

PERSONAL DATA PROTECTION NOTICE

This Personal Data Protection Notice (“**Notice**”) describes how Asian Institute of Chartered Bankers (formerly known as Institut Bank-Bank Malaysia) (“**AICB**”) uses your Personal Data.

Collection of Personal Data

1. “**Personal Data**” means information about you processed by AICB, including without limitation your name, age, gender, nationality, identity card/passport number, your contact details, your image or photograph, your academic and professional credentials, your employer details, payment details and all such other information which may identify you that has been or may be collected, stored, used and processed by AICB from time to time and also includes sensitive personal data (as identified below).

AICB also collects some personal data that may be regarded as sensitive personal data such as your health and criminal records.

2. AICB may collect or obtain your Personal Data from a variety of sources including without limitation:-
 - (a) when you register as a member with AICB;
 - (b) when you register for marketing events, forums, conferences, seminars, workshops, training courses, certification courses and/or examinations with AICB either through AICB directly or through your employer;
 - (c) when you access or use AICB’s website (the “**Website**”) and AICB Online (the “**Applicant portal, Student portal and Membership portal**”) at <http://www.aicb.org.my>;
 - (d) when your employer provides your Personal Data to AICB for purposes of training /certification courses and/or examinations;
 - (e) when feedback or complaints are made about you pursuant to AICB’s Complaints and Investigation Regulations;
 - (f) when you communicate or interact with AICB through social media platforms or social networking sites; and
 - (g) when you participate in our social media campaigns and surveys.
3. Your Personal Data may also be collected and processed by AICB in the form of photo capturing or video recording, for the purpose of publications, webcast relay, surveillance of premises or for AICB’s records, as deemed relevant.
4. The provision of your Personal Data is mandatory if you wish to register as a member of AICB and/or if you wish to attend marketing events, forums, conferences, seminars, workshops, training courses, certification courses and/or examinations organised by or through AICB. Please note that if you do not provide your Personal Data, AICB may not be able to register you as a member of AICB and provide you with the benefits offered to AICB members and you may not be able to attend the marketing events, forums, conferences, seminars, workshops, training/certification courses, or examinations conducted by or through AICB.

Purposes of Processing

5. AICB may use and process your Personal Data for the purposes relating to the business and activities of AICB which shall include (the “**Purposes**”):-

- (a) to process your application to register as a member of AICB and our learning partners;
- (b) to process your application to enroll in forums, conferences, seminars, workshops, training/certification courses, or examinations;
- (c) to communicate with you in relation to your membership with AICB or related to the forums, conferences, seminars, workshops, training/certification courses or examinations you have enrolled for;
- (d) to process your examination results and award for certification courses;
- (e) for internal administrative and analysis purposes of AICB, including to publish your name and membership number in AICB's annual report;
- (f) to help AICB develop its business, activities, products and services;
- (g) to invite you to events and functions organised by AICB;
- (h) to process any complaints about you submitted pursuant to AICB's Complaints and Investigation Regulations;
- (i) for purposes of investigations (including investigations within or outside AICB), detection, prevention and prosecution of crime;
- (j) for AICB to comply with its obligations under law;

and you agree and consent to AICB using and processing your Personal Data in the manner as identified from (a) to (j) above.

6. AICB may also use and process your data for other purposes ("**Additional Purposes**") such as:-

- (a) to take your photograph or picture at events/functions/training sessions organised by AICB for non-profit making reasons including the Institute's newsletter, annual report, website, and social media platforms/social networking sites;
- (b) to provide, market and/or promote to you products and services that are or may be offered by AICB or its partners, such as other businesses or certification bodies;
- (c) to identify products and services which may be relevant to you from other partners, suppliers and/or third parties.

7. AICB may contact you for the Purposes and Additional Purposes either by way of telephone calls, emails, short messaging service, post, facsimile, social media or any other form of communication available.

Transfer of Personal Data

8. Your Personal Data may be transferred to, stored, used and processed in a jurisdiction other than Malaysia for purposes related to examination, certification, membership and

administration. You understand and consent to the transfer of your Personal Data out of Malaysia as described herein.

Disclosure to Third Parties

9. For the Purposes and Additional Purposes, AICB may share your Personal Data with:
 - (a) your employer for the purposes related to your membership, learning progress, examination and certification;
 - (b) your potential employer or recruitment agencies for purposes related to your membership, e.g. confirming your membership with AICB;
 - (c) AICB's third party service providers for the purposes of carrying out their services;
 - (d) AICB's partners, such as other certification bodies;
 - (e) AICB's professional advisors and external auditors;
 - (f) AICB's committees, tribunals and personnel/staff;
 - (g) Other professional bodies of which you are a member, in cases where there has been a complaint about you made pursuant to AICB's Complaints and Investigation Regulations;
 - (h) any agent acting on behalf of AICB;
 - (i) statutory and regulatory authorities in order to comply with statutory and government requirements.

Use of Cookies

10. AICB may use cookies which are small text files which the Website may place on your computer or mobile device when you visit the Website. For example, AICB may collect your IP address, web browser software (such as Firefox, Internet Explorer or Safari) and store the details in a unique encrypted cookie. The cookie will help the Website, or another referring website, to authenticate current user access and recognise your device the next time you visit the Website. This will allow AICB to retrieve your account and preferences, login/application details, analyse how well the Website is performing, or even allow AICB to recommend content AICB believes will be most relevant to you.
11. Most browsers allow you to choose not to receive a cookie file by enabling your web browser to refuse cookies or prompt you before accepting a cookie. Be advised that, by refusing to accept a cookie, you may not be able to access many services and tools offered on the Website.

Links to Third-Party Websites

12. The Website may contain links to third parties' websites. Please note that AICB 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 AICB is not responsible for the information processing practices or privacy policies of such sites.

Access & Correction Requests and Inquiries

13. Subject to any exceptions under applicable laws, you may request access or correction to your Personal Data held by AICB, submit your queries or complaints about the processing of your Personal Data, limit the processing of your Personal Data for the Additional Purposes and/or withdraw your consent for the Additional Purposes by contacting:-

Asian Institute of Chartered Bankers (Customer Service)
Wisma IBI 5 Jalan Semantan
Damansara Heights
50490 Kuala Lumpur Malaysia
Tel: (603) 2095-6833
Fax: (603) 20957822
Email: enquiries@aicb.org.my

14. In respect of your right to access and/or correct your Personal Data, AICB has the right to refuse your requests to access and/or make any correction to your Personal Data for the reasons permitted under law, such as where expense of providing access to you is disproportionate to the risks to your privacy.

By providing to us your personal data, you hereby consent to the processing of your personal data in accordance with all of the foregoing.

15. In some circumstances you may have provided personal data relating to other individuals (such as your spouse, family members or friends) and in such circumstances you represent and warrant that you are authorised to provide their personal data to AICB and you have obtained their consent for their personal data to be processed and used in the manner as set forth in this Notice.

Acknowledgement and Consent

16. AICB shall have the right to modify, update or amend the terms of this Notice at any time by placing the updated Notice on the Website. By continuing to communicate with AICB, by using AICB's services or continuing to be a member of AICB following the modifications, updates or amendments to this Notice, such actions shall signify your acceptance of such modifications, updates or amendments.
17. In the event of any conflict between the version in English and other language versions, the English version shall prevail.