

Personal Data Protection Notice For Customer

(Version June 2025)

At Tenaga Nasional Berhad (Company No. 199001009294 (200866-W)), and our subsidiaries, we are committed to protecting your privacy in accordance with the Personal Data Protection Act 2010 of Malaysia ("PDPA"). This Personal Data Protection Notice ("PDP Notice") explains what personal data we collect about you, when and why we collect it, how we use it, the conditions under which we may disclose it to others, your rights to your personal data and how we keep it secure. This PDP Notice covers both our online and offline collection activities.

Personal Data We May Collect from You

We may collect the following personal data about you including but not limited to:

- any personal information to verify your identity and background such as your full name, identity card or passport, date of birth, mother's name, and nationality;
- contact information such as billing address, premises address including geographic location of the premises for electricity supply, telephone number, mobile phone number, fax number and email address, social media information when you interact with us, and the name, phone number, and email of your next of kin as an alternative contact in case we are unable to reach you;
- banking / payment information such as your debit or credit card information, including the name of cardholder, card number, billing address, expiry date and other bank account details including account statement;
- tax information such as your tax identification number for the purpose of e-invoicing;
- sensitive personal data such as your racial or ethnic origin, religion, health information, and biometric information such as fingerprint and facial recognition. We do not generally collect sensitive personal data unless it is necessary due to exceptional circumstances to serve you better and meet your particular needs;
- recording of your image via closed circuit television camera (CCTV) installed at our office or premises including our Kedai Tenaga;
- facial recognition image captured during identity verification in myTNB;
- recording of your photograph and/or video during any of our corporate events or third party open day;
- recording of calls placed by you to our customer services;

- function or post when you commence a business relationship with us; and/or
- any other related information in relation to your relationship or dealings with us.

For general web browsing although no personal data is revealed to us, certain technical and statistical information is available to us via our internet service provider such as cookies, your IP address, the time, date and duration of your visit. If you provide us with any personal data relating to a third party (e.g. information of your spouse, children, parents, and/or employees), by submitting such personal data to us, you represent to us that you have obtained the consent of the third party to provide us with their personal data for the purposes as listed below, and in respect of minors (i.e. individuals under 18 years of age) 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 the PDP Notice.

How We Collect Your Personal Data

We may collect personal data either from you, from your authorized representatives, from third parties, or from publicly available sources which may include (but is not limited to):

- when you register for our services (for example when you submit an application form to become our customer);
- when you contact us in person, by a phone call or over the counter (for example when you contact us for any enquiries, complaints, comments or feedbacks, we may keep record of that correspondences including interaction via any of our official communication channels);
- when you participate in any surveys, questionnaires, competitions, contests, offers, or promotions done internally or via an appointed third party;
- when you commence a business relationship with us (for example, as a service provider, or business partner);
- when you visit any of our office or premises including our Kedai Tenaga;
- when you attend any of our corporate events or third party open day;
- when you visit or browse our websites;
- when you interact with us via social media or interactive applications including but not limited to Facebook, X, Instagram, LinkedIn and Live Chat;

- when we collect information about you from third parties we dealt with or are connected with you including but not limited to regulators, payment collectors, electrical contractors, consultants, housing developers, credit reporting agencies or financial institutions; and/or
- from such other sources where you have given your consent for the disclosure of personal data relating to you, and/or where otherwise lawfully permitted.

Process of Personal Data Collected

You agree that we may process your personal data where permitted by applicable law and for the following purposes:

- to verify your identity;
- to fulfil our contractual obligations and any purpose(s) directly related to our businesses;
- to manage and maintain your account or contract with us;
- to provide and notify you with information and/ or updates on our products and services;
- to monitor, provide and improve our services to you including fulfilling audit requirements, billing for services, and facilitating payments;
- to carry out your request or to respond to any enquiries, complaints, comments or feedbacks that you have submit to us;
- to protect or enforce our rights to recover any debt owing to us;
- to compile information for analysis and in reports for relevant regulatory authorities;
- to transfer or assign our rights, interests and obligations under any of your agreements with us;
- to record, update, consolidate and improve the accuracy of our records;
- to administer competitions, contests, offers, or promotions;
- to produce data, reports and statistics which have been anonymised or aggregated in a manner that does not identify you as an individual;
- to conduct research for analytical purposes including but not limited to data mining and analysis of your transactions with us;
- to assess financial and insurance risks;
- to conduct surveys, questionnaire, and provide you with information from us or which we feel may interest you, where you have consented to be contacted for such purposes;

- to engage in business transactions in respect of services to be offered and provided to you;
- to comply with any legal or regulatory obligations under the applicable laws, regulations, guidelines or industry codes that applies to us;
- for internal management of the services being provided to you;
- to maintain records required for security, claims or other legal purposes;
- to detect and/ or prevent fraudulent activity(ies);
- to manage, maintain and/ or develop our system(s) and infrastructure including testing and upgrading these system(s);
- to provide training for our staff;
- to conduct marketing and market research or surveys, internal marketing analysis, customer profiling activities, analysis of customer patterns and choices, planning, and statistical and trend analysis in relation to our products and/ or services;
- to secure your safety and well-beings;
- to any persons who have been identified as being you or your authorised representative(s) for the purpose of the relevant transaction or enquiry
- to perform any services by third parties for any of the purposes described above and related thereto; and/or
- for any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities.

With Whom We Share Your Personal Data

As a part of providing you with our services and the management or operation of the same, we may be required or need to disclose information about you to the following third parties within and /or outside Malaysia:

- federal or state government, local government, statutory bodies, regulatory bodies, implementing agencies, government agencies and such other legal authorities;
- law enforcement agencies;
- companies or organisations that act as our agents, contractors, service providers or professional consultant;
- companies or organisations that assist us in processing and/or otherwise fulfilling transactions and providing you with services that you have requested;
- our subsidiaries, business associates and other parties for purposes that are related

to the purpose of collecting and using your personal data;

- other parties in respect of whom you have given your express or implied consent;
- any person intending to settle any moneys outstanding under the services granted by us to you;
- list of permitted third parties for disclosure in Appendix IV Code of Practice which is accessible at https://www.tnb.com.my/assets/files/TATAAMALAN_PERLINDUNGAN_DATA_PE_RIBADIV2.pdf;
- any credit reporting agencies or in the event of default, any debt collection agencies subject to the permitted law applicable to us; and/or
- and any other relevant parties permitted by the law.

We will not otherwise use, share, disseminate, publish or disclose your personal data except as may be required in response to contractual obligations, litigation, investigations or other legally required disclosures or to protect our rights, property or safety or of you, or others.

If Personal Data Provided by You Is Incomplete or Inaccurate

Where indicated in our application or registration forms manually or electronically, it is obligatory to provide your personal data to us to enable us to process your application for our services and other purpose(s) which is permissible under the laws. Should you fail to provide complete and obligatory personal data, or if the personal data provided is inaccurate, we may be unable to process your application or provide our services to you.

Your Rights to Access and Correct Your Personal Data

Upon your request, we shall assist your access to your personal data that is held or controlled by us. We are committed to maintain the accuracy of your personal data and in ensuring its accuracy, you are responsible for notifying us of for any changes to your personal data.

You have the right to:

- **Request access** to your personal data via Personal Data Access Request Form (DAR Form) and/ or through our online platform such as myTNB.
- **Request for the correction** of your personal data where you are of the opinion that your personal data to be inaccurate, incomplete, misleading, or not up-to-date via Personal Data Correction Request Form (DCR Form) and/ or through our online platform such as myTNB.
- **Request for data portability** of your personal data. You have the right to request from us to transfer your personal data to other service providers (if applicable), subject to technical feasibility and compatibility of the data format.

You are entitled to limit the processing of personal data by expressly withdrawing the consent given previously, including for direct marketing purposes subject to any applicable legal restrictions, contractual conditions and within a reasonable time period. In respect of your right to access, correction and/or portability of your personal data, we shall have the right to refuse your request for the reasons permitted under the law.

The applicable forms (including DAR Form and DCR Form) are available at our Kedai Tenaga and our online platform such as our website and myTNB and we may impose prescribed fees where applicable. .

How Long We Will Keep Your Personal Data

We will retain your personal data in compliance with this PDP Notice and/or the terms and conditions of your agreement(s) with TNB or its subsidiaries for the duration of your relationship with us, for such period as may be necessary to protect the interests of TNB or its subsidiaries and/or its customers as may be deemed necessary, where otherwise required by the law and/or where required by TNB's or its subsidiaries' relevant policies for the purposes which it was collected according to this PDP Notice or as required by the applicable laws.

How We Protect and Safeguard Your Personal Data

We shall endeavor to take all practical steps to protect and safeguard your personal data from any loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction of your personal data. Our website and our online platform may

contain links to third-party websites, this PDP Notice does not extend to such third-party websites as they are beyond our control. If you decide to visit these third-party websites through the provided links, they may gather your personal information. It is your responsibility to agree and consent to the privacy policies of these third-party websites before providing any of your personal data. We disclaim any legal or other liability for the actions, privacy policies, or adherence to privacy standards of these third-party websites.

Transfer of Your Personal Data Outside Malaysia

Any personal data, which you volunteer to us, will be treated with the highest standards of security strictly in accordance with the PDPA. It may be necessary for us to transfer your personal data outside Malaysia if any of our service providers or business partners are involved in providing part of a services are located in countries outside Malaysia. You hereby consent to us transferring your personal data outside Malaysia in these instances. We shall take reasonable steps to ensure our service providers or business partners are not to use your personal data for any reason other than to provide the services they are contracted by us to provide and to adequately safeguard your personal data. As part of providing services which involving transfer of your personal data to countries outside of Malaysia, we will ensure adequate level of protection have been implemented in order to safeguard your personal data.

Your Consent

By submitting your personal data (including sensitive personal data), you consent to the use of that personal data as set out in this PDP Notice. We reserve the right to revise or withdraw this PDP Notice as and when deemed necessary. We reserve our right to amend this PDP Notice from time to time based on changes as per the business, legal and regulatory requirements and applicable laws. We encourage you to revisit this PDP Notice periodically, allowing you to see any changes made by checking the effective date above.

Conflicts/Inconsistency

In the event of any conflict or inconsistency between the English and National Language (Bahasa Melayu) versions of this PDP Notice, the English version shall prevail to the

extent of such conflict or inconsistency.

Our Contact Details

We are committed to protect your personal data. If you have questions or comments about TNB's administration of personal data relating to electricity supply, please contact us at tnbcareline@tnb.com.my or 1-300-88-5454.

If you have any questions, comments, or other suggestions regarding this PDP Notice or how we handle your personal information, you may contact TNB's Data Protection Officer at dpo@tnb.com.my.