

**XOX 5G**

# **PRIVACY NOTICE**





# XOX PRIVACY NOTICE

This information visualization explains to our stakeholders on how we manage your personal data as our valuable subscribers, business partners, vendors as well as our own employees.

XOX is committed to protect your personal data and respect your privacy pursuant to the Personal Data Protection Act 2010 and the related practice.

## MANAGING YOUR PERSONAL DATA



**Collect**



**Use**



**Retrieve**



**Delete**

## REGULATED BY



### PDPA

Personal Data Protection Act 2010 & the relevant rules etc, & the 7 Principles.



### COP

The Personal Data Protection Code of Practice for Licensees Under the Communication & Multimedia Act 1988

## CERTIFICATE OF REGISTRATIONS



### XOX BHD

Validity until 2 October 2033



### XOX Com Sdn Bhd

Validity until 1 Jun 2032



### XOX Media Sdn Bhd

Validity until 13 January 2033



## SCENARIO 1

01

As you use XOX's products or services...

02

Data collection includes your name, company name, identification number, date of birth, gender postal address, & email address...

03

In managing your telco subscription, we provide appreciable user experience, & send relevant communications. We may also share the latest updates and promotions.



01

As you make transactions on any of our channels...

02

XOX collects your phone number, address, debit or credit card number, and billing information...

03

In enabling payment, issue bills, and notify about your transactions.

## SCENARIO 2



## SCENARIO 3

01

As you browse our website or visit our retail outlets...

02

XOX collects your online browsing activities, IP address, device identifiers, and CCTV recording...

03

In monitoring the quality of our services and maintain security.



01

As all our business partners/vendors/prospects deals with us...

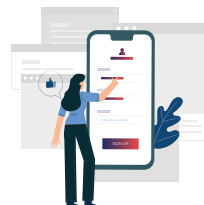
02

XOX may share/request data e.g., SSM details, facts & figures related to the commercial transaction being discussed...

03

In meeting such expectation, the personal data movement will be best protected, both in-bound & out-bound.

## SCENARIO 4



## SCENARIO 5

01

As our employee onboards...

02

XOX will use your data to enable & comply with contractual regulatory requirements, e.g., Bank & LHDN.

03

In seeing its duty as employer to its employees.

## WE DO SHARE YOUR PERSONAL DATA



### · Business Partners

To facilitate XOX services. We ensure they too practice good data privacy standards.



### · Law Enforcement Agencies

To support their enquiries & investigations. We ensure it is proper & to the extend necessary.



Our Technical & Organizational measures are progressively improvised



XOX employees are trained to safeguard your personal data.



Your personal data is retained as long as we need it, or as long as the law permits.

## YOUR RIGHTS AS TO YOUR PERSONAL DATA

You have the right to...



Access your personal data,



Correct your personal data,



Stop XOX from processing your personal data,



Withdraw your consent,



Opt-out from receiving direct marketing materials.

To exercise these rights,



You can contact our customer service at below contacts, or walk into any of our retail outlets.

## WHAT DO I DO IF MY PERSONAL DATA IS COMPROMISED?



If you suspect that XOX may have breached the PDPA, you may email to [xoxregulatory@xox.com.my](mailto:xoxregulatory@xox.com.my)



If you suspect of personal data theft or compromised, you may report to the Personal Data Protection Commission.



If you or your beloved ones are a victim of a data breach, quickly change your password on all online accounts, and notify the service provider (e.g., bank) & lodge a police report.



## HOW CAN I FIND OUT MORE?

XOX's Privacy Notice in full is accessible [here](#). For further clarification you may use below channels:

**8am to 10am, including Saturdays, Sundays & Public Holidays**

- XOX Mobile 12273
- From Malaysia 1300888010
- From Abroad +60378000023

**9am to 6pm, Office Operation Hours only**

[enquiries@xox.com.my](mailto:enquiries@xox.com.my)  
Attn.; Manager, Call Centre Support