

CUSTOMERS AND BUSINESS PARTNERS DATA PROTECTION POLICY

Luxchem Corporation Berhad

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1. INTRODUCTION

At Luxchem Group of Companies (“Luxchem,” “we,” “us,” or “our”), we are committed to safeguarding the privacy and security of your personal data. This policy explains how we collect, use, process, and disclose the personal data of our customers, business partners, suppliers and other external stakeholders in accordance with the Malaysia Personal Data Protection Act 2010 (“PDPA”) and its 2024 Amendment.

2. SCOPE & APPLICABILITY

This policy applies to all personal data provided to, or collected by Luxchem. This includes data collected through our website, during business transaction, meetings, events or via third-party channels.

3. TYPES OF PERSONAL DATA COLLECTED

We may collect and process the following categories of data, depending on our business relationship:

Contact Information	Name, job title, company name, email address, phone number and business address.
Transactional Data	Purchase history, payment details, bank account information and delivery details.
Technical Data	Information gathered through website cookies, IP address and device identifiers when you visit our website.
Correspondence	Records of communication between you and our teams.

4. PURPOSE OF PROCESSING

We process your personal data for legitimate business purposes, including:

- To perform contractual obligations (e.g. fulfilling orders, processing payments).
- To communicate with you regarding your products, services or partnerships.
- To perform due diligence and background checks.
- To provide customer support and handle inquiries or complaints.
- To conduct internal audits, risk management and business analytics, as applicable.

- To comply with legal and regulatory obligations, including tax, customs and safety reporting.
- To provide marketing information, where applicable.

5. DISCLOSURE OF DATA

We may share your personal data with:

Luxchem Group of Companies	Our subsidiaries and associated entities to facilitate integrated business services.
Service Providers	Third parties who perform services on our behalf (e.g., logistics providers, IT vendors, payment processors).
Regulatory Authorities	Government agencies and bodies as required by law such as LHDN, Customs or industry regulators.
Professional Advisors	Auditors, lawyers and insurers.

We ensure that all parties receiving your data are required to maintain strict confidentiality and data protection standards.

6. SECURITY AND BREACH NOTIFICATION

We implement technical and organizational measures to protect your data against unauthorised access, loss or alteration. In the event of a significant data breach, we commit to assessing the impact and notifying you and the Personal Data Protection Commissioner as required by the PDPA 2024 Amendment.

7. YOUR DATA SUBJECT RIGHTS

In accordance with the PDPA, you have the right to:

Access	Request access to the personal data we hold about you.
Correction	Request the correction of any inaccurate or outdated information.
Limit Processing	Request to restrict or stop the process of your personal data for specific purposes. In this aspect, Luxchem processes your personal data strictly for business and operational use within the Group. We do not disclose your personal data to any third parties for direct marketing and commercial use.

Withdrawal of Consent	Withdraw your consent for certain processing activities (Subject to legal or contractual restrictions).
Data Portability	Request your data in a structured, machine-readable format.
Lodge a Complaint	Raise concerns with the Personal Data Protection Commissioner.

8. DATA RETENTION

We retain your personal data only for as long as is necessary to fulfil the purposes for which it was collected or as required by law.

9. CONTACT US

If you have questions about this policy or wish to exercise your rights, please contact our Data Protection Officers or direct your request to Human Resources & Administration Department:

Email	dpo@luxchem.com.my
Contact number	03-7626 7800
Address	Wisma Luxchem, Block N, Jaya One 72A, Jalan Prof Diraja Ungku Aziz Seksyen 13 46200 Petaling Jaya Selangor Darul Ehsan

10. UPDATE TO THIS POLICY

We may update this policy periodically to reflect changes in legal requirements or our business practices. Please check our website regularly for the most current version.

This policy has been approved by Board of Directors of Luxchem Corporation Berhad for release on 23 July 2026.