

## **PRIVACY POLICY**

### **Malaysian Financial Planning Council (MFPC)**

MFPC is self-regulatory body, registered under the Societies Act, 1996, with the primary aim of promoting Financial Literacy as well as enhancing Financial Planning as a profession Malaysia through professional education and training.

#### **Introduction**

MFPC values the privacy of its members and is strongly committed to each member's right to privacy. Through our commitment to protect your privacy, we would like to explain MFPC's information gathering and handling practices, as well as how information which you provide to us is being used and the choices you have regarding this information. If you have any questions regarding MFPC's Database Information Privacy Policy or do not feel that your concerns have been adequately addressed, please contact the Customer Services by sending an e-mail to [mfpc@mfpc.org.my](mailto:mfpc@mfpc.org.my).

#### **A. Confidentiality and Security**

All information obtained from members and firms registered with MFPC (hereinafter referred to as "members") are treated with great care to protect your privacy and security. Except as discussed in the following sections on **Using the Information Collected** and **Disclosure of Information**, the management authorizes only trained and qualified employees and service providers performing duties on behalf of the MFPC to access the information which you have provided. In certain circumstances, MFPC Council members, Committee Chairmen and committee members may have access to such personal or firm's information in the course of performing their duties. In addition, third parties, advisers, consultants and contractors appointed by MFPC in carrying out their functions may also have access to personal information of members and firms.

Other security safeguards such as limiting access to authorized MFPC staff, password protection and encoding procedures are in place to protect personal and firms' information. However, this should not be construed as a guarantee of absolute security.

#### **B. Collection of Personal Information**

There are three categories of data which are kept and maintained by MFPC. They are -

1. Personal information concerning a member;
2. Information concerning firms registered with MFPC;
3. Personal information concerning non-members who provide such information to MFPC either through a provision of a service or have reasons to be associated with MFPC.

MFPC maintains a database of its membership containing: name, contact information, employment details, history and profile, qualifications, training records for CPD Audit purposes, payment records and other personal information.

MFPC also maintains a database of firms registered with the Institute containing: contact information, partnership details and information regarding the profile of the firm.

The primary purpose of these databases is to facilitate communication with our members and firms to perform regulatory and non-regulatory functions; and to provide them with services. MFPC values and respects the privacy of members including security of your personal and firm's data and will only use

such information for the purpose collected. This applies to both on and off line information that is collected and used in the course of our activities.

MFPC gathers information through various means including-

1. Upon application as a member or registering a Corporate with MFPC
2. When updating member or Corporate information
3. Upon registration as a user on our web site
4. Upon registration for a seminar/workshop/evening talks/conferences
5. Upon registering for MFPC programmes
6. Upon completion of our online and off line surveys
7. Through e-mail communications
8. Upon payment of fees and other payments
9. Upon application as a student of the MFPC, MII and MPM Examination
10. Upon purchase of products or services from MFPC
11. Upon receiving enquiries received both of technical and non-technical nature
12. From other various applications and forms
13. Through off line communications

### **C. Storage of Information**

Members' and Corporate' data is primarily stored on the MFPC Membership Management System (Xpert) database.

Other data from members and non-members may be stored in various databases which are under the control of MFPC.

### **D. Using the Information Collected**

Personal and firm's information may be used to:

1. Verify that you are a member of MFPC or a Corporate registered with MFPC.
2. Perform regulatory functions such as schedule practice reviews and requesting members and/or firms to provide information.
3. Comply with authorised requests for the purpose connected to MFPC enforcement proceedings.
4. Communicate member violations and sanctions.
5. Maintain various records, such as CPD-related records.
6. Respond to technical and non-technical enquiries.
7. Send payment advice such as Entrance fee, annual subscription fee, events fee, materials fee, and other fees.
8. Communicate with members via mailers, email, sms, magazine or newsletters on training programmes, seminars, conferences and other educational events that are expected to meet the continuing professional education needs of members.
9. Develop quality and relevant services by measuring demographics and analysing user trends.
10. Communicate with members, firms and associated persons via normal mail, fax or e-mail broadcast.
11. Send members newsletters such as MFPC E-News and MFPC Updates.
12. Complete various internal and externally based audits.
13. Do research/surveys on members and firms\*.
14. Complete conference registrations and distribute related materials.
15. Third party label rental for survey or product promotion which is of interest to members and firms,

and as deemed appropriate by the management.

16. Send communication from third parties that we believe may be of interest to you, although you may opt out of receiving these communications (see the section "Opting Out").
17. Provide you with services, programmes and materials.
18. Promote you or your Corporate through a specialty referral program.
19. Complete orders and mailing process from internal and third party products or service sales.
20. Comply with lawful requests or as authorized by applicable laws whereby MFPC will disclose your personal information or if we believe it necessary to protect the rights, property, or safety of others.
21. To respond to a subpoena, warrant, or other court order.

\* Information volunteered by you in relation to researches/surveys is kept confidential and is not used for purposes outside of the intent of the surveys.

## **E. Disclosure of Information**

It is our commitment that your personal information is disclosed only to third parties to the extent needed to be in compliance with relevant legislation of the country or to deliver a business-related service or program which is further to the purpose for which your personal information was given to us. Third parties with whom we may share selected personal information may include but not be limited to:

- ▣ Our auditors
- ▣ Affinity/Collaborative partners
- ▣ Conference attendees
- ▣ Mailing houses and Third-party vendors
- ▣ Member or firm search enquirers
- ▣ Such other third parties as permitted or required by law

## **F. Personal Information Required by Government and Regulatory Authorities**

If at any time MFPC is required by law to release information about members or firms, MFPC will cooperate fully. MFPC as a professional body from time to time is required to provide personal information of members and firms registered with MFPC to Government and regulatory authorities. Such information will be provided where it is necessary and the approval for the provision of such information shall be by the Executive Director or authorized management staff as delegated by him. The Government and regulatory bodies would be reminded that the information provided to them is to be strictly used for the purpose as given by them.

## **G. Members Information**

In keeping with MFPC's role as a Council, details of members may be published for purposes of verification and such information contained may include but not be limited to : name, national registration identity card number, membership number, membership status and membership classification.

## **H. Member Corporate Directory**

The purpose of the directory is to facilitate members of the public to obtain a firm's services and to assist graduating students source for practical training experience or employment. The Member

Corporates Directory may contain: the name of the corporate, corporate number and contact details. This information is also available on the MFPC's website.

#### **I. Opting Out**

Members will not have the option to opt out of e-mail broadcasts which are directly from MFPC.

Members may however opt out from third party communication sent to them by MFPC by contacting MFPC at [membership@mfpc.org.my](mailto:membership@mfpc.org.my) or [mfpc@mfpc.org.my](mailto:mfpc@mfpc.org.my) or calling the Customer Services 603-6203 5899 and informing them of the same.

#### **J. Quality**

Members are responsible for providing accurate and complete personal information about themselves and their firms, and for contacting MFPC if correction of such information is required.

MFPC members can access to their membership and Corporate information via the MFPC Website to view the information MFPC has collected on them or have factual inaccuracies in this information corrected by contacting MFPC at [membership@mfpc.org.my](mailto:membership@mfpc.org.my) or [mfpc@mfpc.org.my](mailto:mfpc@mfpc.org.my) or calling the Customer Services 603-6203 5899.

#### **K. Changes to this Database Information Privacy Policy**

The MFPC reserves the right to modify or amend this Database Information Privacy Policy at any time and for any reason. Whenever there are changes to the Database Information Privacy Policy, the changes will be posted on the Council's website and will be effective at that time. Accordingly, it is recommended that interested parties should periodically make reference to this policy to ensure that they have knowledge of the current provisions of MFPC Database Information Privacy Policy. If there is change which is not acceptable to you, you should communicate your concerns to the Head of Membership Departments by sending an e-mail to [mfpc@mfpc.org.my](mailto:mfpc@mfpc.org.my) However, MFPC cannot guarantee that we will be able to accommodate your concerns as there may be other overriding benefits or reasons for the change which are deemed necessary for the benefit of MFPC and/or profession.

#### **L. Contact the MFPC if you:**

- ▣ have any questions about our Data Privacy Policy or our practices
- ▣ would like to report a privacy or security concern
- ▣ would like to make an opt-out election for certain e-mail broadcasts
- ▣ would like to access your personal or firm's information or to make any corrections to your personal or firm's information