

## PERSONAL DATA PROTECTION POLICY

### 1. THE POLICY

1.1 In compliance with the Personal Data Protection Act 2010, this Personal Data Protection Policy ("Policy") states the rights, interests, obligations and duties of all parties involved in the collection, recording, holding, storing or processing of personal information and data by TOTAL LIFE RENEW (M) SDN BHD ("TLR", "we", "our" or "us") in commercial transactions and to safeguard your interests.

### 2. COLLECTION OF PERSONAL DATA

2.1 In the course of your dealings with TLR as our valued customer, independent distributor and participant in any training/programs organized by TLR, you may be asked to provide data and information about yourself ("Personal Data") to enable us to enter into a transaction with you or to deliver the necessary notices, services and/or products in connection with our line of business.

2.2 You warrant and represent to TLR that the Personal Data disclosed to TLR is accurate and complete. In circumstances where you have provided to us Personal Data of another person, you also warrant and represents to TLR that you have been authorized by such person to disclose such Personal Data to us and that such Personal Data is accurate and complete.

### 3. NATURE OF PERSONAL DATA

3.1 The nature of Personal Data we collect may include the following Personal Data:-

3.1.1 Name, NRIC Number, Passport Number, nationality, age, date of birth, gender, race, marital status, address, occupation, contact information, email address, photograph and videos;

3.1.2 Bank account number, credit card details and income tax file number;

3.1.3 Name and particulars of spouse and beneficiary;

3.2 Your Personal Data will be collected directly from you when you apply to join as TLR's independent distributor.

3.3 The provision of Personal Data is voluntary. Unless otherwise stated, all Personal Data requested by TLR, is obligatory and shall be provided by you. Failure to provide such obligatory information may result in TLR not being able to register you as our independent distributor to further provide you with our products or services or in such situations whereby you stop providing such obligatory information, will result in us being :-

3.3.1 unable to provide you with the notices, services and/or products requested;

3.3.2 unable to update you on our latest product launches, promotions and events;

3.3.3 unable to process your application for our program and/or contest.

#### 4. PURPOSE OF COLLECTING PERSONAL DATA

4.1 The Personal Data you provide will be collected, used and otherwise processed by us for, amongst others, the following purposes:

4.1.1 to process your application as independent distributor of TLR;

4.1.2 to provide you with products and services under TLR's business;

4.1.3 to process your payment transactions;

4.1.4 to process your bonus payment transactions;

4.1.5 to help you find an independent distributor to sponsor you and to facilitate your business activities as an independent distributor;

4.1.6 to send you information related to our products, promotions and events through various communication channels such as email, telephone calls, text messages or social media;

4.1.7 to deliver notices, services or products and the marketing of such services or products;

4.1.8 to assess your application for, and administer your participation in the program and/or contest organized by TLR;

4.1.9 to conduct internal record keeping;

4.1.10 to conduct data analysis and identifying your sales performance and trends and determining the effectiveness of TLR's promotional campaigns and sales strategy;

4.1.11 to facilitate communications between TLR and you regarding your purchase and provide you with related customer service;

4.1.12 to publish in TLR's media including websites and publications;

4.1.13 to respond to your queries;

4.1.14 to allow you to utilize features of the website, if and when you choose to do so;

4.1.15 to meet any legal or regulatory requirements related to our provision of services and products and to make disclosure under the requirements of any applicable law, regulation, direction, court order, by-law, guideline, circular or code applicable to us.

#### 5. DISCLOSURE

5.1 Your Personal Data provided to us will be kept confidential but you, hereby, consent and authorize us to provide or disclose your Personal Data to the following categories of parties:-

5.1.1 other independent distributor to the extent necessary for them to contact you to fulfil your order or provide a service to you;

5.1.2 your upline distributors in your hierarchy group (line of sponsorship);

5.1.3 any person to whom we are compelled to do so under law;

5.1.4 our business partners and online affiliates that provide related services or products in connection with our business including our auditors, bankers, system provider, payment gateway provider, sms gateway provider and email gateway provider;

5.1.5 government agencies, statutory authorities and industry regulators;

5.1.6 our appointed service or product providers as may be necessary or appropriate.

## 6. PRINCIPLES OF PERSONAL DATA PROTECTION ACT

6.1 In compliance to the Personal Data Protection Act 2010, TLR commits to uphold the 7 Principles of Personal Data Protection as follows:-

6.1.1 General Principle. TLR shall not process your Personal Data except with your consent.

6.1.2 Notice & Choice Principle. TLR shall inform you by written notice that your Personal Data is being processed and shall provide a description of that Personal Data including the information about the purpose of data usage, your rights to request access or correction of the Personal Data and how to contact TLR with any queries or complaints regarding the personal data.

6.1.3 Disclosure Principle. TLR shall not disclose your Personal Data without your consent.

6.1.4 Security Principle. TLR shall take practical steps to safeguard your Personal Data from any loss, misuse, modification, unauthorized or accidental disclosure, alteration or destruction.

6.1.5 Retention Principle. The Personal Data processed for any purpose shall not be kept longer than is necessary for the fulfilment of the purposes for which it was collected;

6.1.6 Data Integrity Principle. TLR shall take responsible steps to ensure that the Personal Data is accurate, complete, not misleading and kept up to date.

6.1.7 Access Principle. You shall be given access to your Personal Data held by TLR and be able to correct it.

## 7. SAFEGUARDS

7.1 We will need to validate the identity of anyone making an access request, to ensure that we do not provide your information to anyone who does not have the right to that information.

7.2 TLR reserves the right not to entertain any request for withdrawal of consent, access or correction of any Personal Data in the following circumstances:-

7.2.1 where insufficient information has been provided by you or any party making a request to enable TLR to positively locate and identify the Personal Data in question;

7.2.2 where there is reasonable doubt surrounding your identity or the identity of the person making the request or where TLR feels that you or the requesting party is not in fact the owner or the subject of the Personal Data in question and is not lawfully entitled to make any requests in relation to the Personal Data;

## 8. EXCLUSION OF LIABILITY

8.1 Notwithstanding the above, TLR shall not be held liable for any purported violation, breach or non-compliance with any precepts of privacy or the protection of Personal Data in the following circumstances:-

8.1.1 where an act of nature or event outside the control of TLR results in the damage or malfunction or destruction in any equipment or machinery used to secure, store or process Personal Data;

8.1.2 where the Personal Data is readily available or able to be found in public domain;

8.1.3 where despite TLR's best efforts, there is unauthorised access, modification, alteration, misuse, tampering or abuse of Personal Data caused by the malicious or fraudulent or criminal acts or conduct of a third party not being under the control or direction of TLR.

## 9. NOTICES

9.1 All notifications or other communications from you to TLR must be made in writing, legible and contain your full name, address, NRIC number and contact details. TLR reserves the right not to respond to any notices or communications which do not contain the foregoing particulars, are illegible, incomprehensible or where the party concerned cannot be contacted or where the contact particulars are found to be incomplete, inaccurate or in error.

9.2 All notifications must be sent to the following:-  
TOTAL LIFE RENEW (M) SDN. BHD.

NO. 10-1, JALAN P4/8B,  
BANDAR TEKNOLOGI KAJANG,  
43500 SEMENYIH,  
SELANGOR, MALAYSIA.  
Email : [totallife.cs@gmail.com](mailto:totallife.cs@gmail.com)

## 10. YOUR CONSENT

10.1 By agreeing to be or continuing to be our customer or independent distributor, you agree to let us collect and process your Personal Data in accordance to this Policy.

10.2 Our Policy may be updated, revised or amended at any time as and when we deem necessary. You are strongly recommended to review this Policy frequently. This Policy also covers the websites - <https://welcome.totalliferenew.com> and <https://login.totalliferenew.com> ("Sites") - and all online forms on the Sites used to collect Personal Data. Your continued use will signify your agreement to such revision, amendment or modification.