



M N C WIRELESS BERHAD
(REGISTRATION NO.200301033463 (635884-T))

1. INTRODUCTION

- M N C Wireless Berhad (“**MNC**” or “**the Company**”) and its subsidiaries (“**MNC Group**” or “**the Group**”) are committed to a transparent process of the Company policies and procedures on the collection, use, and disclosure of users’ information. In line with this commitment, the Group has developed this Privacy Policy (“**this Policy**”) to ensure compliance with Malaysia’s Personal Data Protection Act 2010 (“**PDPA**”) and other applicable laws of Malaysia.
- Interpretation
The words in which the initial letter is capitalised have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or plural.
- By using the Group’s platform, users represent, acknowledge, and agree that they are at least 18 years of age. If users are not at least 18 years old, they may not use the Site/platform at any time or in any manner to submit any information to the Company or platform.
- Definitions
Except where the context otherwise requires, the following definitions shall apply throughout this Policy:
 - ❖ **MNC or the Company:** M N C Wireless Berhad
 - ❖ **MNC Group or the Group:** Collectively, MNC and its subsidiaries
 - ❖ **Device** refers to any digital device that are able access the service(s) such as a desktop computer, laptops, smartphones, smartwatches, and/or tablets.
 - ❖ **Personal Data** refers to any information that relates to an identified or identifiable individual.
 - ❖ **Service** refers to the advertisement, the Group website, mobile application and job employment.
 - ❖ **Service Provider** refers to any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the service, to provide the service on behalf of the Company, to perform services related to the Service, or to assist the Company in analysing how the service is used.
 - ❖ **Usage Data** refers to data collected automatically, either generated using the service or from the service infrastructure itself (for example, the duration of a page visit).
 - ❖ **Users** refers to the individual accessing or using the service, or Company, or other legal entity on behalf of which such individual is accessing or using the service, as applicable. Please refer to **Applicability** of this Policy for further information.
 - ❖ **GO!SMS** refers to <https://gosms.com.my/gosms/index.aspx>
 - ❖ All references to “**you**” is to the Users; and references to “**our**”, “**us**” or “**we**” is to the MNC Group, in this Policy.



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2. OBJECTIVE

- This Policy sets out how MNC Group handles the collection, use, and disclosure of user information when the user responds to our advertisements, products, services, and tells the user about user privacy rights and how the law protects the user. MNC Group uses users' Personal Data to contact and support users, as the Group provides and improves the service. By using the service, the user agrees to the collection and use of information in accordance with this Policy.

3. APPLICABILITY

- This Policy shall be applicable to the following:
 - ❖ Directors of the Company;
 - ❖ Employees of the Group, including permanent, fixed-term or temporary, contract, part-time employees and interns; and
 - ❖ Business Associates and Third Parties, this includes (but not limited to the following) consultants, contractors, agents, vendors and service providers, joint venture partners, legal advisors, customers, potential clients and any other person with the Group.

4. PLATFORM

- MNC Group's platforms are as follows:
 - ❖ <https://www.mnc.com.my>
 - ❖ <https://www.facebook.com/MNCwireless> ; and
 - ❖ <https://gosms.com.my/gosms/index.aspx>

5. COLLECTING AND USING USER PERSONAL DATA

- Types of Data Collected
 - ❖ **Personal Data**

While using the service, the Group may ask the user to provide certain personally identifiable information that can be used to contact or identify the user. Personally identifiable information may include, but is not limited to:

 - i) Name;
 - ii) Email address;
 - iii) Mobile Number;
 - iv) Location details such as user address, city, or country;
 - v) Any other data such as personal preferences, requirements, or comments; and
 - vi) Use of users' Personal Data.
 - ❖ **The Group may use Personal Data for the following purposes:**
 - a) **To provide and maintain our service:** Including monitoring the usage of our service.
 - b) **To manage user account:** To manage user registration as a user of the service.
 - c) **For the performance of a contract:** The development, compliance, and undertaking of the purchase contract for the products, items, or services. User has purchased or of any other contract with the Company and/or the Group through the service.



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- d) **To contact user:** To contact user by email, telephone calls, Short Message Service (“SMS”), or other equivalent forms of electronic communication, such as a mobile application's push notifications regarding updates or informative communications related to the functionalities, products, or contracted services, including the security updates, when necessary or reasonable for their implementation.
 - e) **To provide user with news:** Special offers and general information about goods, services and events the Company and/or MNC Group offers that is like those that the user has already purchase or enquired about, unless the user opted not to receive such information.
 - f) **To manage user requests:** To attend to and manage user requests to the Company and the Group.
 - g) **For business transfers:** The Group may use user information to evaluate or conduct a merger, divestiture, restructuring, reorganisation, dissolution, or other sale or transfer of some or all the Group assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by the Company and Group about our Service users is among the assets transferred.
 - h) **For other purposes:** The Group may use user information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns, and evaluating and improving service, products, services, marketing, and user experience.
 - i) **To contact customer:** On the dealings relevant matters and to update the customer about promotion. To establish a relationship between the Company and the user. To understand user needs and offer products and services to meet those needs.
 - j) **To conduct marketing research:** To process inquiries for the Company’s products and services.
 - k) **To meet legal and regulatory requirements:** General administrative included record purposes for Audit and compliance purposes. Risk management and security purposes.
 - l) **For account data:** For user creditworthiness, credit and/or debit card information, bank account details, payment history, and billing information related to the user's account.
 - m) **Interaction data:** Consists of recordings of your image via Closed-Circuit Television (“CCTV”) cameras when you access the Group’ premises, recordings of calls placed by the you to the Company's and MNC Group's customer services hotline (if applicable), and records of our communication with the user through email, live chats, and any social media platforms.
- **The Company may share user personal information in the following situations:**
 - ❖ **With Service Providers:** The Group may share user personal information with service providers to monitor and analyse the use of the service, and to contact the user.
 - ❖ **For business transfers:** The Group may share or transfer User personal information in connection with, or during negotiations of, any merger, sale of the Company and the Group assets, financing, or acquisition of all or a portion of our business to another Company.



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- ❖ **With Affiliates:** The Group may share user information with affiliates, in which case MNC Group will require those affiliates to honour this Policy.
- ❖ **With business partners:** The Group may share user information with our business partners to offer users certain products, services, promotions or collaborative service offerings.
- ❖ **With other users:** When users share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside.
- ❖ **With User consent:** The Group may disclose User personal information for any other purpose with User consent.

6. TRANSFER OF USER PERSONAL DATA

User information, including Personal Data, is processed in MNC Group's operating premise and in any other places where the parties involved in the processing are located. It means that this information may be transferred to — and maintained on — Devices located outside of the user state, province, country, or other governmental jurisdiction where the data protection laws may differ from those of the user jurisdiction.

User consent to this Policy followed by the user's submission of such information represents user agreement to that transfer.

The Group will take all steps reasonably necessary to ensure that user data is treated securely and in accordance with this Policy and no transfer of user Personal Data will take place to an organisation or a country unless there are adequate controls in place including the security of user data and other personal information.

7. DISCLOSURE OF USER PERSONAL DATA

- **Law enforcement**

Under certain circumstances, the Company and/or the Group may be required to disclose user Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government authority).

- **Other legal requirements**

MNC Group may disclose user Personal Data we have good faith to believe that disclosure of such information is helpful or reasonably necessary to:

- i) Comply with a legal obligation;
- ii) Protect and defend the rights or property of the Company and MNC Group;
- iii) Prevent or investigate possible wrongdoing in connection with the Service
- iv) Protect the personal safety of Users of the Service or the public; and
- vii) Protect against legal liability

- **Security Of User Personal Data**

The security of user Personal Data is vital to us. Access to the Personal Data is limited only to certain employees for provision of the Service or other legitimate business. Appropriate administrative and security



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safeguards and procedures have been implemented in accordance with the applicable laws and regulations to prevent the unauthorised or unlawful processing of your personal data and the accidental loss or destruction of, or damage to, your personal data.

8. LINKS TO OTHER WEBSITES

The Company's and the Group's services may contain links to other Company sites that are not operated by the MNC Group. If the user clicks on a third-party link, the user will be directed to that third party's site. MNC Group strongly advises users to review the Policy every time they visit a site.

MNC Group has no control over and assumes no responsibility for the content, privacy policies, or practices of any third-party sites or services.

9. CONTACT FORMS

- **Cookies**

If a user leaves a comment on our site, the user may opt to save their username, email address and website in cookies. These are for user convenience so that users do not have to fill in user details again when the user leaves another comment. These cookies will last for one year.

- **Embedded content from other Websites**

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other Websites behaves in the exact same way as if the visitor has visited the other website.

These Websites may collect data about the user, use cookies, embed additional third-party tracking, and monitor user interaction with that embedded content, including tracking user interaction with the embedded content if the users have an account and are logged in to that website

MNC Group do not sell and share customer personal information with external organisations except for the purposes of fulfilling a customer order.

Data will be collected online if it is relevant to our dealings with the customer and during customer sign-up for membership. Customers can visit the Site and browse without having to provide any information. Customer privacy is important to us, therefore the Group only uses personal information within our organisation.

10. RETENTION OF USER PERSONAL DATA

MNC Group will retain the Data for 7 years from the date the Data ceases to be necessary for the provision of the Services. In the event if a further retention period is required, we will obtain further consent from you for the retention of the Data. MNC Group will also retain Usage Data for internal analysis purposes.

Cookies: MNC Group employs cookies and similar technologies to keep track of the user's local computer settings. The Group may expand its use of cookies to save additional data as new features are added to the service. The Group may use third-party site analytics tools such as Google Analytics on the Company and GO!SMS website that employs cookies to collect certain information concerning users use of the MNC Group services. However, users can disable cookies by changing user browser settings.



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11. USER RIGHTS

- **Access and/or Corrections**

You have the right to request for access to, request for a copy of, request to update or correct personal data held by us. You have the right at any time to request us to limit the processing and use of your personal data.

MNC Group reserve the rights to refuse your request if, in our opinion, the request is deemed impractical, unlawful or not made in good faith.

- **Withdrawal**

You may withdraw your consent granted for the collection, use and/or disclosure of your Data by writing to us. However, if you withdraw your consent, we may not be able to continue to provide you the service that you have applied for.

If you wish to exercise any of the aforementioned rights, you may write to our Corporate Communication Representative at ir@mnc.com.my

12. AMENDMENT TO THIS POLICY

MNC Group reserves the right to amend/update this Policy from time to time when deemed necessary. You are advised to review this Policy periodically for any changes. The latest version will apply and supersede the previous version, including any printed materials. A copy of this Policy is published on the Company's website at www.mnc.com.my and www.gosms.com.my.

FEEDBACK / ENQUIRIES

Should you have feedback/enquiries regarding this Policy or concerns relating to use or storage of Data, you may contact us as below:

Corporate Communication Representative

Address : 100-3.011, Block J, 129 Offices, Jaya One
No.72A, Jalan Profesor Diraja Ungku Aziz
46200 Petaling Jaya, Selangor

General Line : 03-74911880

Email : ir@mnc.com.my

-- This Policy was reviewed and approved by the Company on 4th May 2026. The Company reserves the right to amend these terms at any time without user's prior notice. --