

WE USE YOUR PERSONAL DATA WHEN...



YOU REGISTER AS A DIGI CUSTOMER

WHAT WE COLLECT?

- Name
- Identification number
- Date of birth
- Phone number
- Home or mailing address
- Email address
- Credit or debit card details

WHY

- To deliver you the products and services you have purchased from Digi

WHO WE SHARE WITH?

- Roaming partners when you travel abroad
- Service providers such as social apps to enable you to make calls over the Internet



YOU SUBSCRIBE TO OUR DIGITAL SOLUTIONS AND SERVICES

WHAT WE COLLECT?

- Name
- Email address
- Date of birth
- Home or mailing address
- Credit or debit card details

WHY

- To provide you with our digital solutions and services, and online applications.

WHO WE SHARE WITH?

- Business partners to facilitate the service
- Data processors to assist with technical support



YOU BROWSE DIGI'S WEBSITES

WHAT WE COLLECT?

- Browsing information
- IP address
- Device identifiers such as mobile device number and model

WHY

- To analyse how you use our websites and gather data to improve your user experience.

WHO WE SHARE WITH?

- Data processors to analyse website cookies
- Marketing partners to personalise your user experience



YOU MAKE PAYMENT/ TRANSACTIONS

WHAT WE COLLECT?

- Name
- Billing information
- Credit or debit card details
- Delivery details such as address

WHY

- To bill you and collect payment for the products and services you purchased.

WHO WE SHARE WITH?

- Payment gateway provider to enable you to complete your online purchase
- Package delivery services when you opt for delivery
- Debt collection agencies that assist with debt-recovery functions



Chat with us,

[HTTPS://BOT.DIGI.COM.MY](https://bot.digi.com.my)



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WE USE YOUR PERSONAL DATA WHEN...



WHAT WE COLLECT?

- Phone number
- Email address
- Preferred method of communication such as by email or SMS

WHY

- To notify you about your transactions
- To send you marketing communications and keep you informed on latest offers
- To send you emergency public announcements authorised by regulators

WHO WE SHARE WITH?

- NONE

WE SEND YOU COMMUNICATIONS AND RELEVANT ANNOUNCEMENT



WHAT WE COLLECT?

- Name
- Identification number
- Account number
- Location data

WHY

- To answer your queries about your account or our products and services
- To resolve your concerns on billing and non-billing issues such as network and coverage

WHO WE SHARE WITH?

- Business partners to resolve your concerns
- Regulators such as MCMC

YOU INQUIRE OR COMPLAIN ABOUT OUR PRODUCT AND SERVICES



WHAT WE COLLECT?

- Name
- Identification number
- Phone number
- Home or mailing address
- Email address
- Other information on your resume/ CV

WHY

- To process your application or a job vacancy with Digi
- To conduct pre-employment screening

WHO WE SHARE WITH?

- Recruitment agencies to manage your applications
- Relevant authorities to assist with background checks

YOU APPLY FOR A JOB WITH DIGI



WHAT WE COLLECT?

- Name
- Identification number
- Other relevant data depending on the authority request

WHY

- To meet legal or regulatory requirements such as complying to a court order
- To prevent and detect crime as authorised by law

WHO WE SHARE WITH?

- Regulators and government bodies in accordance to relevant requests and obligations

WE FULFIL OUR LEGAL AND REGULATORY OBLIGATIONS



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YOU HAVE THE RIGHT TO...



WITHDRAW CONSENT

You can withdraw your consent for us to use, process or share your personal info. However, we may not be able to provide our services if you do.

HOW?

1. Contact our Customer Service
2. Walk into one of our Digi Stores



ACCESS YOUR INFO

You can request a copy of your personal info from us or view your personal info through your online account.

HOW?

1. Contact our Customer Service
2. Go to our Digi website and login to your account



CORRECT YOUR INFO

You can request to correct your personal info that we hold about you and keep your info updated.

HOW?

1. Walk into one of our Digi Stores
2. Go to our Digi website and login to your account



STOP DIRECT MARKETING

You can stop us from sending you direct marketing messages. This will not affect your account notifications.

HOW?

1. Contact our Customer Service
2. Walk into one of our Digi Stores



STOP US FROM PROCESSING YOUR INFO

You can stop us from processing your personal info if it causes unnecessary substantial damage or distress. However, we may not be able to provide our services if you do.

HOW?

1. Contact our Customer Service
2. Walk into one of our Digi Stores



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