

PETRONAS PRIVACY STATEMENT

Petroleum Nasional Berhad (PETRONAS) is a dynamic global energy group with presence in over 50 countries with its parent company registered in Malaysia. The registered address of Petroleum Nasional Berhad is Tower 1, PETRONAS Twin Towers, Kuala Lumpur City Centre, 50088 Kuala Lumpur, Malaysia.

Petroleum Nasional Berhad (PETRONAS) and its group of companies, including its subsidiaries and controlled companies (“**PETRONAS**”, “**we**”, “**our**” or “**us**”) are committed to protecting and respecting your privacy.

Reference to “PETRONAS” herein refers to Petroleum Nasional Berhad (PETRONAS) and its subsidiaries and controlled companies. The expression “PETRONAS” is used for convenience where references are made to PETRONAS group of companies in general. The companies in which Petroleum Nasional Berhad (PETRONAS) has direct or indirect shareholding are distinct legal entities. To see the PETRONAS group of companies, please click [here](#).

This Privacy Statement (“**Privacy Statement**”) explains what personal data we collect about you, when and why we collect it, how we use it, the conditions under which we may disclose it to others, and how we keep it secure. Please read it carefully to understand our views and practices regarding your personal data and how we will treat it.

INFORMATION GATHERING AND USAGE

We may collect your personal data which you voluntarily provide to us such as including but not limited to, your name, your photo, date of birth, gender, marital status, children, race, religion, nationality, interest, hobbies, education background, career background, dietary preference your contact information such as your home and business address, personal and business email address, mobile number and business telephone number.

We may use personal data that we obtain for any of the following purposes including but not limited to:

- in general, for the purpose of providing you and your company with our products and/or services;
- in respect of personal details and contact information which you have provided to us, to identify you and personalize any communications with you to enhance our products and/or services to you and your company;
- to carry out surveys, research and statistical analysis to help improve our products and services and to help us better understand you and your company’s requirements and interests;
- depending on the extent of consent obtained from you, to process, facilitate, administer and provide you with our products and services, to carry out, manage and maintain your relationship with us, your commercial transactions and dealings with us, to send you promotional materials relating to our products and services; and
- in other circumstances, such purposes that are necessary or directly related to your relationship with us or where it is permitted under the applicable laws.

Where we collect personal data from you, we will only do so strictly needed for fulfilment of the purposes set out above. Failure to provide your personal data may mean that we are not able to effectively provide you with our products and/or services or to carry out any of the abovementioned purposes, if at all.

Processing your personal data, and obtaining your consent

Where we rely on your consent for processing your personal data, you may withdraw your consent to this processing at any time, by contacting us by using the contact details below. Please note, however, that withdrawing your consent will not affect the lawfulness of processing based on your previous consent prior to withdrawal.

There may be instances where we process your personal data for our legitimate interests or on the basis of other lawful grounds i.e. because we have established a relationship with you and need to process your personal data in order to provide you with the information and/or services you have requested, without having obtained your consent, and this applies where our processing activities are governed by the applicable laws of certain jurisdictions in which we operate that do not require consent to have been obtained where there are legitimate and/or other lawful grounds to process the relevant personal data.

Information sharing

We may share the personal data that you provide to us to other entities in the PETRONAS group for the purposes described above. Such affiliates may be located in a jurisdiction that may not provide a level of protection equivalent to that provided by the laws of your home country. Where such transfers occur, PETRONAS will reasonably protect the personal data and will reasonably address data privacy and other privacy requirements in accordance with applicable laws.

Information may also be shared with our service providers, in each case to the extent necessary for the purposes described above. This may include the provision of your personal data to IT service providers, marketing service providers (where consent is obtained), our security service providers and office/site management teams. We may also provide your personal data to any successor to our business.

We will not otherwise use, share, disseminate, publish or disclose your personal data except as may be required in response to litigation, investigations or other legally required disclosures.

Where we store your personal data

All information you provide to us is stored on our secure servers. We maintain appropriate administrative, technical and physical safeguards to protect against loss, misuse or unauthorized access, disclosure, alteration or destruction of the personal data you provide to us in accordance with applicable laws.

We may transfer your personal data to, or store it in, a destination outside of the jurisdiction of the entity to which you provided it. This is because PETRONAS is a global business, with operations located in various jurisdictions, which uses service providers based in a number of locations worldwide.

In some cases, your personal data will be stored in or transferred to jurisdictions outside of the European Economic Area (“**EEA**”) (a third country), where data protection laws are not as stringent as the applicable laws under the EEA regime.

Where we have to transfer your personal data to third countries, we will use appropriate approved safeguards in accordance with applicable laws.

Period for which we store your personal data

We will store your personal data for no longer than is necessary for the purposes for which it was collected or provided to us unless a legal obligation requires us to keep it for longer period such as operational, legal, regulatory, tax or accounting requirements.

YOUR RIGHTS UNDER EUROPEAN UNION LAWS, (IF APPLICABLE)

The General Data Protection Regulation (Regulation EU 2016/679) (“**GDPR**”) was adopted and is applied accordingly in the European Union (“**EU**”).

Occasionally, we might receive or collect through our website the types of personal data described in this Privacy Statement from individuals who are located in the EU or the EEA when accessing our website. If and to the extent that the GDPR applies to our processing of your personal data as described in this Privacy Statement, please note that you may have the following rights:

- **Access**. You may contact us at any time in order to request access to the personal data we hold about you. We will confirm whether we are processing your personal data, provide details of the categories of personal data concerned and the reasons for our processing. We can also provide you with a copy of your personal data on request.
- **Rectification**. If the information we hold appears to be inaccurate we will not use it, and not allow others to use it, until it is verified. You can ask us to correct or complete your personal data by contacting us at any time. To the extent reasonably possible, we will inform anyone who has received your personal data of any corrections we make to it.
- **Restriction**. In certain circumstances, it may be possible to require us to limit the way in which we process your personal data i.e. require us to continue to store your personal data, but not otherwise process it without your consent.
- **Erasure**. You may ask to have the information on your account deleted or removed. We will try to do so promptly, and, to the extent reasonably possible, we will inform anyone who has received your personal data of your request. However, we must keep track of certain transaction information, such as past purchases and similar information, for legal compliance purposes, so we may not be able to fully delete your information in certain circumstances.
- **Receiving/transferring your personal data**. You may also ask us to send you the personal data we hold on you in an electronic, structured and user-friendly format, or you may ask us to send this data to another entity. Please note that if you choose to ask us to send your personal data to you or another party, this may impact our ability to provide the products and services you requested.
- **Object**. Where we are processing your personal data without your consent to pursue our legitimate interests, you may object to us processing your personal data. In particular, where we are using your personal data to contact you for marketing purposes, you may object to such processing at any time.
- **Automated decision-making**. You have the right to be informed of any automated decision-making, including profiling, used in connection with your personal data, and we will provide information about the logic we apply, as well as the significance and consequences of such processing.

- **Complaints.** If you are located in the EEA and you believe that our processing of your personal data is in breach of data protection law, you have the right to lodge a complaint with the relevant data protection supervisory authority in the country where you are based or any place in the EEA where you believe the infringement has occurred. You may also contact us at any time if you wish to complain about our processing of your personal data.

SECURITY

We limit access to personal data that we collect about you to our employees and third-party agents, who we reasonably believe need to have access to your information to provide you with the information or services you request from us. We have security measures in place to help protect against the loss, misuse and alteration of the information under our control. While we cannot guarantee that loss, misuse or alteration to data will not occur, we ensure that our systems adhere to market security standard so as to help safeguard against such occurrences.

CHANGES TO OUR PRIVACY STATEMENT

Any changes we make to our Privacy Statement in the future will be posted on our website and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Privacy Statement.

LANGUAGE

In accordance with the requirement of Malaysian data protection and privacy law, this Privacy Statement is issued in both English and Bahasa Malaysia. In the event of any inconsistencies or discrepancies between the English version and the Bahasa Malaysia version, the English version shall prevail.

PETRONAS FULL PRIVACY STATEMENT

Our full privacy statement is available and is outlined at [Privacy Statement | PETRONAS Global](#)

CONTACT DETAILSAny questions, comments and requests regarding this Privacy Statement are welcomed and should be addressed to:

Head Compliance Management, Legal Compliance Department, Group Legal
 Address : Level 65, Tower 1, PETRONAS Twin Towers, Kuala Lumpur City Centre,
 50088 Kuala Lumpur, Malaysia
 Email Address: legal.compliance@petronas.com.my

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