

Privacy Notice

Ultragroup Sdn Bhd (ROC: 202001029930) is an innovative B2B and B2C digital parking solutions provider focusses on delivering smarter way of managing and operating parking spaces utilising the latest smartphone-based parking technology and advance parking equipment. Our product is the Ultrapark System which parking operator(s) and Ultragroup Sdn Bhd to manage the parking operation easily and safely. Consumers will be able to pay for parking using our Ultrapark System.

This page is used to inform visitors regarding our policies with the collection, use, and disclosure of Personal Information if anyone decided to use our Service under the Ultrapark System. If you choose to use our Service, then you hereby agree to the collection and the use of information in relation to this policy. The Personal Information that we collect is used for providing and improving the Service. We will not use or share your information with anyone except as described in this Privacy Policy.

The terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, which is accessible at our main domain or mobile application unless otherwise defined in this Privacy Policy. It is necessary for us to collect and process your personal data. If you do not provide us with your personal data, or do not consent to this Privacy Policy or any amendments to this Privacy Policy, we may not be able to render all services to you and you may be required to terminate your relevant agreement with us and/or stop accessing or using the Service.

Notice

When you register to our Ultrapark System and/or sign up for our season parking facility , you may be required to provide Ultragroup Sdn Bhd with your personal data. In doing so, you consent to its use by Ultragroup Sdn Bhd in accordance with this Privacy Notice.

You have the choice, at any time, not to provide your personal data/sensitive personal data or to revoke your consent to Ultragroup Sdn Bhd processing of your personal data/sensitive personal data. However, failure to provide such personal data/sensitive personal data or revocation of your consent to process personal data/sensitive personal data provided may result in Ultragroup Sdn Bhd being unable to provide you with effective and continuous products and services.

In compliance with the Personal Data Protection Act 2010 ("the Act") and its regulations, this notice is issued to all interested parties. This notice will inform you of your rights with regards to your personal data that has been and/ or will be, collected and processed by us. For the purpose of this notice, the terms "personal data" and "processing" shall have the same meaning as prescribed in the Act.

This notice serves to inform you that your personal data will be and/or have been processed by us or on our behalf and you hereby give your consent to the processing of your personal data.

Collection of Personal Data

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

- When you sign up for to our Ultrapark System to make payment for your parking fees.
- When you sign up for season parking, request for digital season card or parking ticket replacement or use one of the many services we provide.
- When you contact Ultragroup Sdn Bhd through various methods such as application forms, complaint forms, emails and letters, telephone calls and conversations you have with our staff in our parking operation.
- We may also obtain your personal data when you participate in customer surveys or when you sign up for any of our events or promotions.
- When we obtain any data and information from authorised third parties (e.g. credit reference agencies, regulatory and enforcement agencies, employers, legal).

1. The term “personal data” means any information in our possession or control that relates directly or indirectly to an individual to the extent that the individual can be identified or is identifiable from that information that may include but not limited to your name, address, telephone number, passport/identification card number, date of birth, email address, gender, race, bank details, credit/debit card details and all other details provided by you in the documents provided under our services and products. The types of personal data collected depend on the purpose(s) of collection. We may “process” your personal data by way of collecting, recording, holding, storing, using, disclosing and/or deleting it.

2. The personal data we collect are obligatory and voluntary. Obligatory personal data are those that we require in order to provide you with our products and services. If you do not provide us with obligatory personal data, we would not be able to provide you with our products and services. Voluntary personal data are those that are not mandatory in order for us to provide you with our products and services. If you do not provide us with voluntary personal data, you can still sign up for our products and services. Obligatory and voluntary personal data differ for each products and services and will be indicated in the application forms.

3. In order to improve our products and services to cater to better user experience, certain personally identifiable information is required. The required information will include but not limited to, other users contact details that are within your contact list to enable services such as sharing of tokens. Information of your current location will also be used to identify your live parking location. The information requested will be retained and used in accordance with this privacy policy.

4. In addition, we may also receive, store and process your personal data which are provided or made available by any third parties whom you have authorised, credit reference/reporting bodies, regulatory and law enforcement authorities, for reasons including delivery of our Service, performance of conditions of agreements and/or to comply with our legal and regulatory obligations.

Process/Use of Your Personal Data Collected

Ultragroup Sdn Bhd may process/use your personal data collected from you for any one or more of the following purposes:

- a. To verify your identity
- b. To notify and/or invite you to events or activities organized by Ultragroup Sdn Bhd, its subsidiaries, partners or sponsors
- c. To process payment from you, including authorising and processing online banking, credit/debit card transactions and sending receipts to you
- d. To notify you about benefits, changes to the features, promotions, alerts, newsletter, updates, promotional materials and special privileges
- e. To conduct marketing activities (for example, market research and surveys)
- f. To maintain records required for auditing, security, claims and/or other legal purposes
- g. To investigate and resolve any issues, queries, complaints or other enquiries that you may submit to Ultragroup Sdn Bhd regarding Ultragroup Sdn Bhd's products and services through Ultragroup Sdn Bhd's customer service team or staff
- h. To investigate, respond to, and/or defend claims made against, or involving Ultragroup Sdn Bhd and/or its relevant subsidiaries
- i. For compliance with and/or any purposes required by any relevant law, directives, guidelines, orders, rules, regulations and requirements of any governmental or statutory authority or administrative or regulatory or supervisory body (including disclosure thereunder)
- j. Any other purposes relating or incidental to any of the above.

To whom do we disclose your personal data?

Your personal data and sensitive personal data held by us shall be kept confidential. However, in order to provide you with effective and continuous products and services and to comply with any legal and regulatory requirements, we may need to disclose your personal data to:

- Strategic partners to Ultragroup Sdn Bhd.
- Our authorised agents and service providers with whom we have contractual agreements for some of our functions, services and activities.
- Parties authorised by you.
- Enforcement regulatory and governmental agencies as permitted or required by law, authorised by any order of court or to meet obligations to regulatory authorities.

The disclosure of your data may involve the transfer of your personal data to places outside of Malaysia, and by providing us your personal data you agree to such a transfer where it is required to provide you the services you have requested, and for the performance of any contractual obligations you have with Ultragroup Sdn Bhd including for storage purposes. Disclosure of sensitive personal data will not be undertaken unless your explicit consent is obtained prior to the disclosure.

You have a choice to withdraw your consent for receiving marketing or promotional materials/communication, you may contact us using the contact details found below. Please be aware that once we receive confirmation that you wish to withdraw your consent for marketing or promotional materials/communication, it may take up to twenty-one (21) working days for your withdrawal to be reflected in our systems. Therefore, you may still receive marketing or promotional materials/communication during this period of time. Please note that even if you opt out from receiving marketing or promotional materials, Ultragroup Sdn Bhd may still contact you for other purposes in relation to the parking facilities or services that you hold or have subscribed with Ultragroup Sdn Bhd.

We will not sell, rent, transfer or disclose any of your personal data to any third party without your consent. However, we may disclose some of your personal data to the following third parties, for one or more of the below purposes:-

- a. Successors in title to us.
- b. Our subsidiaries, related and/or associated companies (if any).
- c. Any party in relation to legal proceedings or prospective legal proceedings.
- d. data centres and/or servers located within or outside your country for data storage purposes.
- e. storage facility and records management service providers.
- f. government agencies, law enforcement agencies, courts, tribunals, regulatory/professional bodies, industry regulators, ministries, and/or statutory agencies or bodies, offices or municipality in any country, if required or authorised to do so, to satisfy any applicable law, regulation, order or judgment of a court or tribunal or queries from the relevant authorities.
- g. financial institutions for the purpose of applying and obtaining credit facility(ies), if necessary.
- h. banks and financial institutions, merchants and credit/debit card companies in connection with your commercial transactions with us.
- i. any other bodies relevant that is required under the law.

You are responsible for ensuring that the information you provide us is accurate, complete, not misleading and is kept up to date.

Security of Your Personal Data

The security of your personal data and sensitive personal data is our priority. Ultragroup Sdn Bhd takes all physical, technical and organisational measures needed to ensure the security and confidentiality of personal data. If we disclose any of your personal data to our authorised agents or service providers, we will require them to appropriately safeguard the personal data provided to them. We will only retain your personal data for as long as necessary to fulfil the purpose(s) for which it was collected or to comply with legal, regulatory and internal requirements. Afterwards we will destruct or permanently delete your data. Also, in any event, if you wish to terminate our Service, please contact us in writing and email to us at our email below so that we may take steps to remove your personal data from our database.

We are committed to ensure that the personal data we hold about you is accurate, complete, not misleading and up to date. If there are any changes to your personal data or if you believe that the personal data we have about you is inaccurate, incomplete, misleading or not up-to-date, please contact us in writing so that we may take steps to update your personal data.

You have the right to access your personal data. If you would like to request access to your personal data, please contact us. Please note that depending on the information requested we may charge a small fee. We may also take steps to verify your identity before fulfilling your request for access to your personal data.

1. We will make reasonable updates to our security measures from time to time and ensure the authorised third parties only use your personal data for the Purposes set out in this Privacy Policy.

2. The Internet is not a secure medium. However, we will put in place various reasonable security procedures with regard to the Platform and your electronic communications with us. All our employees and data processors, who have access to, and are associated with the processing of your personal data, are obliged to respect the confidentiality of your personal data.

3. However, “perfect security” does not exist on the internet, so Ultragroup Sdn Bhd does not give an absolute assurance that your personal data that you provide to Ultragroup Sdn Bhd will be secure at all times, and Ultragroup Sdn Bhd will not be responsible for any event arising from unauthorized access to or theft of your personal data. Ultragroup Sdn Bhd will not be held responsible for events arising from third parties gaining unauthorised access to or third parties’ theft of your personal data.

Amendment to this Privacy Policy

Ultragroup Sdn Bhd reserves the right to amend this Privacy Policy at any time by posting an amended Privacy Policy containing such amendments on Ultragroup Sdn Bhd's website/ Ultrapark System or by any other mode Ultragroup Sdn Bhd deems suitable.

Log Data

We want to inform you that whenever you use our Service, in a case of an error in the app we collect data and information (through third party products) on your phone called Log Data. This Log Data may include information such as your device Internet Protocol ("IP") address, device name, operating system version, the configuration of the app when utilizing our Service, the time and date of your use of the Service, and other statistics.

Cookies

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device's internal memory.

This Service does not use these "cookies" explicitly. However, the app may use third party code and libraries that use "cookies" to collect information and improve their services. You have the option to either accept or refuse these cookies and know when a cookie is being sent to your device. If you choose to refuse our cookies, you may not be able to use some portions of this Service.

Service Providers

We may employ third-party companies and individuals due to the following reasons:

- a. To facilitate our Service;
- b. To provide the Service on our behalf;
- c. To perform Service-related services; or
- d. To assist us in analysing how our Service is used.

We want to inform users of this Service that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

Links to Other Sites

This Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Children's Privacy

These Services do not address anyone under the age of 18. We do not knowingly collect personally identifiable information from children under 18. In the case we discover that a child under 18 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at support@ultrapark.com.my.