



MOUNT MIRIAM CANCER HOSPITAL

PERSONAL DATA PROTECTION NOTICE

Mount Miriam Cancer Hospital (“**MMCH**”) respects and is committed to protect your personal data/information, shared with us in strict accordance with the requirements of the Personal Data Protection Act, Malaysia, 2010 (“**PDPA**”).

Please read this Notice carefully as it contains important information about the purpose and how we collect, process, use and disclose your personal data.

By interacting with us, submitting information to us, or signing up for any healthcare services and products offered by us, you agree and consent to MMCH collecting, processing, using, disclosing and sharing your personal data, and disclosing such personal data to our authorised service providers, and relevant third parties in the manner set forth in this Notice.

It is obligatory that you supply us with your personal data. If you fail to supply us with such personal data, we may not be able to process and/or disclose your personal data for the purposes as provided below and to render healthcare services to you.

A) Source of the Personal Data

Your personal data is collected from various sources, including information you have provided us, information from third parties and information in the public domain. You are the ‘Data Subject’ and may have supplied and may continue to supply, from time to time, your personal data (including sensitive personal data) and information (“**personal data**”) by use of our healthcare services or health-related services, enquiring about us or our services, participating in our promotional activities, through business relations with us and/or for administrative purposes in compliance with any laws.

B) Description of the Personal Data

Your personal information may include your title, name, date of birth, NRIC or passport number, contact details, occupation, home and office address, phone number, email address, age, gender, marital status, weight, height, race, religion, nationality, family or next of kin information, financial and banking account details, medical history, medical record, diagnosis, personal health information, insurance details and other personal information including sensitive data information.

C) Obligatory personal information

Your personal information is collected and further processed by MMCH as required or permitted by law and to give effect to your requested healthcare service, including the following:-

- to process your requested healthcare service;
- to facilitate your participation in the tele-consultation services and any other healthcare services;
- to facilitate your medical management within MMCH, including sharing your personal data with our specialist or independent consultants within MMCH for purposes of peer review;



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- to administer medical care (including keeping patient case and procedure records, providing medication, ordering medical tests, reports and biological samples, and facilitating internet-based tele-consultations and correspondence with doctors);
- to liaise with third party specialist doctors, clinics, hospitals and/or medical institutions in relation to your medical care (including by providing them with access to your medical records);
- to establish and manage medical records and medical reports;
- to process your credit facility application;
- for insurance purposes to facilitate your guarantee letters;
- for internal investigations, audit or security purposes;
- to conduct internal statistical analysis and analysis of patient's case studies;
- to comply with MMCH's legal and regulatory obligations in the conduct of its business;
- to contact you regarding medical products, services, upcoming events, promotions, advertising, marketing and commercial materials which we may feel to be of interest to you;
- to ensure that the content from our website is presented in the most effective manner for you and your computer and /or electronic devices;
- for MMCH's internal records management; and
- for any other purpose that is incidental or in furtherance to the above purposes.

In addition, we may from time to time request for other personal data/information that may be relevant for the purposes of providing our services to you.

All information requested for in the relevant forms is obligatory to be provided by you unless stated otherwise. Should you fail to provide such information, we would not be able to process your request and/or provide you with relevant services, as stated above.

D) Disclosure of the Personal Data

Your personal data may be disclosed to the following parties, where relevant or necessary:-

- Healthcare professionals
- MMCH and its related institutions
- Other healthcare providers and private/public hospitals
- Insurance agents
- Financial institutions
- Family and next of kin
- Training providers
- Such other parties as may be permitted or required by law, court, regulator or legal process
- Any other person who MMCH may deem necessary

Your personal data held by us will be kept confidential and we do not give or disclose your personal data to unaffiliated third parties without your consent except to the above parties mentioned where necessary.



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E) Access and Update of Personal Data

We shall do our best to ensure that the personal data we hold about you is accurate, complete, clear 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 so that we can make the necessary changes.

You have the right to access your personal data. If you would like to request access, please contact us. We recommend that your request for access to your personal data held by MMCH be made in writing. Your identity will have to be verified before your request is fulfilled.

In accordance with the PDPA:

- Depending on the information requested, we may charge a fee as stipulated in Personal Data Protection [Fees] Regulations for processing your request for access; and
- We may refuse to comply with your request to access or make a correction in accordance with PDPA subject to other operating laws or valid reasons.

We retain personal data for as long as necessary for our legitimate business purposes, and as otherwise permitted by applicable law.

You may contact our Customer Service Officer for any enquiries or if you wish to lodge a complaint relating to misuse or suspected misuse of your personal data, access your personal data, request to make changes or if you would like us to stop processing your personal data.

F) How to Contact Us

Please contact us by using any of the following modes if you have any queries or complaints in respect of your personal data:-

Address:

Attention:

Telephone No:

Fax No:

Email:

This Notice maybe reviewed and updated from time to time to reflect changes in the law on privacy matters. Please check this notice occasionally to ensure that you are aware of the most recent version.

MMCH will endeavour to update this site and keep it current.



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Please check back regularly for updated information on the handling of your personal data.

We provide this Personal Data Protection Notice in both English and Bahasa Malaysia. In case of any inconsistencies between these two, the English version shall prevail.

Where you have indicated your consent to receiving marketing or promotional updates from MMCH, you may opt-out from receiving such marketing or promotional material at any time. If you do not wish us or other parties to communicate marketing offers to you, you may email to us at the above e-mail address or contact MMCH directly.