

## **Privacy Policy**

This page explains our privacy policy which includes the use and protection of any information submitted by visitors (IRS Training, we, us or our).

If you choose to transact using our website or send an email which provides your personal data, this data will not be shared with other agencies except where the information is considered generic in nature.

IRS Training respects the personal information of the people it deals with, including its students, customers and service providers. IRS Training handles your personal information in accordance with the Privacy Policy (PDPA) 2010 where applicable.

## **Information Collected**

We collect information about you when you use our products or services, or deal with us in some way. This includes collecting information when you contact us (for example, to enquire about a programme course), use our products or services (for example, when you enrol in a course or pay for one of our products), visit our websites or use any of our facilities or systems.

The type of personal information which we may collect and hold about you will depend on the nature of our dealings with you, however may include:

- identification and contact information, including your name, address, date of birth, gender, citizenship status, racial and ethnic origin;
- financial information, including your credit card details;
- information about your education and other related information if you are a student registered with us, including course details;
- information about your employment history;
- location information, including IP address and third party sites you access while using IRS Training facilities and systems; and
- information about how you use our products and services, including information you provide when giving feedback or in response to surveys or competitions.

## **How we collect personal information**

Generally we will collect this information directly from you but in some cases it will be collected through other forms, including the following:

- Individual or Company – directly from you or your authorised representatives (for example, when you or your authorised representative provide information to us or our representatives in person or by phone or email, in an application form, in a survey or competition form, when you enrol in an IRS Training course, when you access or submit information through our websites, or when you otherwise transact with us);
- Websites – this may include any IRS Training or consumer-directed websites that we run on third party social network sites such as Facebook, Instagram, LinkedIn and Twitter;
- Social networking sites – personal information may be collected when you interact with social networking features such as “Facebook Connect” or “Facebook Like” when these features are integrated in our sites or applications;
- Hardcopy forms – any training course enrolment forms. Booking forms, promotional, marketing or other general forms that you may fill in from time to time;
- Program coordinator – personal information may be collected via our call centre, for example, where you have provided us with feedback or called regarding a query; and

- Data from third parties – although we generally only collect personal information from you directly, we may be provided with information from third parties. For example, third parties who we engage to run promotional activities, third parties who we may acquire and information we may require when we consider business customer credit applications

### **How we store your personal information**

We take all reasonable security safeguards to ensure that your personal information is protected from unauthorised access, use, modification or disclosure. However, as the internet is not always secure, we cannot be responsible for the security of any information you transmit over the internet.

### **How we use your personal information**

We may use your personal information for the purpose for which it was collected or for other purposes directly related to the purpose for which it was collected, or for such other purposes for which you have consented to from time to time, including:

- to ascertain or confirm your identity;
- to assess your eligibility to enrol with us, including any eligibility for Human Resource Development Corporation (HRD Corp) claims;
- to assess and process any application for enrolment submitted to us
- to assess any applications for employment with us;
- to conduct appropriate credit and background checks;
- to assess any applications for employment with us;
- to communicate with you and your authorised representatives;
- to process a course application and submit information to the Human Resource Development Corporation (HRD Corp);
- to submit information to other government agencies, regulatory authorities, and other organisations as necessary;
- to provide our products and services to you (including related information);
- to assist you with your enquiries or to investigate any complaints, including any alleged misconduct or illegal activities;
- to improve our service delivery to you, including to improve or develop our products and services, to perform research and analysis and to conduct surveys;
- to administer and manage our business, including the products and services we provide to you and for billing and account purposes; and
- as permitted or required by law, including assisting law enforcement and government agencies and regulatory authorities.
- If you choose not to provide your information to us for these purposes, you may not be able to enrol in an IRS Training course or receive certain products and services from us.

### **Direct marketing**

We may also use your personal information so that we, our business partners and third party service providers can promote and market products, services and special offers, and advise you of news and industry updates, events, education programs, competitions and other information that we think will be of interest to you. This marketing may be carried out in a

variety of ways (including by email, phone call, social media or via our websites) and may continue after you cease acquiring any products or services from us until you opt-out by contacting us.

### **When we disclose your personal information**

We may share your personal information within IRS Training to assist us in providing our products and services to you.

We may also disclose your personal information:

- if you are enrolled in a IRS Training programme course paid for or arranged by yourself, your employer or another organisation – to your employer (including their associated entities as necessary) or that organisation;
- if you are enrolled with IRS Training and undertaking training or work experience with another organisation – to that organisation;
- if you are an international student – to the parties outlined in the terms and conditions agreed upon accepting a place with IRS Training ;
- to government agencies and regulatory authorities, such as HRD Corp, Ministry of Human Resources (MOHR), SME Corp, JPK, etc;
- to our agents, business partners and third party service providers, including other education and training providers that we work with to provide education and training;
- to credit-reporting bodies and debt collection agencies;
- to our insurers and professional advisers, including our accountants, auditors and lawyers;
- to third parties who assist us in managing, marketing or developing our business, including our products and services; and
- as permitted or required by law.

Some of your personal information may be disclosed, stored, processed or used outside of Malaysia by us or by our third party service providers. For example, your information may be disclosed to, or processed by, our third party service providers located in the United States of America, or other countries where their computer systems may be located from time to time.

### **Our websites**

When you visit our websites, our systems may record certain information about you using cookies, web beacons and other analytical tools, including information about your use of those websites (for example, what pages and documents are viewed, the time and date of your visit and your content preferences), Internet Protocol (IP) addresses, transaction patterns, trends and other demographic information. We use this information for security purposes, and to help analyse and improve your service experience.

Cookies are small text files that may be stored on your computer, which are often used to remember your preferences and improve browsing experience. Web beacons are images that originate from a third party site to track visitor activities. If you are concerned about the use of these tools you can disable them on your web browser. However, doing this may mean that parts of the website may not perform as it should.

Links to other websites

Our websites may contain links to third party websites or applications made available by third parties. These third party websites or applications themselves may facilitate collection of information by those third parties. We are not responsible for those third party websites or applications and you access those websites and applications at your own risk. You should read the privacy statements associated with those third party websites or applications.

**Future changes to this policy**

We may change this policy from time to time and will notify you by posting an updated version of this policy on this website. This document represents our policy as at 9/6/2023.

**Contacting us, complaints and further information**

If you have any questions about our privacy policy, or any complaint or concern regarding your privacy information held by us, please contact us as follows:

Email: [info@irs-training.com](mailto:info@irs-training.com) Telephone: (+60) 8024 1208

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For more information please refer to our Website Privacy Statement.

**Enquiries**

Should you have any questions, comments or concerns relating to these terms and conditions, please contact us as follows:

Email: [info@irs-training.com](mailto:info@irs-training.com) Telephone: (+60) 8024 1208