



PERSONAL DATA PRIVACY NOTICE

INTRODUCTION

The City Council of Penang Island (MBPP), is a Local Authority established under the Local Government Act 1976 (Act 171). MBPP is concerned about your personal data protection. This Notice explains how MBPP processes your personal data starting from its collection, use, sharing and securely disposing of it as well as safety measures that are taken to ensure that your personal data is best protected.

COLLECTION

Personal data collected is as follows;

- a) Name;
- b) Identity Card Number;
- c) Gender;
- d) E-mail address;
- e) Mobile Phone Number;
- f) Passport Number;
- g) Vehicle Registration Number;
- h) IP Address;
- i) Images (still/recording), photo of your vehicle, etc);
- j) Sensitive Personal Data and others
- k) Personal Identity Information (PII) ratified by international privacy laws and standards.

SOURCE OF COLLECTION

MBPP obtains your personal data from:

1. Business license, advertisement and permit record
2. Purchaser's Record from Developer for Current Evaluation Purposes
3. Record of Assessed Taxes
4. Vacancy Application Record
5. Complaint Record
6. Dog Licensing Application Record
7. Food Handler Card Application Record
8. Service Fee/ Charge Record
9. Development Project Application Record
10. Facility Rental Booking Record and Premises Rental Record
11. Parking Record
12. Summons and Compound Record
13. Procurement Record (Tender and Quotation)
14. New Member Registration Record on the Website
15. Service Record

PURPOSE FOR COLLECTION

Personal Data Collection is used for :

1. Processing your application using MBPP's services.
2. Determining the types of services according to your preferences.
3. Resolving complaints or problems related to the service if they occur.

HOW IS THE DATA PROCESSED

MBPP processes personal data only within Malaysia. No personal data is transferred outside Malaysia. No personal information shall be collected while you are browsing the www.mbpp.gov.my website except information submitted through any MBPP online system. In the event that the privacy policy is amended, the amendment will be updated with the information collected, how it is applied and in certain condition, and how the information is shared among other parties.

DISCLOSURE

MBPP will disclose your personal data to:

1. Any of MBPP's service agents, payment system or intermediary bank.
2. Service provider or any third party designated by MBPP either jointly or severally with the other service providers.
3. Companies and organizations acting as MBPP's service agents.
4. Auditors, accountants, and panel of lawyers appointed by MBPP.
5. Coordinating bodies or government authorities aligned with the requirements under the law towards the detection and prevention of crime and/ or fraud.
6. Certain parties of MBPP or parties invested in MBPP may need to disclose for legal, courts, regulatory and legal proceeding purposes.

SECURITY MEASURES

MBPP strives its best to keep a complete, up-to-date, and accurate information of its clients. Any inaccurate information brought to the attention of MBPP will be amended as soon as possible.

1. Ensuring that your personal data is properly stored in accordance with the requirements of Act 709.
2. Ensuring that MBPP's staff do not misuse your personal data.
3. Having a personal data protection contract with the appointed suppliers/ contractors. However, when using the online system, clients are responsible to safe guard their password and not revealing it to other parties to avoid the risk of abusing your personal data.

DURATION OF STORAGE

MBPP stores your personal data for as long as it is required fulfilling the purpose for which it was collected, complying with the legal and regulatory requirements of the law as well as prerequisite for internal usage. If you wish to terminate the contract, all of your personal data will be permanently deleted.

MBPP CLIENT

Clients are entitled to:

1. Correct and update your personal data only.
2. Access your personal data only.
3. Terminate or refuse to use MBPP's service.
4. Withdraw consent to process personal data only.
5. Can only request personal data to be amended for the purpose of accuracy & suitability.

CONTACT US

The City Council of Penang Island (MBPP) is committed to protecting your personal data. For enquiries or comments regarding the handling of personal data related to the service, please contact us at 04-2592020.

For further information, please visit website <https://www.pdp.gov.my/>

Thank You.