

## **12. Data Protection Officer**

The Data Protection Officer (DPO) serving as a point of contact for data protection general issues/complaints can be contacted at:

The Data Protection Officer  
TA Enterprise Berhad  
Level 34, Menara TA One  
22, Jalan P. Ramlee  
50250 Kuala Lumpur  
Email: [DPO@ta.com.my](mailto:DPO@ta.com.my)

## **13. Handling Complaints**

When a complaint relating to personal data is received, the DPO/TA Personnel shall notify the respective HOD (Head of Department) and/or employee. Appropriate TA personnel/HOD or DPO shall acknowledge and reply formally to the complainant.

## **14. Breach of Data**

Data may be breached for reasons such as malicious attacks/activities (illegal access, hacking, theft), error in computer system (errors in database, software, websites) and human errors (misplaced laptops/storage device, email personal data to incorrect recipient, errors in printing personal data).

The employee involved must report to the respective HOD and DPO immediately. The HOD and DPO shall discuss and recommend to the relevant Management, if required, on the next best option/step to take in limiting the damage. The risk and impact assessment may be conducted for improvement.

If criminal activity is involved/suspected, the Management shall consider reporting the breach to the police. DPO shall notify affected parties and/or PDP Commissioner of the breach.

## **15. Retention**

We shall retain personal data for as long as necessary to fulfil the purposes for which it was collected or until a period otherwise permitted by relevant law or in defending legal claims.

## **16. Disposal**

We take reasonable steps to ensure that all personal data is destroyed or permanently deleted if it is no longer required for the purpose for which it was to be processed unless otherwise permitted by relevant law or in defending legal claims to retain the relevant personal data.

All papers/documents with personal data must be shredded before sending for recycling and all electronic files containing personal data must be deleted from TA's IT devices before disposal.

## **17. Review**

This PDP Notice shall be reviewed periodically and we reserve the right to amend and update at any time.