

Dear Valued Suppliers and Business Partners,

PROTECTION OF TM CUSTOMER'S DATA

The above matter is referred.

We are pleased to highlight that it is highly important for TM and its Business Partners to ensure that the data of TM's Customers are protected and kept confidential at all material times.

In light of the above, TM urges all Business Partners to strictly implement an effective data security measures within your Company to ensure TM' Customers Data that are made available to your Company and/or employees, are duly protected. Possible leakage of the said data must be eliminated.

We are pleased to share information pertaining to Customers Data, as follows:

1. *What is considered as Customer Data*

Any information that relates directly or indirectly to a particular customer for example, phone number, IC number, address, photo, email address, package subscribed and bill information.

2. *When handling Customer's Data, the following must be complied and adhered to:*

- 2.1 Personal Data Protection Act 2010
- 2.2 TM Integrity Pact
- 2.3 TM Procurement Ethics
- 2.4 Business Partners' Contract / Agreement

3. *All personnel of TM and TM's Business Partners handling customer data must take note of the Dos and DON'Ts:-*

DOs:

- a. Protect Customer's data from unauthorised access and misuse
- b. Use only relevant data is needed to provide the service
- c. Be careful when handling Customer's data so we do not accidentally leak

DON'Ts:

- a. Give the data to anyone else without TM's consent
- b. Take data that is not relevant to provide service
- c. Keep the data longer than the period specified by law and TM's policies

4. *What happens if Customer's Data is leaked?*

The impact of data leakage to TM and TM's Business Partner can become severe and costly which may also result to imprisonment. TM's corporation brand value can also be eroded as customer and shareholders lose faith in the corporation's controls. The affected Customer may take legal action against TM and it will jeopardise TM's reputation and credibility as a service provider. In the event that the data is leaked to

TM's competitors, they may use the data to win the Customers and gain advantage in the marketplace.

All incidents involving loss or leakage of customer data are likely to have a high impact on the reputation of TM and the number of customers affected is normally large. Business partners are expected to report any incident to TM as quickly as possible to ensure remedial action can be taken.

Should you know of any incidents or anyone who violates the confidentiality obligation as stated above, you are responsible to lodge a report and you may do so via '**TM Talian Etika**':

- Tel : 1800-88-2377
- Fax : 03-79572377
- Email : ethic@tm.com.my

All TM Business Partners are strictly required to adhere to the above confidential obligations with regards to TM Customer's data protection and to ensure that all your employees, subcontractors, agents and dealers are adequately aware of such measures.

Thank you