

1.0 Introduction

Keretapi Tanah Melayu Berhad (“**KTMB**”) is committed to the protection of your Personal Data and takes the matter of protecting your privacy as a high priority matter.

This Privacy Statement explains the general terms on how we protect the privacy of your Personal Data under the Personal Data Protection Act 2010 (“**PDPA**”).

2.0 What Personal Data do we collect?

The types of Personal Data that we collect directly from you or from third parties may include (but not limited to) your name, address, MyKad no, passport no, correspondent address, telephone no, email address, company name, company registration no, active bank account no or other details relevant to your business with KTMB.

3.0 How do we collect your Personal Data?

This Privacy Statement covers any Personal Data provided to us:

- a) When making a ticket booking with us via any ticket counters or online;
- b) Under any other contractual agreement or arrangement; and/or
- c) Via a third party i.e., travel agent.

Some of the other ways we may collect Personal Data also include (but is not limited to):

- a) Via telephone, letter, fax, email;
- b) When you visit our website;
- c) When you contact us in person;
- d) When we contact you in person

4.0 How do we collect your Personal Data from our website?

4.1 IP Address

We use your IP address to help diagnose problems with our server, and to administer our website. Your IP address is used to help identify you and your membership information and to gather broad demographic information.

4.2 User Feedback Form

Our Customer Service Respond (CSR) requires you to give us contact information (e.g. your name, email address) so that we can respond to your comments. We use your contact information from the registration form to send you information about our product. Your contact information is also used to contact you where necessary. Demographic and profile data are also collected at our site. We use your Personal Data to tailor your experience at our site by showing you contents that we think you may be interested in contents according to your preferences.

4.3 Information on Cookies

A cookie is an element of data that a website can send to your browser, which may then store it on your system. We use cookies in some of our pages to store your preferences and record session information. The information that we collect is then used to ensure a more personalised service level for our users. You can adjust settings on your browser so that you will be notified when you receive a cookie. Please refer to your browser documentation to check if cookies have been enabled on your computer or to request not to receive cookies.

5.0 What do we use your Personal Data for?

We may use your Personal Data for the following purposes ("**Purpose**"):

- a) To facilitate your travel;
- b) To be able to process any commercial transaction;
- c) To facilitate your participation in the loyalty programs of KTMB;
- d) To send you promotions and information on products and activities;
- e) To protect the safety and well-being of yourself and/or other customers;
- f) To investigate and respond to claims from you;
- g) To enforce of agreements and contracts; or
- h) To comply with any legal or regulatory requirements.

6.0 Accessing/Limiting/Correcting/Updating/Deleting your Personal Data

You may request to obtain information of your Personal Data, limit the processing of your Personal Data and also update or make amendments to your Personal Data as follows:

- a) For online registered customers, you may login to your KTMB online account and update your Personal Data. For deletion, you must complete the Application for Termination of PNR or KITS Account form attached to this Privacy Statement and submit the completed form to KTMB's Customer Service Unit at callcenter@ktmb.com.my ; or
- b) For every other customer, you may forward your request to privacy@ktmb.com.my.

Please note that depending on the information requested, a nominal fee may be required. We will endeavour to provide the information back to you as soon as practicable; however, we also reserve the right to validate all requests for the authenticity of the request. KTMB will inform the customer of the consequences of limiting the use of his/her Personal Data before proceeding with the process.

7.0 Withdrawing Consent

Please note that it is obligatory for us to process your Personal Data, without which we will not be able to make travel arrangements for you and keep you updated about our future, new and/or enhanced services and products.

Nonetheless, you may stop receiving promotional activities by sending a request to callcenter@ktmb.com.my

8.0 To whom do we disclose your Personal Data?

We will not trade or sell your Personal Data to third parties. Your Personal Data shall only be disclosed or transferred to the following third parties who may be located within or outside Malaysia for the fulfilment of the Purpose:

- a) Credit card verification providers, data warehouse and other third parties in order to process your commercial transactions;
- b) Legal bodies as permitted or required by law such as in compliance with a warrant or subpoena issued by a court of competent jurisdiction; and/or
- c) Customs, immigration or other regulatory authorities applicable to you.

9.0 How long may we retain your Personal Data?

We will not retain your personal data longer than necessary for the fulfilment of the Purpose. However, relevant Personal Data may be retained subject to the conditions below:

- a) As and when required under legislation; or
- b) Where legal actions have arisen and are pending.

KTMB shall take all reasonable steps to ensure that all Personal Data is destroyed or permanently deleted when no longer required for the Purpose.

10.0 Notification of Changes

Please note that this Privacy Statement may be amended from time to time in accordance to applicable laws and regulations and such variations may be applicable to you.

The latest version of this Privacy Statement will be made available to all customers. Do revisit our website from time to time for updates on our Privacy Statement.

11.0 Contact

For any queries, concerns or complaints in relation to our handling of your Personal Data or KTMB Personal Data Protection policies, please contact us at privacy@ktmb.com.my or postal address at:

**DATA PROTECTION OFFICE (DPO),
INFORMATION & COMMUNICATION TECHNOLOGY,
KERETAPI TANAH MELAYU BERHAD,
JLN SULTAN HISHAMUDDIN,
50621 KUALA LUMPUR,
MALAYSIA**



**PERMOHONAN PENAMATAN PNR ATAU AKAUN KITS
(APPLICATION FOR TERMINATION OF PNR OR KITS ACCOUNT)**

**Butiran Pemohonan
Application Details**

| | | | |
|--|---|---|----------------------------|
| Kaedah (sila tanda) <i>Medium (please tick)</i> | Walk-In (Guest Service Center KL Sentral) | Email (callcenter@ktmb.com.my) | Telephone (03-22671200) |
| Name <i>Name</i> | | | |
| No. IC / Passport <i>IC / Passport No.</i> | | | |
| No. PNR | | | |
| KTM Wallet (RM) | | | |
| Sebab Penamatan PNR <i>Reason for PNR Termination</i> | | | |
| <p>Saya dengan ini mengakui dan bersetuju menamatkan PNR atau akaun KITS saya dan tidak menuntut KTM Wallet. <i>I hereby acknowledge and agree to terminate my PNR or KITS account and not claim the KTM Wallet.</i></p> | | | |
| <p>.....</p> <p>Nama/ <i>Name</i>: No. IC/ <i>IC No.</i> Tarikh/ <i>Date</i>:</p> | | <p>Disahkan oleh / <i>Verified by</i>:</p> <p>Nama/ <i>Name</i>: ID Kakitangan/ <i>Staff ID</i>: Tarikh/ <i>Date</i>:</p> | |

KEGUNAAN PEJABAT

| | | | |
|--|---|--|--|
| No. PNR | | | |
| KTM Wallet (RM) | | | |
| Catatan | | | |
| <p>Disemak oleh:</p> <p>.....</p> <p>Nama: Tarikh:</p> | <p>Diluluskan oleh:</p> <p>.....</p> <p>(Ketua Jabatan/ Ketua Unit) Nama: Tarikh:</p> | | |

Note: Termination process is within 5 working days from the date of approval