



PARAMOUNT Healthcare: Healix – Privacy Policy

Effective Date: 31st December 2025

Last Updated: 17th December 2025

Website: <https://myhealix.my/>

This Privacy Policy sets out the basis on which PARAMOUNT Healthcare and our related companies (“Healix”, “we”, “us”, or “our”) may collect, use, disclose or otherwise process personal data of our customers when you use our website at https://myhealix.my (“Website”) and/or the Healix mobile application (“Application”) (collectively, “Platforms”) in accordance with the Personal Data Protection Act 2010 (“PDPA”).

This Privacy Policy applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

If you do not agree to this Privacy Policy and our Terms and Conditions, please do not use any of the Platforms.

PERSONAL DATA

1. As used in this Privacy Policy:

“customer” means an individual who

- (a) has contacted us through any means (such as through any of the Platforms) in relation to the goods or services available on the Platforms, or
- (b) may, or has, entered into a contract with us for the supply of any goods or services by us; and

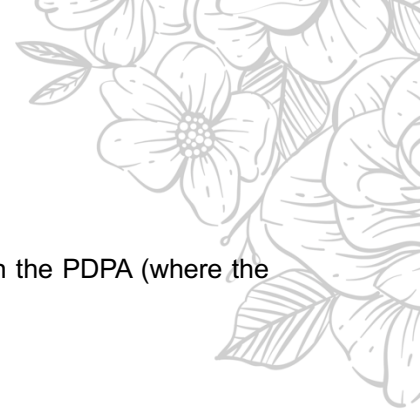
“personal data” means data, whether true or not, about a customer who can be identified:

- (a) from that data; or
- (b) from that data and other information to which we have or are likely to have access.

2. Types of Personal Data Collected Depending On Requirements

Depending on the nature of the interaction with the organisation, personal data that may be collected includes, but is not limited to:

- a. Identification and contact information, including name, identification numbers (e.g., NRIC, Passport Number), residential address, email address, telephone number, nationality, gender, and date of birth;
- b. Personally-identifiable medical and health-related information provided directly, including medical or health history, medical claims, health status, laboratory test results, and diagnostic images;
- c. Personally-identifiable medical and health information prepared by healthcare professionals or treatment providers in connection with the provision of medical or healthcare services and products via the Platforms, including medical records, treatment notes, and examination reports;
- d. Billing and payment information, including credit card or online payment account details;
- e. Information relating to the computer, mobile device, or other access device used to access the Platforms;
- f. Geographical location data or address information; and
- g. Other information voluntarily provided through the Platforms or related services.



3. Other terms used in this Privacy Policy shall have the meanings given to them in the PDPA (where the context so permits).

COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

4. Collection of Personal Data

Personal data is generally collected only under the following circumstances:

(a) where such personal data is voluntarily provided, either directly by the data subject or through a third party duly authorised to disclose personal data on the data subject's behalf (an "Authorised Representative"), which may include an employer or insurer administering or processing medical claims, for the purposes set out in this Privacy Policy; or

(b) where the collection and use of personal data without consent is permitted or required under the Personal Data Protection Act 2010 ("PDPA") or other applicable laws.

Where additional personal data is required, or where personal data is to be used for a purpose not previously notified, consent shall be obtained unless such consent is not required or is otherwise permitted under applicable law.

5. Personal data may be collected, used, and disclosed for one or more of the following purposes:

- a. to perform obligations arising in the course of or in connection with the provision of goods and/or services requested, including the facilitation of medical or healthcare services and the delivery of purchased products;
- b. to establish and verify identity;
- c. to receive, manage, respond to, and process enquiries, requests, applications, complaints, and feedback;
- d. to administer, manage, and maintain the relationship between the parties;
- e. to process, administer, or facilitate the processing of claims;
- f. to process payments and credit-related transactions;
- g. to enhance the quality of medical or healthcare services through audits, reviews, and other quality assurance activities;
- h. to generate de-identified or aggregated information that does not identify any individual, including statistical data relating to the use of the Platforms;
- i. to provide notifications of updates, changes, or enhancements to the Platforms;
- j. to market and promote the Platforms and the products or services made available thereon;
- k. to comply with applicable laws, regulations, codes of practice, guidelines, or lawful requests, and to assist in investigations or enforcement actions by governmental or regulatory authorities;
- l. to convert personal data into anonymised data for the purposes of analytics, statistical analysis, and market research;
- m. to carry out any other purposes for which the personal data has been provided;
- n. to disclose or transfer personal data to unaffiliated third parties, including service providers, agents, and relevant governmental or regulatory authorities, whether within or outside Malaysia, for the purposes stated above; and
- o. for any other incidental or ancillary business purposes related to or arising in connection with the foregoing.

6. In the course of accessing or using the Platforms or services, or purchasing or arranging for the delivery of products, certain information may be collected automatically or passively, including the following:

- a. **Site Activity Information:** Information relating to activity on the Platforms may be recorded, including searches conducted and interactions with content available on the Platforms;
- b. **Access Device and Browser Information:** Where the Website is accessed through a computer or other device, certain non-identifiable technical information may be collected, including Internet Protocol (IP) address, browser type, connection speed, and access times;



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- c. Cookies: Cookies, being small data files transmitted to a web browser during website access, may be used. Both session cookies (which expire upon closure of the browser) and persistent cookies may be employed to enhance usability of the Platforms and services, improve advertising effectiveness, and support security and fraud prevention measures. Browser settings may be adjusted to refuse cookies or to prompt before acceptance; however, disabling cookies may limit functionality, including the ability to remain logged in. "Do Not Track" signals are not currently recognised across all parts of the Platforms;
 - d. Real-Time Location Information: Certain features of the Platforms utilise Global Positioning System (GPS) technology to collect real-time location data from a device for the purpose of connecting users with nearby healthcare professionals or treatment providers;
 - e. Device Information: Non-personal technical information may also be collected from mobile devices or computers, including data relating to application usage and device characteristics. Such information is generally used to optimise content delivery and system performance. In the event of an application malfunction or crash, technical data such as device model, operating system version, and carrier information may be collected to facilitate troubleshooting and performance improvements;
 - f. Web Analytics: Web analytics services, including Google Analytics, may be used to analyse usage of the Website. Google Analytics utilises cookies to collect information such as visit frequency, pages accessed, and referring websites. Information generated through such services is used solely to improve the Website and services. Google Analytics collects the IP address assigned on the date of access, rather than names or other direct identifiers. Although a persistent cookie may be placed to distinguish users on subsequent visits, such cookie may only be accessed by Google. The collection, use, and disclosure of information by Google Analytics are governed by the Google Analytics Terms of Use and Google Privacy Policy.
7. Personal data may be disclosed where such disclosure is necessary for the performance of obligations arising in the course of or in connection with the provision of goods and services requested:
- a. to our subsidiaries, related corporations, affiliates, or business partners;
 - b. to relevant parties involved in the administration or processing of claims relating to medical care, provided that no confidential medical diagnoses shall be disclosed unless separate written consent has been expressly obtained;
 - c. to contractors, service providers, and other third parties engaged to support business operations, who are subject to contractual obligations to maintain the confidentiality of personal data and to process such data solely for the purposes for which it is disclosed, including but not limited to logistics and data service providers;
 - d. as required by law, which can include providing information as required by a court order;
 - e. When we believe in good faith that disclosure is necessary to protect your safety or the safety of others, to protect our rights, to investigate fraud, or to respond to a government request;
 - f. to any other person or organisation identified or notified at the time the personal data is provided.
8. This Privacy Policy applies solely to personal data collected through the Platforms, as well as through email, text messages, and other electronic or physical communications transmitted through or in connection with the Platforms. Accessing links provided on the Platforms may result in redirection to third-party websites or services. The privacy practices of such third parties are not governed by this Privacy Policy, and no responsibility is assumed for their data handling practices. It is recommended that the applicable privacy policies of such third-party websites or services be reviewed.

WITHDRAWING YOUR CONSENT

9. Consent provided for the collection, use, and disclosure of personal data shall remain in force until such consent is withdrawn in writing. A request to withdraw consent and to cease the collection, use, and/or disclosure of personal data for any or all of the purposes stated in this Privacy Policy may be submitted in writing or via email to the Data Protection Officer at the contact details set out below.
10. Upon receipt of a written request to withdraw consent, reasonable time may be required to process the request, taking into account the nature and complexity of the request and its potential impact on the existing relationship. Notification shall be provided of the consequences of acceding to the request, including any legal implications that may affect rights or obligations. In general, reasonable efforts shall be made to process such requests within fourteen (14) business days from the date of receipt.



11. Withdrawal of consent may, depending on the scope and nature of the request, result in the inability to continue providing goods or services. Where applicable, notice shall be given prior to the completion of the processing of the withdrawal request. Any decision to revoke or cancel a withdrawal of consent must be communicated in writing in the same manner as the original request.
12. For the avoidance of doubt, withdrawal of consent shall not affect the right to continue collecting, using, or disclosing personal data without consent where such collection, use, or disclosure is permitted or required under the Personal Data Protection Act 2010 or other applicable laws.

ACCESS TO AND CORRECTION OF PERSONAL DATA

13. A request may be made for (a) access to personal data held, including information on the manner in which such personal data has been used or disclosed, or (b) correction of any personal data held. Such requests shall be submitted in writing or via email to the Data Protection Officer at the contact details set out below. Each request shall include sufficient particulars to enable identification of the requester, a description of the personal data sought, and, where applicable, the relevant date and time period during which the personal data is believed to have been collected.
14. A reasonable fee may be imposed for the processing of an access request. Where applicable, notification of the applicable fee shall be provided prior to processing the request.
15. Requests shall be responded to as soon as reasonably practicable. In general, a response shall be provided within fourteen (14) business days from the date of receipt. Where a response cannot be provided within thirty (30) days of receipt, written notice shall be given within that period stating the time by which a response is expected. Where access to personal data cannot be granted or a requested correction cannot be made, notification of the reasons shall generally be provided, except where disclosure of such reasons is not required under the Personal Data Protection Act 2010.

PROTECTION OF PERSONAL DATA

16. Reasonable administrative, technical, and physical measures are implemented to safeguard personal data against loss, misuse, unauthorized access, disclosure, alteration, or destruction. Access to personal data is restricted to employees, contractors, or service providers who require such access to perform their duties and who are bound by confidentiality obligations.
17. Notwithstanding these measures, the organisation does not warrant or guarantee that personal data will be completely secure in all circumstances, particularly in cases of unlawful third-party intrusion or other events beyond reasonable control. All reasonable efforts will be made to respond to any data breaches in accordance with applicable laws, including notification to affected individuals and relevant authorities where required.

ACCURACY OF PERSONAL DATA

18. Personal data is generally obtained from the data subject or an authorised representative. To ensure that personal data remains current, complete, and accurate, updates should be made via www.myhealix.my website or application.

RETENTION OF PERSONAL DATA

19. Personal data may be retained for as long as necessary to fulfil the purposes for which it was collected, or as required or permitted under applicable laws. Retention shall cease, or the personal data shall be anonymised or otherwise rendered non-identifiable, when it is reasonable to assume that retention no longer serves the original purpose or any legal, regulatory, or legitimate business requirement.



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TRANSFERS OF PERSONAL DATA

20. To facilitate the provision of services, personal data may be transferred to and stored by related entities or third-party cloud service providers within Malaysia. Appropriate measures shall be implemented to ensure that such personal data is afforded a level of protection that is at least equivalent to that required under the Personal Data Protection Act 2010 and any other applicable laws, thereby maintaining the security, integrity, and confidentiality of the personal data transferred.

DATA PROTECTION OFFICER

21. You may contact our Data Protection Officer if you have any enquiries or feedback on our personal data protection policies and procedures, or if you wish to make any request, in the following manner:

DATA PROTECTION OFFICER,
PARAMOUNT Healthcare

Email: legal@paramountgroup.com.my

EFFECT OF PRIVACY POLICY AND CHANGES TO PRIVACY POLICY

22. This Privacy Policy applies in conjunction with any other notices, contractual clauses and consent clauses that apply in relation to the collection, use and disclosure of your personal data by us.
23. We may revise this Privacy Policy from time to time without any prior notice. You may determine if any such revision has taken place by referring to the date on which this Privacy Policy was last updated. Your continued use of our services constitutes your acknowledgement and acceptance of such changes.

If you have questions, concerns, or want to exercise your privacy rights:

PARAMOUNT Healthcare
Healix

Website: <https://myhealix.my/>

Email: legal@paramountgroup.com.my

Address: **Suite 211, Level 2, Troika Kota Bharu, Jalan Mahmood, 15200, Kota Bharu, Kelantan, Malaysia.**

WAN MUHAMMAD ANWAR BIN WAN AZIZ
CEO, PARAMOUNT Healthcare
31 December 2025 | Version 1.1