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31/5/2026	00	Initial Release

1.0 Introduction

- 1.1 This PDPA Privacy Notice provides clarification on how we handle your personal information. We want to build trust and transparency with you, so we'll explain what data we collect, how we use it, and the steps to keep it safe. By reading this, you'll be empowered to make informed decisions about sharing your information with us while ensuring we follow all relevant privacy laws and regulations.
- 1.2 This PDPA Privacy Notice covers both our online and offline collection activities, including personal data that we collect through online platforms such as websites, applications, third party social networks or our online or physical events or through other third parties that we work with.
- 1.3 By providing your personal data or other information about yourself to NSW or continue to deal with NSW, you would be accepting and consenting to the processing of the personal data or other information according to this Notice.
- 1.4 This PDPA Privacy Notice is issued in both English and Bahasa Malaysia. In the event of any inconsistencies or discrepancies between English version and Bahasa Malaysia version, this English version shall prevail.

2.0 Who We Are

- 2.1 NSW Automation Sdn Bhd (hereinafter referred to as “NSW”, “Company”, “Our”, “We” or “Us”) is a leading global company that specializes in precision liquid dispensing systems in today’s global manufacturing industries. We are Malaysia-based and headquartered in Penang. Our clients vary from manufacturers of electronic components to semiconductors, SMD LED, automotive, medical (biotech), and aerospace industries and more. We have global footprints with multiple factories, sales and service offices, and technical support points globally. At NSW, we invest our resources in research and development to continuously innovate the disciplines of cutting-edge engineering, design, and precision — all to achieve the unthinkable and to become dominant in providing advanced automation solutions.
- 2.2 This PDPA Privacy Notice is intended for individuals like you who interact with us. Whether you're an employee of our customers or vendors, a user of our products or services, a collaboration partner, an applicant for employment, or simply a visitor to our websites or premises, this policy is for you ("you").

We hope this makes our privacy practices more approachable and easier to understand. If you have any questions or concerns, please don't hesitate to reach out to us. Your privacy is our priority.

3.0 Collection and Source of Personal Data

3.1 What we collect

Among the types of personal data (hereinafter referred to as “Personal Data”) we will collect from you will be as follows:

3.1.1 General Personal Data

We collect and process the following types of personal data, include but is not limited to the following:

- Personal information: name, alias, photo, date of birth, age, and other information.
- Contact information: Company name, contact address, telephone number, fax number, email information, or any other way to contact you. If you're here as a company employee, we may also collect your name, job title, photo, phone number, and email address.
- Expertise and social information: Educational background, research field, languages, professional skills or expertise, employment records, current occupation, qualifications, certifications, work experience, and any memberships in trade unions or associations. Plus, any connections you have with other individuals or institutions.
- Consent records: We keep records of your consent, including when, how, and what you consented to.
- Payment Information: Your billing address and payment details, like bank information or credit card data, but only when necessary.
- Transaction Information: Information regarding purchases facilitated by us.
- Information related to NSW's website: Technical and system information like device types, operating systems, browser types, settings, IP addresses, language settings, and when you visit our site. We also store your username, password, and encryption login for added security.
- Perspective and opinions: Any feedback or views you share with us or post about NSW on social media.
- Others: For example, if your family or close relatives have worked with us, we may collect their info, too.

3.1.2 Sensitive Personal Data

Some of the personal data that we process may include what is defined as 'sensitive personal data' under the Personal Data Protection Act and these include, but not restricted to: Race, Religion, Health, Records of misconduct and disciplinary action, Records of criminal offence.

We only collect and process your sensitive data under specific circumstances and always in accordance with the law. Here's when we might handle sensitive data:

- Compliance: To meet legal requirements and regulations.
- Crime Prevention: When necessary to detect or prevent crimes.
- Legal Rights: To uphold and protect NSW's legal rights or those of relevant parties.
- With Your Consent: We will not release your sensitive personal data to a third party without your explicit consent unless it is necessary to protect our legitimate interests or when compelled by law.

If you provide Sensitive Personal Data to NSW, ensure you have the legal right to share it with us.

3.1.3 E-Invoice Data

In conjunction with the Inland Revenue Board of Malaysia (IRBM)'s latest e-Invoicing implementation, NSW may collect additional data necessary for billing and transaction purposes from our vendors, customers, and/or business partners. This may include personal information, contact details, Tax Identification Number ("TIN"), transaction details, invoice amounts, product or service descriptions, and such other relevant information.

3.2 How We Collect Your Personal Data

We gather your Personal Data from various sources:

- **Data Provided by You:** We get your info when you reach out to us through email or phone calls, fill in details on our Contact Us page, fill in details in our enquiry forms, share your business card, and so on. If you're applying for a job with us, we collect your info there too. We obtain Personal Data that what has been provided by you.
- **Data We Get in Person:** We collect your Personal Data during our business interactions, research and development collaborations, trade shows, or any other business-related activities. You might also be the contact person for such collaborations.
- **Data You Share Publicly:** We respect your choices. If you choose to make your Personal Data public, whether on social media or through public posts related to us, we may collect it.
- **Data from Third Parties:** Interacting with third-party content or ads on our site. We might receive your Personal Data from those third-party providers. We also obtain data from other third parties like credit reference agencies and law enforcement authorities when necessary.
- **Data from Commercial Transactions:** In the course of performing or completing commercial transactions, we may gather additional information necessary for billing, invoicing, and fulfilling contractual obligations. This information comes from documents such as quotations, purchase orders, purchase contracts, sales orders, customer application form, vendor registration form, and service agreements and so on. It includes transaction details, payment information, and other pertinent data crucial for the smooth execution of business transactions.

3.3 Personal Data from Minors and Other Individuals

We do not intentionally collect personal data relating to minors. To the extent that you have provided personal data about your family members, spouse, other dependents and/or other individuals, you confirm that you have explained to them that their personal data will be provided to and processed by us and where required by law, you represent and warrant that you have obtained their consent to the processing (including disclosure and transfer) of their personal data in accordance to this PDPA Privacy Notice.

In respect for minors or individuals not legally competent to give consent, you confirm that they have appointed you to act for them, to consent on their behalf to the processing (including disclosure and transfer) of their personal data in accordance with this PDPA Privacy Notice.

4.0 Personal Data Processing

4.1 Why We Process Your Data

The reasons we process your Personal Data include, but are not limited to:

- **Business dealings and operations:** We process your data to run our business smoothly. This includes providing our solutions and services, staying in touch with you for communication and marketing, managing our suppliers, ensuring NSW's security and system is tip-top, gathering feedback on our products and services, improving and developing what we offer, recruiting talented individuals, and all the other essential functions.
- **Contractual Obligation:** We are on it when it is essential to use your info to fulfil our obligations under a contract with you.
- **Legitimate Interest:** We use your info to further our legitimate interests, including but not limited to:
 - Providing top-notch customer service and improving our products and services.
 - Attracting and retaining talented employees.
 - Attracting potential students and managing student applications.
 - Growing our business through strategic marketing.
 - Keeping our customers, staff, and property safe.
 - Handling legal matters, including protecting our legal rights.
- **Legal obligations:** Processing your data helps us meet legal obligations. This could involve investigations and compliance to fulfil statutory requirements, following the law's provisions, and defending our legal rights when needed. We use your info when it's necessary to comply with laws, regulations, law enforcement, government actions, and legal proceedings.
- **e-Invoice Implementation:** We process your data to ensure the requirements set by the IRBM. In line with the IRBM's implementation of e-Invoicing, we are obliged to issue and submit e-Invoice for validation by IRBM. This process involves the collection of necessary transaction data, which is submitted in electronic invoice format.
- **Other necessary purposes:** We process your data to serve the public interest, prevent potential risks to life, liberty, or property, and safeguard the rights and interests of everyone. And, of course, we always do this with your consent in mind and respecting your rights.

4.2 How We Share or Transfer Personal Data

NSW may share the personal data that you provide to us to other entities related to NSW for the purposes described above. We may transfer your personal data to a country outside Malaysia. Where such transfers occur, NSW will reasonably protect personal data and address data privacy and other privacy requirements in accordance with applicable laws.

We may disclose your personal data to the following classes of third parties:

- Subsidiaries or companies related to NSW
- Third party service providers.
- Our partner, employees and sponsors.
- Our contractors, suppliers, consultants, auditors, and advisors on a need-to-know basis.
- Regulatory authorities and enforcement agencies.

We will not otherwise use, share, disseminate, publish, or disclose your personal data except as may be required in response to litigation, investigations, or other legal required disclosure or to protect our rights, property, or safety of our stakeholders

5.0 Safeguarding Your Personal Data

5.1 Security Measures

To safeguard your personal data from unauthorised access, collection, use, disclosure, processing, copying, modification, disposal, loss, misuse, modification or similar risks, we have introduced appropriate administrative, physical and technical measures such as:

- a. Restricting access to personal data to individuals who require access;
- b. Maintaining technology products to prevent unauthorised computer access; and/or
- c. Implementing other security measures as required by applicable law.

You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

Your Role: If you have an account for our services or on our system, here's a friendly tip: Keep your passwords updated regularly. Help us by keeping your account usernames and passwords confidential. If you ever suspect unauthorised access or credential disclosure, do feel free to reach out to us at info@nswautomation.com

5.2 How We Store Your Data

To keep things in order, your Personal Data might be stored in hard copies or on servers, either operated by us or our trusted service providers. We will retain your personal data for as long as necessary to fulfil the purposes for which it was collected and to comply with legal requirements.

5.3 Links to Other Services

Our services might link you to third-party websites and applications. Keep in mind that we can't control their privacy practices. When you leave our services, take a moment to read the privacy policies of the sites you visit.

6.0 Cookies and Third-Party Data

We use cookies and similar tracking technologies to collect information about your use of our website. This information helps us improve the user experience and deliver targeted advertising. You can control the use of cookies by adjusting your browser settings. We may also collect personal data from third-party sources, such as social media platforms. We will only do so with your consent or if it is permitted by law.

7.0 Your Choices and Rights

You have the right to access, correct, and even remove the Personal Data you provide. If you want to make changes, just drop us a note in writing or via email to NSW at info@nswautomation.com or contact the person in charge of the project (mentioned in contract document). We'll get back to you as soon as possible, in line with the law.

8.0 Personal Data Retention Period

We will retain your personal data only for as long as we need it for NSW's legitimate interest in accordance with applicable law, or perform a service at your request, or to meet a legal requirement. At the end of the retention period, we will take steps to delete your personal data or hold it in a form that no longer identifies you.

9.0 Updates to This PDPA Privacy Notice

We reserve the right to update our policies as needed. This PDPA Privacy Notice may be updated periodically and posted on our corporate website. Please check back frequently to see any updates or changes to our PDPA Privacy Notice.

10.0 Contact Information for Data Protection Inquiries

If you have any questions about our policy, or if you wish to exercise your rights under the Personal Data Protection Act, feel free to reach out to us via email at info@nswautomation.com or via the Contact form available on our corporate website.