



PETALING JAYA PERFORMING ARTS CENTRE SDN BHD

Company No. [200801009974 (811262-A)] (formerly known as RCubed Sdn Bhd)

1 Utama Shopping Centre, 5611, Second Floor,
1 Utama E, Bandar Utama, 47800 Petaling Jaya,
Selangor

+60 3 7732 4788

info@pjpac.com.my

www.pjpac.com.my

Policy of Privacy

Bandar Utama City Centre Sdn Bhd (Registration No. 199401036700 (322382-T)) and Petaling Jaya Performing Arts Centre Sdn. Bhd. (Registration No. 200801009974 (811262-A)) (hereinafter referred to as "BUCC" and "PJPAC" respectively) respects and is committed to the protection of your personal information and privacy. In this Personal Data Protection Notice and Privacy Policy, BUCC is referred to as "our", "us" or "we" whereas "you" and "your" refers to you as a data user including third parties whose personal data you have provided to BUCC.

The Personal Data Protection Act 2010 (hereinafter referred to as the "Act") regulates the processing of personal data in commercial transactions. Please note that we may amend this Personal Data Protection Notice at any time without prior notice and will notify you of any such amendment via our website or by email.

We may collect and process personal data of children under the age of 18 years old. If you are under 18 years old, please obtain your parent's or guardian's consent before you provide your personal data to BUCC. If we learn that we have collected such information from a child under 18 without verification of parental consent, we will delete the information. If you believe we might have any information from or about a child under 18 without parental consent, please contact us at the information provided below.

1. Personal Information

1.1 Type of personal information

Personal information means any information which relates to you and which was collected or provided to BUCC for the purposes stated in Section 2 below. Your personal information may include your name, NRIC number, contact details, financial and banking account details, CCTV/security recordings, information regarding your family, relatives or third party that you provide to us and location tracking/GPS information and all other information which may be provided by you to BUCC and PJPAC via:

- a. Petaling Jaya Performing Arts Centre's ("PJPAC") Website;
- b. 1 Utama SuperApp;
- c. Electronic or physical forms at PJPAC;
- d. E-mail; and/or
- e. Social media and other communication messaging platforms.

1.2 Source of Personal Information

- Customer or potential customer: BUCC collects your personal information directly from you or indirectly from your legal representatives, agents (e.g. travel agents) and/or employer when you, your legal representatives, agents and/or employers send us completed enquiry, application and/or registration forms via various means, including online and physical hardcopies at public venues or in any of our premises.
- Vendor, supplier, tenant or service provider: BUCC collects your personal information directly from you or indirectly from your employer or credit reference agencies when



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tendering for projects, when you send us completed enquiry and/or credit application forms via various means, including online and physical hardcopies.

1.3 Obligatory Personal Information

All information requested for in the relevant forms is obligatory to be provided by you unless stated otherwise. Should you fail to provide the obligatory information, we would be unable to process your request and/or provide you with relevant services.

2. Purposes of Collecting and Further Processing (Including Disclosing) Your Personal Information

1. Customer or potential customer: Your personal information is collected and further processed by BUCC as required or permitted by law and to give effect to your requested commercial transaction, including the following:
 - o to process your requested services;
 - o to administer and communicate with you in relation to our services and/or events;
 - o to process any payments related to your requested service;
 - o for insurance purposes;
 - o to operate our premises in a manner which is physically safe, secure and befitting of health and safety requirements;
 - o for internal investigations, audit or security purposes;
 - o to conduct internal marketing analysis and analysis of customer patterns and choices;
 - o to comply with BUCC's legal and regulatory obligations in the conduct of its business;
 - o to contact you regarding products, services, upcoming events, promotions, advertising, marketing and commercial materials which we may feel interest you;
 - o to ensure that the content from our website is presented in the most effective manner for your and for your computer and/or device;
 - o for BUCC's internal records management, customer related events.
2. Vendor, supplier, tenant or service provider: Your personal information is collected and further processed by BUCC as required or permitted by law and to give effect to your requested commercial transaction, including the following:
 - a. to process your requested services;
 - b. to process your credit account application;
 - c. to assess your credit worthiness;
 - d. to administer and give effect to your commercial transaction (tender award, contract for service, tenancy agreement);
 - e. to process any payments related to your commercial transaction;
 - f. for insurance purposes;
 - g. for internal investigations, audit or security purposes;
 - h. to comply with BUCC's legal and regulatory obligations in the conduct of its business;
 - i. to contact you regarding products, services, upcoming events, promotions, advertising, marketing and commercial materials which we may feel interest you; and



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- j. to ensure that the content from our website is presented in the most effective manner for your and for your computer and/or device.

Where you have indicated your consent to receiving marketing or promotional updates from BUCC, you may opt-out from receiving such marketing or promotional material at any time. You may contact BUCC at the details provided in Section (6) below.

3. Disclosure of Personal Information

3.1 Entities Within BUCC

Your personal information provided to us is processed by entities (in or outside of Malaysia) within BUCC. BUCC will ensure that:

- access to your personal information is restricted to staff who are contractually required to process your personal information in accordance with their respective job requirements; and
- only necessary information is released to the relevant employees.

3.2 Classes of Third Parties

Your personal information may be disclosed to relevant third parties (in or outside of Malaysia) as required under law, pursuant to relevant contractual relationship (for example, where we appoint third party service providers) or for the purposes stated in Section 2 above (or directly related to those purposes). The aforesaid relevant third parties may include the following:

- Third parties appointed by us to provide services to us or on our behalf (such as auditors, lawyers, company secretary, consultants, contractors, professional advisors, service providers, printing companies, contractors, conference/training/event organiser, other advisers, travel agencies and insurance companies);
- Our business partners or affiliates who may jointly provide the service requested;
- Utility companies;
- Law enforcement agencies, including the local police; and
- Relevant governmental authorities, statutory authorities, local council and industry regulators.

3.3 Transfer of Your Personal Data Outside Malaysia

It may be necessary for us to transfer your personal information outside of Malaysia if any of the third parties mentioned in section 3 (Disclosure of personal information) above including our service providers or business partners who are involved in providing any services to us are located or have processing facilities in countries outside of Malaysia.

You consent to us transferring your personal information outside Malaysia to such third parties and for the purposes set out in section 2 (Purposes of collecting and further processing (including disclosing) your personal information).



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We shall take necessary steps to ensure that any such third parties are contractually bound to protect your personal information and that they can only process your personal information under our instructions.

4. Websites

4.1 Links To Other Sites

Links to other sites is provided for your convenience and information. These sites may have their own privacy statement in place, which we recommend you review if you visit any linked websites. We are not responsible for the content on the linked sites or any use of the site.

4.2 Location Enabled Products Or Applications

Location enabled products or applications transmit your location information to us. We do not use the information sent or provided other than to provide the service you request. Location enable features are opt-in and you have control over your participation and can turn these services off at any time or uninstall them.

Some mobile applications will utilize Google Analytics (or similar tool) to help us better serve you through improved products, services, and revisions to the mobile applications. This collected information will not identify you to us. It may, however, let us know anonymously, which services and features you are using the most within the application, as well as device type and hardware features, country and language of download.

4.3 Cookies

A cookie may be used in the processing of your information. A cookie is a text file placed into the memory of your computer and/or device by our computers. A copy of this text file is sent by your computer and/or device whenever it communicates with our server. We use cookies to identify you. We may also collect the following information during your visit to our website and/or the fully qualified domain name from which you accessed our site, or alternatively, your IP address:

- a. the date and time you accessed each page on our web site;
- b. the URL of any webpage from which you accessed our site (the referrer); and
- c. the web browser that you are using and the pages you accessed.

Some web pages may require you to provide a limited amount of personal information in order to enjoy certain services on our websites (system login credentials, email address and contact, etc). This personal information will only be used for its intended purposes only, i.e. to respond to your message or deliver the requested services.

5. Right To Access and Correct Personal Information

You have the right to access and correct your personal information held by us (subject always to certain exemptions). We will make every endeavour to ensure your personal information is accurate and up to date therefore we ask that if there are changes to your information you



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should notify us directly. If you would like to access or correct your personal information, please do reach out to the contact details in Section 6 below.

6. Limiting the Processing of Personal Information, Further Enquiries and Complaints

If:

1. you would like to obtain further information on how to limit the processing of your personal information or withdraw your consent on personal data processing;
2. you would like to request to limit your personal information or withdraw your consent on personal data processing (note that we may retain your data where there is a legal basis to do so);
3. you have any further query; or
4. you would like to make a complaint in respect of your personal information,

Contact:

Petaling Jaya Performing Arts Centre Sdn Bhd
S611, Second Floor, 1 Utama E, 1 Utama Shopping Centre,
1, Lebuhr Bandar Utama, 47800 Petaling Jaya,
Selangor Darul Ehsan, Malaysia
Tel: +603 7732 4788
E-mail: info@pjpac.com.my

7. Data Security

We have implemented reasonable physical, technical and procedural measures to secure your personal information from accidental loss and from unauthorized or accidental access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers. The measures we implement may include the following:

- a. Register our employees handling personal data into a system/registration book before being allowed access to personal data;
- b. Terminating our employee's access rights to personal data after his/her resignation, termination of contract or agreement, or adjustment in accordance with changes in BUCC;
- c. Controlling and limiting our employee's access to personal data system for the purpose of collecting, processing and storing of personal data;
- d. Providing user ID and password for authorized employees to access personal data;
- e. Terminating user ID and password immediately when our employee who is authorized access to personal data is no longer handling the data;
- f. Establishing physical security procedures as follows:
 - i. control the movement in and out of the data storage site;
 - ii. store personal data in an appropriate location which is unexposed and safe from physical or natural threats;
 - iii. provide a closed-circuit camera at the data storage site (if necessary); and
 - iv. provide a twenty-four (24) hours security monitoring (if necessary)



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- g. Updating the Back Up/Recovery System and anti-virus to prevent personal data intrusion;
- h. Safeguarding the computer systems from malware threats to prevent attacks on personal data;
- i. Prohibiting the transfer of personal data through removable media device and cloud computing service unless consent has been obtained from the top management of BUCC and appropriate safeguards have been implemented;
- j. Recording any transfer of data through removable media device and cloud computing service unless consent has been obtained from the top management of BUCC and appropriate safeguards have been implemented;
- k. Ensuring that personal data transfer through cloud computing service comply with the personal data protection principles in Malaysia, as well as with personal data protection laws of other countries;
- l. Maintaining a proper record of access to personal data periodically and making such record available for submission when directed by the Personal Data Protection Commissioner;
- m. Ensuring that all our employees involved in processing personal data always protect the confidentiality of the data subject's personal data; and
- n. Binding a third party appointed by us with a contract for operating and carrying out personal data processing activities.

We also ensure that any third-party service providers storing or processing your personal information has implemented similar acceptable standards of security.

Unfortunately, the transmission of information via the internet is not completely secured. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted on our website.

8. Retention of Personal Data

We will process your personal data for as long as we have a legal basis to do so. Your personal information would only be stored for the period as necessary to fulfil the purposes stated above.

We may also implement the following measures for the management and deletion of personal data that is stored by us:

- a. Maintaining a system for proper record of personal data disposal periodically and making such record available for submission when directed by the Personal Data Protection Commissioner;
- b. Conducting reviews and disposing all unwanted personal data that in the database from time to time;
- c. Prohibiting the storage of personal data through removable media device and cloud computing service unless written consent is obtained from an officer authorized by the top management of BUCC.

This Personal Data Protection Notice was last updated on 21st January 2025.



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What Personal Data Do We Collect?

The Operator will collect certain Personal Data when you submit your data on PJPAC and may also collect any additional information required from time to time in connection with the provision of services, obtaining of feedback or conducting of surveys related to PJPAC. The Personal Data which the Operator may collect are as follows:

1. Full Name as per IC
2. NRIC/Passport number
3. Date of birth
4. Gender
5. Address
6. Mobile number
7. E-mail address
8. Financial information (debit/credit card number, expiry date)

Additionally, the Operator may use "cookies" "web beacons" and/or other similar technologies on PJPAC.



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"Cookies" is small text files stored on the memory of a visitor's browser or device to help improve a visitor's access to a site and identify repeat visitors to the site. When you visit PJPAC, our server may record information that your browser sends, which includes the following:

- Your IP address (a number that is automatically assigned to your computer when you use the Internet)
- Browser type
- Browser history (webpage you were visiting before PJPAC)
- The pages within PJPAC, which you clicked on
- The time spent on those pages, items and information searched for on PJPAC, access times and dates and other statistics.

"Web beacons" are small graphic images that may be included on PJPAC which allows the Operator to count visitors who have viewed the pages on PJPAC.

The Operator may also collect and publish any image and/or media collected from Facebook (including but not limited to PJPAC, ONETIX, ONESHOP, ONECARD and 1 Utama Shopping Centre Facebook page), Instagram and Twitter ("**Third Party Sites**") if and when you make the aforesaid image and/or media publicly available, and/or post, upload or share an image with the hashtag

"#ONETIX", "#PJPAC", "#ONESHOP" "#ONECARD" "#ONEUTAMA" "1U" "1UTAMASHOPPINGCENTRE" and/or "1Utama" ("**Hashtag**") on the Facebook pages and/or Third-Party Sites.

The Operator may also take photographs or video recordings at events listed on PJPAC, venue or premises of our service providers or Event/Venue Host. These photographs or video recordings are taken for publicity and promotional purposes or for such other purposes notified to you at the events, venue or premises. In doing so, the Operator may capture your image or likeness as part of the wider crowd of attendees.

If you do not wish for your image and media to be used in this way, or would like the Operator to remove a photo that contains your image or publish the collected image or media, please contact us at the contact particulars provided below. Where a close-up or individual photos or video recordings of you has been taken, the Operator will seek your consent before usage of the image and/or photo.

What is the Purpose of the Collection of Personal Data?

By providing your Personal Data to the Operator herewith, you hereby agree that the Operator shall collect, retain and use the Personal Data for the purposes stated below and where required by law, where the Operator consider that such use or disclosure is necessary to respond to any claims or to comply with any legal or regulatory requirements/process, or where the Operator suspects

any form of fraud or unlawful activity:

1. Registration and administration of your account on ONETIX;
2. Processing of your order and billing purposes;
3. Delivery of products purchased on ONETIX;
4. Communication of status of the order made in processing your order;
5. Customer support;
6. Provision of relevant information of the items on ONETIX;
7. Analysing of the data downloaded from ONETIX;



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8. Improvisation and customisation of the contents of ONETIX;
9. Identifying visitors to ONETIX;
10. Conducting surveys and research of the demographics and spending pattern of consumers to develop new events and/or other related surveys/researches;
11. To facilitate your participation in the ONECARD and 1Pay program, or in our other promotions, rewards, lucky draws or loyalty programs as are from time to time offered by the Operator or other related corporations of the Operator.
12. Communication of any other information pertaining to products and services under the related corporations of the Operator;
13. Notification of critical alerts, special offers, new events, updates and promotions in ONETIX, PJPAC, 1 Utama Shopping Centre and /or other related corporations of the Operator.

The Operator uses your IP address to help administer our PJPAC website and to diagnose problems with our server. Your IP address is used to help the Operator identify you and your registered account, membership information and to gather broad demographic information.

Cookies and web beacons are used for statistical analysis purposes only. It allows the Operator to better understand our Members' preferences and interests. With the information at hand, the Operator aims to make PJPAC a convenient and informative platform to you and to personalise the content on PJPAC to match your preferred interests more quickly. For instance, cookies are used to identify our Members, whereby Members will not be required to log in a password more than once, thus providing a better, faster, safer and more personalised user experience.

A cookie also helps analyse web traffic and allows web applications to respond to you as an individual. We use traffic log cookies to identify which pages are being used. The web application can then tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences to further improve PJPAC.

We assure you that the usage of a cookie and web beacon is in no way linked to any personally identifiable information on PJPAC and that we treat information collected by cookies and other technologies as non-personal information.

Usage of cookies will not give the Operator access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline/disable cookies if you prefer. However, this may prevent you from taking full advantage of PJPAC and certain features of PJPAC may not be available once cookies are disabled. As such, Members are encouraged to enable cookies for an optimal and enhanced browsing experience using PJPAC.

Do We Share and Disclose Your Personal Data?

There are few circumstances in which the Operator may disclose, transfer or share selected personal data with entities participating in and/or providing services for PJPAC, including



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related corporations of the Operator, Merchants, consultants, agents, data processors and/or vendors of PJPAC without further notice to you, for instance:

1. Third party service providers (including the provider which manages the PJPAC website) who process your personal data on behalf of PJPAC;

2. Payment processing company such as credit, debit and charge card companies, banks or other entities processing payment instructions given by you through PJPAC website;

3. Employees of the Operator (including within our group of companies), on a "need-to-know" basis of that data for business or legal reasons, including but not limited to carrying out administrative functions such as processing an invoice, communicating marketing materials which you have opted in, handling of Members' participation in promotional activities, surveys or contests. And/or directing queries/issues/disputes to the relevant department within ONETIX);

4. Professional consultants/advisors; auditors; any agents or subcontractors acting on our behalf), government or regulatory authorities,

5. Event/Venue Host only on a need-to basis if the sharing of data is absolutely necessary for the purpose of service and/or venue administration, only to the extent required in the normal course and scope of our business in the provision of our services,

6. Social Media

6.1 By posting, uploading or sharing images on Facebook and/or the Third-Party Websites with the Hashtag, you agree that the Operator is providing a platform for you to post and share images publicly to permit the Operator to collect, reproduce, publish, modify, incorporate, display or otherwise use the images on PJPAC or ONETIX Facebook pages and other pages/sites related to PJPAC and ONETIX. You may any anytime request the Operator to cease sharing your Personal Data in the manner as stated above and the said images with the Hashtag by notifying the Operator at the contact particulars provided below.

6.2 You can connect your PJPAC account to your accounts on third party services like Facebook, in which case we may collect, use, disclose, transfer and store/retain information relating to your account with such Third-Party services in accordance with this Privacy Policy. For example, if you connect with Facebook, we store your Facebook ID, first name, last name, email, location, friends list and profile picture and use them to connect with your Facebook account to provide certain functionality on the Services, like recommending events that your Facebook friends are interested in and sharing the events you are interested in, or attending, with certain groups of people like your Facebook friends.

6.3 When you "like" or "follow" us on Facebook or other social media sites, we may collect some information from you including your name, e-mail address, and any comments or content you post relevant to us. We likewise may collect your personal data if you submit information to us through social media sites.

6.4 PJPAC's website may contain links to Facebook or other social media sites, such as through the Facebook "Like" button. When you interact with these links, your browser will establish a direct link with the Facebook (or other social media site's) servers. Using the example of the Facebook 'like' button, Facebook will then receive information about your



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browser and activity, and may link it to your Facebook user account. For more information about how Facebook and other social media sites use data, please see their own policies.

Please be aware that the Operator will not be responsible for the content or privacy practices of such other sites. We encourage Members to be aware when they leave our site and to read the privacy statements of these other sites that collect personally identifiable information.

Some of these other sites, as well as our authorised service providers may also use cookies on PJPAC. Please be aware that the Operator has no access to or control over these cookies.

6.5 PJPAC may provide you with opportunities to contract directly with third parties, and/or to integrate with Third-Party services or applications, through our Site. In such instances, we will disclose your personal data to other entities in order to fulfil a request by you, or to provide services you have requested.

Except for the above, the Operator does not sell, rent, lease or otherwise disclose your Personal Data to third parties unless otherwise stated organisational security measures when processing the Personal Data collected.

What Happens If You Decide Not to Provide Personal Data?

Certain Personal Data are compulsorily required by us for the stated purposes and are as marked in asterisk (*). Should you decide not to provide the compulsory personal data required, the Operator may be unable to provide you access to PJPAC to process your ticket orders and complete the purchase transaction.

On the other hand, the Personal Data which are not marked with asterisk are not compulsorily required and as such, provision of such Personal Data is entirely at your discretion.

What Steps Are Taken to Safeguard the Security and Safety of Your Personal Data?

The Operator is required under the Act to protect and safeguard your Personal Data by taking practical steps to implement security measures there to, i.e., to protect your Personal Data from any loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction.

The Operator has assigned specific responsibilities to address privacy and security related matters and do enforce our internal policies and guidelines through an appropriate selection of activities, including proactive and reactive risk management, training and assessments.

The Operator takes appropriate steps to address online security, risk of data loss and other such risks taking into consideration the risk represented by the processing and the nature of the data being protected. Further, The Operator takes steps to limit access to our data bases containing Personal Data to authorized persons having the justified need to access such information.

How Long Do We Retain Your Personal Data?

The Personal Data shall not be kept for longer than is necessary for the purposes for which it is collected. This means that data and records (including personal data) are destroyed and/or permanently deleted from our systems when no longer required for the purpose for which it was processed, where permitted by applicable law, where it is no longer necessary for legal purposes or the purposes of our normal business operations.



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The amount of time that records are kept for varies depending upon the type of personal data they contain.

Your Rights

The Act accords five (5) rights to individuals to safeguard their Personal Data as listed below:

1. The Right of Access Personal Data

Subject to the provisions of the Act, you have the right to access your Personal Data and/or to correct your Personal Data with The Operator should you believe that the Personal Data provided is incorrect, outdated, inaccurate or incomplete. You may access to your Personal Data at the contact particulars provided below.

2. The Right to Correct Personal Data

You may request for the Personal Data provided to be deleted and/or corrected if the data is inaccurate, incomplete, misleading or not up-to-date at the contact particulars provided below. The integrity of the Personal Data which is collected is a crucial element in the Act. The Operator shall take reasonable steps to ensure that the Personal Data is accurate, complete, not misleading and kept up-to-date.

3. The Right to Withdraw Consent

The consent which you have granted in respect of the processing of your Personal Data may not necessarily endure forever, as you may by notice in writing to the contact particulars provided below withdraw the consent granted. The Operator shall cease processing of your Personal Data upon receipt of your notice. You are entitled to withdraw your consent at any time. The Operator shall be required to obtain your explicit consent in the event that "Sensitive Personal Data" is being processed by the Operator and "Sensitive Personal Data" shall include medical history, political opinions, religious beliefs and commission or alleged commission of any offence.

4. The Right to Prevent Processing for the Purposes of Direct Marketing

The Operator shall process your Personal Data in strict adherence to the consent which you have granted in respect of the processing of your Personal Data. As such, the Operator shall never process data for purposes of direct marketing where such purpose has not been identified and consent has not been obtained from you.

Should you receive marketing materials from the Operator via short messaging service (SMS), e-mails, telephone and/or by post and you wish to discontinue such receipt of marketing information, you may provide You may also unsubscribe from the marketing-related communication/notification received at any time by using the unsubscribe function within the communication/notification itself.

With a "opt out" notice to remove/delete your Personal Data from the Operator's database. Once an "opt out" notice has been received from you, the Operator shall within a reasonable time remove/delete your Personal Data from our database.

5. The Right to Prevent Processing which is likely to cause Damage or Distress

We reiterate that the Operator shall process your Personal Data only where you have granted your consent for the processing of your Personal data for the above stated purposes only.



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You have the absolute right to prevent the processing of your Personal Data where your consent has not been obtained for such specific purposes and such processing of your Personal Data will cause or is likely to cause substantial unwarranted damage or distress to you or another person.

Change/Amendments to this Privacy Policy

The Operator may from time to time change this Privacy Policy. However, if the changes made are material, the Operator will post a notice advising of such change at the beginning of this Privacy Policy and use reasonable means to communicate to you such change within twenty-one (21) days from such change. It is your responsibility to review this Privacy Policy every time you submit information to us.

You may at any time hereafter make written enquiries about this Privacy Policy and/or to enforce any of the above stated five (5) rights by contacting the Operator via post, telephone, or e-mail at:

PETALING JAYA PERFORMING ARTS CENTRE SDN. BHD. (Registration No. 200801009974 (811262-A))

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