

Elken Privacy Notice



This Privacy Notice serves to inform you that your personal data is being processed by or on behalf of Elken, its affiliated and associated companies or may be collected in the future, from the data you previously provided to us in your application to become Elken Dealer and/or during your dealership with us.

The personal data collected and processed by us may include but not limited to your name, ID, contacts, photograph(s), image(s), sharing, testimony and other data for the following purposes:-

- a) to process your application;
- b) to contact you and support your dealership or conduct internal surveys and related activities such as marketing, promotional and advertisement;
- c) to administer your payment, benefits and/or loan facilities;
- d) to conduct credit/trade checks on you where applicable (including but without limitation to carry out credit assessment, credit monitoring, review, reporting, debt recovery and so forth);
- e) to publish in Elken's advertisements, promotion and communications;
- f) to administer your participation in our meetings, workshops, events or travel campaigns;
- g) to provide you with data and training relating to our products and services, business opportunities and the products and services of our business partners;
- h) to respond to your inquiries;

- i) to comply with applicable laws, assist with any governmental or police investigation and/or obtain legal advice to ensure compliance with Elken Dealers' Rules & Regulations, Code of Ethics and other policies and procedures; and
- j) other purposes, directly or indirectly relating to any of the above and Elken's activities (hereinafter collectively referred to as the "Purposes").

If you fail to provide us with your personal data, or if you subsequently withdraw your consent for us to process the same (other than for purposes of direct marketing), we may not be able to process your personal data for any of the Purposes.

Your personal data may be disclosed to the public, our related corporations, licensees, business partners, dealers, credit reporting agencies and/or our service providers for any of the Purposes or any other purpose directly related to any of the above Purposes. Further, your personal data may be transferred to, stored and processed ("Transfer") in a country other than the country in which it was collected. We assure you such Transfer complies with relevant and applicable data protection law/regulations.

We will retain your personal data for the period necessary to fulfil the Purposes, unless a longer retention period is required or permitted by any relevant law. When you give us personal data or information about another person, you confirm that they have:- (i) authorised you to act and receive any data protection notices on their behalf; and (ii) consented to Elken in processing their personal data.

Whilst we strive to keep your data or information accurately recorded, you are responsible for ensuring that the personal data you provide us is accurate, complete, not misleading and up-to-date. If you wish to request for access or correction of your personal data and/or limit the processing of your personal data, or make any enquiries in respect of your personal data, please contact our Customer Service at +603-8021 0088 customerservice@elken.com.

In the event of any inconsistency between the English and other versions of this Privacy Notice, the English version shall prevail.

The following countries require specific information in its privacy policy as prescribed under their relevant data protection law. Please click to read that information.



Malaysia

Elken Sdn. Bhd. (“Elken”) complies with Personal Data Protection Act 2010 (“Act”) and Elken will only use your personal data for the Purposes as provided in the Privacy Notice unless your consent has been obtained to use it for other purpose.

Elken may transfer and store the personal data which you have provided in database outside Malaysia upon obtaining your consent.

If you wish to access and/or correct or limit the processing of your personal data under the Act, please contact:-

Designation	Personal Data Protection Officer
Telephone No.	+603 8021 0088
Fax No.	+603 8021 0089
E-mail address	pdpaofficer@elken.com



Singapore

Elken Singapore Pte. Ltd. (“Elken”) complies with Personal Data Protection Act 2012 (“Act”). Elken will collect, use or process your personal data in accordance with the Act and will only upon obtaining your consent, use your personal data for the Purposes (or any other purposes) as provided in the Privacy Notice unless exceptions prescribed under the Act allows the collection and processing your personal data without your consent.

Elken may transfer and store the personal data which you have provided in database outside Singapore in accordance with the requirements prescribed under the Act. We will protect your personal data using industry standard precautions. While the transference of electronic data over the internet has inherent risk, we

will use reasonable precautions to ensure your personal data is not subjected to unnecessary risk.

If you wish to access and/or correct or limit the processing of your personal data please contact:-

Designation	Data Protection Officer
Telephone No.	+02 6746 4911
Fax No.	+02 6741 9870
E-mail address	info@elken.com

We reserve the right to charge a fee for data access request. We further reserve the right to reject your request to access, amend, modify or correct to your personal data subject to exemption prescribed under the Act.



Hong Kong

Elken International Hong Kong Ltd. (“Elken”) complies with Personal Data (Privacy) Ordinance (“Ordinance”) and Elken collect, use or process your personal data which you have provided to us during registration for System/Leadership Seminar, campaigns, oversee trips, meetings, camps, workshops, trainings and any other events organised by Elken. Elken will only use your personal data for the Purposes as provided in the Privacy Notice.

Elken may transfer and store your personal data which you have provided in database outside Hong Kong upon obtaining your consent and in accordance with the requirements prescribed under the Ordinance.

If you wish to access and/or correct or limit the processing of your personal data please contact:-

Designation	Personal Data Protection Officer
Telephone No.	+852 3181 5000
Fax No.	+852 3181 5000
E-mail address	cs@elken.com.hk



Philippines

Elken International Philippines Co. Ltd. (“Elken”) complies with Data Privacy Protection Act 2012 (“Act”) and Elken will only use your personal data for the Purposes as provided in the Privacy Notice unless your consent has been obtained to use it for other purpose.

Elken upon obtaining your consent may transfer and store your personal data which you have provided in database outside Philippines and in accordance with the requirements prescribed under the Act.

If you wish to access and/or correct or limit the processing of your personal data please contact:-

Designation	Data Protection Officer
Telephone No.	+632 497 1855
Fax No.	+632 497 1555
E-mail address	customerservice@elken.com



Taiwan

Elken International Sdn. Bhd., Taiwan Branch (“Elken”) complies with Personal Data Protection Law 2010 (‘PDPL’) and Elken will only use your personal data for the Purposes as provided in the Privacy Notice unless your consent has been obtained to use it for other purpose.

Elken may transfer and store the personal data which you have provided in database outside Taiwan upon obtaining your consent.

If you wish to access and/or correct or limit the processing of your personal data under the PDPL, please contact:-

Designation	Personal Information Protection Officer
Telephone No.	+886 2 2773 5528
Fax No.	+886 2 2773 5238

Email Address	cs@elken.com.tw
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Thailand

Elken Thailand Ltd. (“Elken”) complies with Personal Data Protection Act B.E. 2562 (“Act”) and Elken will only use your personal data for the Purposes as provided in the Privacy Notice unless your consent has been obtained to use it for other purpose.

Elken may transfer and store the personal data which you have provided in database outside Thailand, which may not provide the same level of data protection standards. Elken will take steps and measures to ensure that your personal data is securely transferred and complies with the Act.

If you wish to access and/or correct or limit the processing of your personal data under the Act, please contact:-

Designation	Personal Data Protection Officer
Telephone No.	+ 66 (2) 096-1945
Fax No.	+ 66 (2) 096-1953
E-mail address	premjaic@elken.com



Vietnam

Elken International Viet Nam Co. Ltd. (hereinafter referred to as “Elken”) complies with Personal Data Protection (Decree No. 13/2023/ND-CP) (“PDP”). Elken will only use your personal data for the Purposes provided in the Privacy Notice unless your consent has been obtained to use it for other purpose.

Elken collects your personal information and/or data via forms specified in submitted by Members/Customers through personal delivery, fax, emails, courier, post and/or via website of International Vietnam.

Location of collecting personal information and/or data:

- a) Elken International Vietnam Co. Ltd - Head Office:
 - Address: 117 Dien Bien Phu Street, Dakao Ward, District 01, HCM City, Vietnam
 - Phone: (08) 6261 7711 Fax: (08) 6261 7766
- b) Elken International Vietnam Co. Ltd – Hanoi Branch Office:
 - Address: Floor 2, HH2 - Bac Ha Building, To Huu Street, Thanh Xuan District, Hanoi City, Vietnam
 - Phone: (04) 6666 2222 Fax: (04) 6666 0060
- c) Website of Elken International Vietnam Co. Ltd:
www.elken.com/vn; or
- d) Any other location where Elken International Vietnam Co., Ltd deems necessary to collect Personal Information.

If you wish to access and/or correct or limit the processing of your personal data under PDP, please contact:-

Designation	Customer Service
Address	117 Dien Bien Phu, Dakao Ward, District 01, HCM City, Vietnam
Telephone No.	(08) 6261 8811
Fax No.	(08) 6261 7766
E-mail address	customerservice@elken.com.vn



Indonesia

PT Elken Global Indonesia (hereinafter referred to as “Elken”) complies with Indonesia Law No. 27 of 2022 on Personal Data Protection Law (“Act”) and Elken will only use your personal data for the Purposes as stated in the Privacy Notice unless your consent has been obtained to use it for other purposes.

Elken may transfer, store and process the personal data which you have provided to database outside of Indonesia, which may not provide the same level of data protection standards. Elken will take steps and measures to ensure that your personal data is securely transferred and complies with the Act.

If you wish to access and/or correct or limit the processing of your personal data under the Act, please contact:-

Designation	Customer Service
Telephone No.	+62 21 6128288
E-mail address	customerservice.id@elken.com