



## PRIVACY POLICY

Your privacy as valuable customers of Gocover.my (a brand owned by Aydens Tech 003140118-V) ("Gocover.my") is of utmost importance to us and maintaining your trust and confidence in our products and services is one of our highest priorities. For this reason, we are committed to ensure that the privacy of your personal data and financial information as well as any other information in respect of the same ("Information") which you have disclosed or presently being maintained by us, is at all times be protected and safeguarded. This Privacy Policy sets out how we use, process and protect the Information. For the purpose of this Privacy Policy the term "we" or "us" shall refer to Gocover.my and the term "you" refers to all Gocover.my customers, future customers, as well as visitors and users of this website.

### 1. Information Collected

1.1. We may collect Information from you from a variety of sources, including Information we collect from you directly or with your authorisation; when you visit our websites; when you apply for our online services via Gocover.my portal/website; when you subscribe to our products; when you use our services; and from other sources permitted by law.

1.2. Information which we collect generally includes any data, which includes but are not limited to:

(i) your name, home address, email address, phone number (including mobile), date of birth, age, gender, race, religion, National Registration Identification Card (NRIC), occupation, employment, monthly income as well as financial information such as bank name and bank account number.

(ii) personal information collected from submission of your resume to us for employment.

(iii) personal information submitted if you participate in any survey, competition or contest conducted by us.

(iv) any comments, feedback, complaints or messages submitted by email, phone conversation, fax or post and via our online platforms such as website, social media and mobile device applications ('Apps') including but not limited to personal data such as name, email, address, phone number and financial information.

### 2. Use of the Information

2.1. The Information that we gather and collect is used in the ordinary course of our business including the provision of our products and services as requested by you as well as to inform and offer you other additional products and services that will benefit you.

2.2. However, our use of the Information may also be extended for other purposes such as to comply with all applicable legislation, laws and regulations, to prevent fraudulent transactions, to develop advertising tailored to your interest and to prepare statistics or carrying out research of our customers' products and services.

2.3. Provision of your Information is compulsory. If you do not provide your Information to be used for the purposes mentioned herein, you may be prohibited from subscribing or making full use of our products and services, which shall not render us responsible or liable for.

### 3. Disclosure of the Information

3.1. We shall not disclose your Information to any third parties unless we have obtained your consent.

3.2. You further consent that we are allowed to share the Information among our group of companies and authorised agents (who have agreed to keep the Information confidential) in carrying out our business but only in circumstances when such sharing conforms to law, any applicable agreements executed by us with our authorised agents and our policies and practices.

3.3. From time to time, we enter into agreements with third party service providers to provide services to us. In doing so, we need to share your Information with them. Under these agreements, we only provide our service provider with the Information they required to perform their services and we require that they protect the confidentiality of the Information and not to use it for other purpose. By proceeding with the use of this website you will be deemed to have consented to the Use of the Information set out in Clause 2 and the Disclosure of the Information set out in this Clause 3.



### 3. Disclosure of the Information

3.4. For example, we may rely on a service provider to:

- (i) Print Policy, Road Tax and any other form of document and post it to you.
- (ii) Conduct research and analyze data to improve our services and products offered.

3.5. If you do not want your name and contact particulars to be used by us or our service providers for the purposes of sending of marketing materials or you do not want to be contacted by us for the sale and promotion of any products or services via the posting of any materials, please notify us accordingly via email at [admin@gocover.my](mailto:admin@gocover.my) or [admin@aydenstech.com.my](mailto:admin@aydenstech.com.my) or by writing in to the address mentioned in Clause 7 below.

3.6. Notwithstanding the generality of this Privacy Policy, we may disclose your Information to other third parties where such disclosure:

- (i) is in compliance with any judicial order or legal requirements;
- (ii) is requested or authorised by you; and
- (iii) is lawfully permitted or required.

### 4. Security of the Information

4.1. We are committed to keep your Information secure. We have appropriate physical, technical and administrative procedures in place to protect your Information from loss, misuse or alteration. While we shall use our best efforts to ensure the privacy of all Information is kept secure, we cannot guarantee that your Information will never be disclosed in a manner inconsistent with this Privacy Policy due to unauthorised or illegal acts of third parties.

### 5. Retention of the Information

5.1. Your Information shall be stored in the server and in the proper storage place maintained/provided by us. The period of retention of your Information varies depending on the types of documents and is maintained in accordance with our internal retention policies and procedures.

### 6. Accuracy of the Information

6.1. We take steps to keep your Information accurate, complete, not misleading and up-to-date.

6.2. Please ensure the accuracy and completeness of all Information which you disclose or share. Please update and notify us in any possible way of any changes in the Information.

6.3. Should you have any other queries or complaints concerning your Information please contact us or email us at the number and address specified under Clause 7 below.



## 7. Access to the Information

7.1. You have the right to access your Information maintained by us and to request for the update or correction of the Information that is inaccurate or misleading.

7.2. If you wish to request access of your Information or if you wish to correct your Information or if you wish to withdraw your consent to us for the processing of your Information as set out in Clause 2, you may send your request in writing to the following address:

Gocover.my by Aydens Tech  
No 19, Jalan 3/3, Bandar Baru Selayang  
68100 Batu Caves, Selangor

Tel. No.: 017 -242 4219 | Email: [admin@gocover.my](mailto:admin@gocover.my)

## 8. Website Links

8.1. If you are redirected to third-party websites from our online platforms, please review the relevant privacy policy posted at the particular websites.

## 9. Acceptance of changes

9.1. We reserve the right to make changes to this Privacy Policy and changes thereto will be posted accordingly. Your continued use of Gocover.my services and website shall be deemed to be your acceptance of the amended Privacy Policy.