

# Privacy Notice

We, **Liberty Insurance Berhad** (“**LIBB**”) are committed to protect and safeguard your Personal Data in accordance with the Personal Data Protection Act 2010 (“**PDPA**”) and the Code of Practice on Personal Data Protection for Insurance and Takaful Industries in Malaysia registered by the Personal Data Protection Commissioner on 23.12.2016 (the “**Code**”).

## 1. Categories of Personal Data

“Non-Sensitive Personal Data” refers to any information distinguish or identify you, including but not limited to your name, address, NRIC, passport, telephone and vehicle registration numbers, employment and financial information, personal data of family members, next of kin and personal data of beneficiaries or nominees in relation to your insurance claims.

“Sensitive Personal Data” includes your thumbprint or DNA profile, mental or physical health conditions, religious belief, commission or alleged commission of any offence or contravention of laws at relevant point of law and expression of opinion.

## 2. Collection and Use of Personal Data

The Personal Data collected from you may be used and processed by LIBB (within and/or outside Malaysia) including but not limited to the following purposes:-

- i. to conduct its insurance business such as handling applications for purchase of policies, collecting premiums, settling claims and administrative functions related to policies issued by LIBB;
- ii. for actuarial activities, audit, risk assessment, survey, research in relation to policies issued by LIBB and discharging regulatory/legislative obligations; and
- iii. for marketing and cross selling of their insurance products (within or outside Malaysia)

## 3. Disclosure of Your Personal Data

LIBB may disclose your Personal Data to third parties permitted under the Code including but not limited to Liberty Insurance Berhad (within or outside Malaysia), bancassurance partners, third party outsourcing service providers, call centres, insurance intermediaries, brokers, financial advisers, re-insurance, retrocessionaires, credit bureaus, credit reporting agencies or corporations, claims investigation companies, loss adjusters, surveyors, relevant government authorities, industry associations and federations, doctors, hospital, healthcare institutions, professional advisers such as auditors, consultants and lawyers, financial institutions for refund or payment of monies and for information sharing systems to prevent or detect fraud and for investigations under any written laws.

## 4. Security and Retention of Personal Data

LIBB ensures that practicable security measures are taken to prevent unauthorized access, alteration, disclosure or destruction of all your Personal Data.

All your Personal Data collected from you shall not be kept for any longer period than necessary. LIBB will take reasonable actions to ensure that your Personal Data will be destroyed or permanently deleted, if no longer required.

## **5. Rights and Options in respect of Personal Data**

You have an option to provide your Personal Data to LIBB, however, your refusal may prevent LIBB from fulfilling its contractual obligations towards you and for purposes required by law.

If you have any enquiries or complaints in respect of the processing of your Personal Data or if you wish to update your Personal Data or rectify any incomplete Personal Data or withdraw your consent to the use of your Personal Data, you may write to LIBB at:

### Data Protection Officer

Level 9, Menara Liberty,  
1008, Jalan Sultan Ismail,  
50250 Kuala Lumpur.

Tel: 03-99169803

Fax: 03-99169803

E-mail: [customercare@libertyinsurance.com.my](mailto:customercare@libertyinsurance.com.my)

Upon receipt of your written request, LIBB may require verification of your identity before proceeding to take necessary steps to accommodate your said request within reasonable time. LIBB reserves its rights to terminate its contract with you if your consent to the use of your Personal Data is withdrawn.

## **6. Revision of Privacy Notice**

LIBB may amend this Privacy Notice from time to time and the revised version shall supersede all previous versions. Download the latest Privacy Notice from the link below:

[Download Privacy Notice](#)