDtone Telecommunications Sdn Bhd's application software ("App") (hereinafter the website and App shall be referred to collectively as "365M-Shop Site") and agrees and accepts the terms of this Privacy Policy.

A. The information REDtone Telecommunications Sdn Bhd collects and how REDtone Telecommunications Sdn Bhd uses it

When the User registers for an account with REDtone Telecommunications Sdn Bhd in relation to REDtone Telecommunications Sdn Bhd's 365M-Shop Site, or uses REDtone Telecommunications Sdn Bhd's services, REDtone Telecommunications Sdn Bhd needs to know the name, postal address, e-mail address, mobile telephone number, fax number, credit card number and expiry date, date of birth, age, gender, personal interests, NRIC number, bank name, bank account number, bank account holder name, company name, company nature of business etc (hereinafter shall be called "Personal Information") of the User. Where there is payment made by the User, REDtone Telecommunications Sdn Bhd may also request for information related to the transaction such as the amount, type of goods, name and email of the 3rd party or recipient of the goods/services. Failure to provide such Personal Information may result in REDtone Telecommunications Sdn Bhd being unable to provide its services to the User.

REDtone Telecommunications Sdn Bhd gathers this information to allow it to process the User's registration and subscription to the Service, to manage and process all transactions and dealings with the User in respect of the Service, to contact the User and to provide the User with customer services.

The relevant information is then used by REDtone Telecommunications Sdn Bhd, its agents and sub-contractors to provide the User with statements of the User's account and to communicate with the User on any matter relating to the conduct of the User's account and the provision of the Service in general.

REDtone Telecommunications Sdn Bhd also works with 3rd parties to enable them to accept or facilitate payment from or to the User using REDtone Telecommunications Sdn Bhd's Services. This may involve the sharing of information about the User which is used to confirm that the User is REDtone Telecommunications Sdn Bhd's User and that REDtone Telecommunications Sdn Bhd can be enabled to make a payment.

REDtone Telecommunications Sdn Bhd may also use aggregate information and statistics for the purposes of monitoring website usage and /or application programs ('Apps') download in order to help REDtone Telecommunications Sdn Bhd develop the website and/or Apps and its Service and may provide such aggregate information to third parties. These statistics will not include information that can be used to identify any individual.

From time to time REDtone Telecommunications Sdn Bhd may provide the User's information to its customer service agencies for research and analysis purposes so that REDtone Telecommunications Sdn Bhd can monitor and improve the services it provides. REDtone Telecommunications Sdn Bhd or its agents and sub-contractors may contact the User by post, e-mail or telephone to ask the User for his feedback and comments on REDtone Telecommunications Sdn Bhd's services.

REDtone Telecommunications Sdn Bhd and its group of companies may also wish to provide the User information about special features of its website, Apps or any other services or products which it thinks may be of interest to the User. If the User would rather not receive this information, please send a blank e-mail message to support@redton.com.

REDtone Telecommunications Sdn Bhd may also want to provide the User with related information from third parties which it thinks may be of interest to the User. If the User would rather not receive this information, please send an e-mail to support@redtone.com.

REDtone Telecommunications Sdn Bhd may also provide the User's information to carefully selected third parties whose products or services REDtone Telecommunications Sdn Bhd believes may be of interest to the User. If the User does not wish REDtone Telecommunications Sdn Bhd to disclose his information in this way, please send an e-mail to support@redtone.com.

REDtone Telecommunications Sdn Bhd does not share the User's Personal Information with other third parties for their own direct marketing purposes.

B. Use of cookies and other information gathering technologies

When the User visits any of REDtone Telecommunications Sdn Bhd's websites and App including the 365M-Shop Site, REDtone Telecommunications Sdn Bhd's web servers automatically collect information about the User's visit to these sites, including the User's IP address, the time, date and duration of the User's visit. REDtone Telecommunications Sdn Bhd may track the User's visits to any of its websites by placing a "cookie" on the User's computer's hard drive or mobile phone when the User enter the sites. Cookies are small pieces of information that websites transfer to the hard drive of the User's computer or mobile phone for record keeping purposes. The use of cookies is now an industry standard and the User will find them used on most major websites. Most browsers are initially set up to accept cookies. If the User prefers, he can reset his browser either to notify him when he has received a cookie, or to refuse to accept cookies. The User should understand that certain areas of certain sites will not function properly if the User sets his

browser to not accept cookies. REDtone Telecommunications Sdn Bhd may also additionally collect and store device sign-on data (including device ID) and geolocation data for access by the User using mobile devices and desktops.

C. How we protect the User's information

The Internet is not a secure medium. REDtone Telecommunications Sdn Bhd cannot accept any responsibility for any unauthorised access or loss of the User's Personal Information, save in accordance with the Privacy Policy and Terms and Conditions herein.

REDtone Telecommunications Sdn Bhd has put in place security policies, rules and technical measures to protect the User's Personal Information from unauthorised access, improper use or disclosure, unauthorised modification, unlawful destruction or accidental loss. All of REDtone Telecommunications Sdn Bhd's employees and data processors, who have access to and are associated with the processing of personal information, are obliged to respect the confidentiality of the User's Personal Information.

While REDtone Telecommunications Sdn Bhd cannot guarantee that loss, misuse or alteration of data will not occur, it makes reasonable efforts to prevent such unfortunate occurrences.

Personal Information that REDtone Telecommunications Sdn Bhd collects from the User will be stored and backed up securely in a restricted and controlled location. Only authorised personnel with user ID and password from REDtone Telecommunications Sdn Bhd are allowed access to the information.

D. Sale of business

If the business is sold or integrated with another business the User's details may be disclosed to REDtone Telecommunications Sdn Bhd's advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business.

E. Updating of Personal Information

Under the Malaysian Personal Data Protection Act 2010, the User has the right to request access to and correction of any Personal Information that the User provided. The User may make such a request by writing to REDtone Telecommunications Sdn

Bhd 's Data Protection Officer at Suites 22 - 28, 5th Floor, IOI Business Park, 47100 Puchong, Selangor Darul Ehsan, Malaysia or send an email to support@redtone.com or to call 1800 87 7790

The User is responsible for providing accurate and complete information to REDtone Telecommunications Sdn Bhd about himself and any other person whose personal information he has provided REDtone Telecommunications Sdn Bhd . If any of the information that the User has provided to REDtone Telecommunications Sdn Bhd changes, for example if there is a change in the User's e-mail address, name or payment details or the User wishes to cancel his registration, the User should let REDtone Telecommunications Sdn Bhd know the correct details by writing to REDtone Telecommunications Sdn Bhd 's Data Protection Officer at Suites 22 - 28, 5th Floor, IOI Business Park, 47100 Puchong, Selangor Darul Ehsan, Malaysia or send an email to support@redtone.com or to call 1800 87 7790

F. User's Consent

By submitting the information to REDtone Telecommunications Sdn Bhd the User consents to the use of that information as set out in this Policy.

If REDtone Telecommunications Sdn Bhd changes its Privacy Policy it will post the changes or notices of it on REDtone Telecommunications Sdn Bhd 's website at <https://www.365mshop.com/365Portal/> or any other websites REDtone Telecommunications Sdn Bhd , so that the User may be aware of the information it collects and how it uses it at all times. Users are strongly advised to go to REDtone Telecommunications Sdn Bhd. REDtone Telecommunications Sdn Bhd 's website from time to time for the most recent updates to the Privacy Policy. Continued use of the Service will signify that the User agrees to any such changes in this Privacy Policy.

Owing to the global nature of the Internet infrastructure, the information the User provides may be transferred or transit to countries outside Malaysia that do not have similar protections in place regarding the User's Personal Information and its use as set out in this Policy. However, REDtone Telecommunications Sdn Bhd has taken the steps outlined above to try to improve the security of the User's information. By submitting the information the User consents to these transfers.

G. Linked Sites and Third Parties

REDtone Telecommunications Sdn Bhd 's websites and Apps may contain links to third party sites. When a User is leaving REDtone Telecommunications Sdn Bhd 's sites or App, REDtone Telecommunications Sdn Bhd is not responsible for such third party sites and any Personal Information made available by the User in such sites

will not have the benefit of this Privacy Policy and will be subject to the relevant third party's privacy policy (if any). REDtone Telecommunications Sdn Bhd shall also not be responsible for the contents of third party advertisements and for third party advertisements and links which have not been authorised by REDtone Telecommunications Sdn Bhd.

REDtone Telecommunications Sdn Bhd endeavours to ensure that third party systems which are used to facilitate the processing of Personal Information by REDtone Telecommunications Sdn Bhd or the operation of REDtone Telecommunications Sdn Bhd 's services comply with the Personal Data Protection Act 2010. However, REDtone Telecommunications Sdn Bhd is not responsible for any actions by such third party systems which are beyond REDtone Telecommunications Sdn Bhd 's control.

H. How to Contact the Data Controller

REDtone Telecommunications Sdn Bhd welcomes the User's views about its services and Privacy Policy. If the User would like to contact REDtone Telecommunications Sdn Bhd with any queries or comments please send an e-mail to support@redtone.com or to call 1800 87 7790

The English version of this Privacy Policy shall take precedence over the Malay version should there be any conflict between the two.