



## **PERSONAL DATA PROTECTION NOTICE**

Lembaga Zakat Negeri Kedah (LZNK) is committed to protecting your privacy in accordance with the Malaysia Personal Data Protection Act 2010.

This policy outlines how LZNK collects, records, holds, stores, compiles, changes, discloses, uses, and destroys your personal data in connection with Zakat Collection and Zakat Distribution matters at LZNK (hereinafter referred to as “processing”).

"LZNK" or "we" in this Policy refers to LZNK's headquarters and its branches in the State of Kedah Darul Aman.

### **1. WHAT IS PERSONAL DATA?**

"Personal Data" refers to any information relating to a commercial transaction relating directly or indirectly to an individual, identified or identifiable from that information or from that information and other information owned by LZNK, including any sensitive personal data and opinions expressed about the individual.

"Sensitive Personal Data" refers to information about the health or physical or mental condition of an individual, his political opinions, his religious beliefs and other beliefs of a similar nature, the commission or alleged commission of any offense by him or any other personal data determined by the Minister which is charged with the responsibility for the protection of personal data through an order published in the gazette.

### **2. NOTICE AND CONSENT**

When you request information or use LZNK services, you may be required to provide your personal data to LZNK. By doing so, you consent to the use of your personal data by LZNK in accordance with this Policy. Your personal data may also have been submitted to LZNK by a third party (for example, by your spouse, a company of which you are a director, officer, or shareholder, or a partnership in which you are a partner) for services that such third parties require from LZNK. In this context, the term "you" in this Policy will also be used for any individual whose personal data has been submitted to LZNK and/or has been obtained through the method as stated in Section 4 of this Policy.

You have the option, at any time, not to provide your personal data or withdraw your consent to allow LZNK to process your personal data. However, failure to provide such personal data or your action to withdraw your consent to process the personal data provided may result in LZNK not being able to provide you with effective and continuous services.

### **3. WHAT TYPES OF PERSONAL DATA DO WE COLLECT?**

The types of personal data we collect include but are not limited to, your name, contact address, age, occupation, marital status, financial information, identity card, passport, place of birth, and transaction history.

We may collect your sensitive personal data if you deal with LZNK which requires you to disclose such sensitive personal data to us.

We will only use your sensitive personal data to provide the services you need. If we process your sensitive personal data, we will first obtain your consent.

The personal data we collect can be categorized as either mandatory or voluntary. Mandatory personal data is personal data that we need so that we can provide our services to you. If you do not provide such personal

data, we will not be able to provide you with our services. Voluntarily provided personal data requirements are personal data that are not required to be provided to enable us to provide you with our services. If you do not provide such personal data, you may still use our services.

The personal data that must be provided or provided voluntarily varies according to each service we offer.

#### **4. HOW DO WE COLLECT YOUR PERSONAL DATA?**

We obtain your personal data in various ways, such as:

- When you use one of the services we provide.
- When you contact LZNK through various methods such as application forms, emails and letters, phone calls, and your conversations with our call center.
- If you call us or we contact you by phone, we may monitor or record those phone calls for quality assurance, training, and security purposes.
- From the analysis we do of your transaction.
- We may also obtain your personal data when you participate in customer surveys or when you register for any of our contests or promotions.
- When we obtain any data and information from authorized parties (for example, regulatory agencies, and authorized enforcement).
- When we obtain any data and information from third parties.
- When you enter into any commercial transaction with LZNK, include but not limited to, providing your goods and/or services or professional services.
- LZNK official websites and social media.
- From public sources.

#### **5. WHAT IS THE PURPOSE OF PROCESSING YOUR PERSONAL DATA?**

We may process your personal data for the following reasons:

- Evaluate your application for any of our services.
- Manage and maintain your account and facilities.
- Assess your financial needs and proceed with the performance of the contractual obligations entered into between LZNK and yourself.
- Respond to your inquiries and complaints and resolve disputes.
- Internal functions such as evaluating marketing effectiveness, market research, statistical analysis and modeling, reporting, audit and risk management, and fraud prevention.
- Submitting data to organizations/organizations/companies authorized by LZNK to provide services or deliver distributions in the form of money, necessities, courses, training, and other related matters for the purpose of benefiting you.

In addition, we may also use your personal data to meet any regulatory requirements and for any other reason related to the provision of the services you require.

#### **6. TO WHOM DO WE DISCLOSE YOUR PERSONAL DATA?**

Your personal data that we hold will be kept confidential. However, in order for us to provide services to you effectively and continuously and to comply with any legal and regulatory requirements, we may need to disclose your personal data to the following parties as LZNK deems appropriate:

- Amil assistants, zakat collection agents, and service providers appointed by us for the implementation of some of our functions, services, and activities.
- Agencies established by the Federal or State Governments for the distribution of zakat or any form of charity.
- Organizations/ companies cooperate with LZNK for the distribution of zakat or any form of charity.
- Our strategic partners and advisors or consultants.
- Law firm appointed by LZNK.
- Enforcement, regulatory, and government agencies, as permitted or required by law, authorized by any court order or to fulfill obligations to regulatory authorities.

- Parties authorized by you.

You may receive marketing communications from us or other entities about services that may be of interest to you. If you wish not to receive these alerts, please notify us to withdraw your consent and we will stop processing and sharing your personal data with other entities for the purpose of sending your alerts.

You have the option to withdraw your consent to receive marketing or promotional materials/information. You can contact us online or through the website.

Please note that once we receive confirmation of a request to withdraw your consent to receive marketing or promotional materials/communications, it may take up to fourteen (14) working days before your withdrawal of consent appears in our system. Therefore, you may still receive marketing or promotional materials/notifications during that period.

Please note that even if you choose to no longer receive marketing or promotional materials, LZNK may still contact you for purposes other than marketing or promotion such as dealing with existing LZNK accounts, facilities, or services used by you.

If you have submitted a third party's personal data to LZNK, please ensure that you have obtained permission from the relevant third party for the processing and disclosure of their personal data and that this Policy has been submitted in advance to the attention of the third party.

## **7. HOW DO WE PROTECT YOUR DATA?**

The security of your personal data is our priority. LZNK takes all necessary physical, technical and organizational measures to ensure the security and confidentiality of personal data. If we disclose any of your personal data to the parties specified in Section 6, they have an obligation to protect the personal data provided to them accordingly.

## **8. HOW LONG CAN WE KEEP YOUR PERSONAL DATA?**

We will only keep your personal data for as long as necessary to fulfill the purpose for which it was collected or to comply with legal and regulatory requirements and internal requirements.

## **9. RIGHTS OF ACCESS, CORRECTION REQUESTS, AND QUESTIONS**

- i. Subject to any exceptions under applicable law, you may at any time hereafter request access to, or for the repair and correction of, Personal Data or limit the processing of your Personal Data, or request further information from LZNK by contacting and sending a request you in writing to the following address:

Address: Lembaga Zakat Negeri Kedah  
Menara Zakat, Jalan Telok Wan Jah,  
05200 Alor Setar, Kedah Darul Aman

Representative: LZNK Data Protection Officer

Telephone Number: 1800 88 1740

Facsimile Number: 04 731 6280

Email: [dpo@zakatkedah.com.my](mailto:dpo@zakatkedah.com.my)

- ii. LZNK has the right to refuse your request to access and/or make any corrections on grounds permitted under the law or in situations where LZNK cannot ascertain your identity or where the information requested is commercial and confidential. However, LZNK will inform you of the reasons why we cannot fulfill your request

## **10. CHANGES TO THIS POLICY**

Please note that we may update this Policy from time to time. If there are significant changes to this Policy, we will notify you by displaying a notice of such changes through the website within a period of time deemed appropriate by us. We encourage you to visit the LZNK website from time to time to stay informed about how we protect your information.

This Privacy Notice was last updated on **May 14, 2023**

## **11. EFFECTIVE VERSION**

If there is any discrepancy or conflict between the English and Malay versions of the Personal Data Protection Notice, the Malay version will take precedence and be enforced.