

TM Online Guard Privacy Policy

TM Online Guard undertakes to protect the privacy of its customers and undertakes all measures to ensure that the information collected remains secure and secret.

What Confidential Information does TM Online Guard need and what does TM do with it?

TM Online Guard requires your Confidential Information such as name, email address, login information and country. TM Online Guard also automatically collects the following Confidential Information about you, your device, and the service. All data will be kept in TM Online Guard server under MSC2 service platform.

- All the users in the group (first name, last name, user name)
- Subscription key(License Key), license creation time, number of purchased licenses, and types of services that user has subscribed to
- Language
- Device model, operating system, and version, as well as unique identifiers, including your device's IMEI and MSISDN code.
- Device location for location-based services, if the user has located their device.
- other substantially similar device and service data

TM Online Guard uses this Confidential Information to:

- deliver the services to you including identifying authorized users and managing licenses;
- provide help and support to you;
- maintain, develop and enhance the services and your customer experience and do troubleshooting and performance measurement;
- to improve the functionality of the services and web site;
- track the services that you have bought and used so that we can manage your customer relationship and communicate with you;
- send you information about the services, for example to inform you of expiring licenses, new versions and features, digital security in general, related services; arrange competitions and conduct customer satisfaction surveys.

How does TM Online Guard protect your Confidential Information?

TM Online Guard ensures that any online communication with customers meets the highest standards of data protection and security. This is done by using a secured server with software that encrypts all Confidential Information, which are the items mentioned in the above section on Android application, before sending it to TM Online Guard. MCS2 is maintaining the secured connection used by SSL and data encryption, so in order for the application to login to the server, it will encrypt customer's Confidential Information before sending it to the server. This will be done automatically between the application and the server. In addition, all necessary measures are taken to protect the Confidential Information of all customers from unauthorized access.

Does TM Online Guard pass on your Confidential Information?

NO. It violates TM Online Guard's basic policies to disclose any Confidential Information. TM Online Guard will not trade, sell or rent your personal information (such as name, address, telephone number or company name) without your consent. In addition, TM Online Guard protects your Confidential Information by limiting the access of employees to customer data. If TM Online Guard supplies statistical information, including sales and location-related information, to third parties via the clientele, no Confidential Information is provided to identify an individual. The Confidential Information TM Online Guard uses is intended to improve the relationship with you.

Will TM Online Guard change the policies?

TM Online Guard is offered via broadband subscription with Telekom Malaysia Berhad. When you visit this website, you agree to the collection and use of your Confidential Information by TM. TM Online Guard Privacy Notice will be read together with TM Group Privacy Notice (for further information on the Privacy Notice of TM's group of companies, please visit <https://www.tm.com.my/Documents/TM%20Privacy%20Notice%202014.pdf>) for the latest Privacy Notice.

Further questions?

TM Online Guard takes the protection of your Confidential Information very seriously. If you have concerns or questions, or simply want to convey your thoughts on this to us, please contact Telekom Malaysia Berhad.

- Call 100
- E-mail: help@tm.com.my
- Walk-in to TMpoint nationwide