

Personal Data Protection Notice for Customers

At NetbyteSEC Sdn Bhd (“NetbyteSEC” or “we”), we are unwavering in our commitment to safeguarding the privacy, confidentiality, and security of your personal data in accordance with the Malaysian Personal Data Protection Act 2010 (“PDPA”) and all relevant amendments. This Notice is intended to inform you, our valued customer, of the manner in which your personal data is collected, processed, stored, used, disclosed, and protected when you engage our IT and cybersecurity solutions or interact with us in any capacity.

Types and Sources of Personal Data Collected

NetbyteSEC may collect a range of personal data, including but not limited to your full name, identification number, company details, contact information (such as email, telephone, and business address), user credentials, technical identifiers (such as IP addresses and device IDs), system logs, and any sensitive data as required for certain solutions. Personal data is obtained directly from you, your appointed representatives, our digital platforms including websites, client portals, or applications, support channels, and occasionally from third-party references in the ordinary course of business.

Purposes for Collection and Processing of Personal Data

Your personal data may be processed for one or more of the following legitimate business and compliance objectives, such as:

1. Delivering, configuring, implementing, and supporting IT and cybersecurity services and products tailored to your needs;
2. Managing enquiries, quotations, project deployments, service requests, incident responses, and customer support;
3. Providing timely communications, maintenance notifications, service status alerts, and security advisories;
4. Meeting obligations under contracts, client agreements, service level commitments, and prevailing regulations or industry practices;

5. Undertaking due diligence, risk assessments, threat intelligence, audits, and quality assurance;
6. Enhancing service delivery, improving user experiences, and developing or upgrading our solutions based on customer feedback and usage analytics; and
7. Establishing and defending legal rights, fulfilling lawful requests from public authorities, or responding to government, statutory, or regulatory requirements

Disclosure of Personal Data to Third Parties

NetbyteSEC may, when strictly necessary, disclose your personal data to a select group of trusted recipients, including:

1. Affiliated companies within our corporate group for centralized service delivery and management
2. Accredited IT and cybersecurity technology partners, vendors, and contracted service providers carrying out activities on our behalf, such as data hosting, software licensing, analytics, or technical support. Such parties are contractually bound to stringent confidentiality and data protection standards as required by law and our internal policies
3. Professional advisors including auditors, consultants, or legal counsel strictly for compliance, risk management, or business continuity purposes
4. Regulatory, enforcement, or government authorities in accordance with statutory or regulatory obligations or by legal process
5. Parties involved in a potential merger, acquisition, or restructuring process provided all transfers are carried out under conditions of strict confidentiality and legal compliance

All disclosures are executed on a strict need-to-know basis and data recipients are required to uphold the highest standards of data protection and security.

Consequences of Not Providing Required Personal Data

While the submission of personal data to NetbyteSEC is generally voluntary, certain essential information may be required for us to fulfil contractual obligations or comply with legal

requirements. Failure or refusal to provide such required data may result in our inability to offer products or services, respond to enquiries, or comply with our regulatory responsibilities

Your Rights Concerning Personal Data

In line with applicable laws and regulations, you may at any time:

1. Request access to or a copy of your personal data;
2. Request correction or updating of any inaccurate or incomplete data;
3. Request data portability where technologically feasible;
4. Withdraw consent to the processing of your personal data where processing is based on consent;
5. Object to, or request the restriction of, certain processing activities where justified; and
6. Raise concerns or submit complaints to our Data Protection Officer or to the supervisory authority.

Please contact us using the details below for further guidance on exercising these rights.

Data Retention and Security Measures

Your personal data is retained only as long as is necessary to fulfil the purposes outlined above, to comply with statutory, contractual, or business record-keeping requirements, or as otherwise required by law. We enforce comprehensive organizational, technical, and administrative controls to prevent unauthorized access, disclosure, alteration, or destruction of your personal data. These include, but are not limited to, data encryption, access controls, employee awareness programs, frequent security assessments, and secure data disposal processes.

Your Consent and Acknowledgement

By engaging with NetbyteSEC, utilising our services, or submitting your personal data to us, you acknowledge that you have read, understood, and consent to the processing of your personal data in accordance with this Notice and our full Personal Data Protection Policy.

Contact Information

For any enquiries regarding this Personal Data Protection Notice or to submit a request regarding your personal data, please contact us at office@netbytesec.com or call our support team at +60 6-850 7701.