

## Updates to Our Privacy Notice

(Last updated on: 15 April 2026)



*hvc*  
human health care

**Eisai (Malaysia) Sdn Bhd (18039-D)  
Unit 701D, Level 7, Tower D, Uptown 5,  
No. 5, Jalan SS21/39, Damansara Uptown,  
47400 Petaling Jaya, Selangor, Malaysia**

### INTRODUCTION

EISAI MALAYSIA cares about your personal data protection. This notice clarifies how EISAI MALAYSIA (referred to as “we”, “us” and “our”) processes your data from the point we collect, use, share, dispose of and the security measures that we established to ensure your personal data is well protected in compliance with the Personal Data Protection Act 2010 and its regulations.

### COLLECTION OF PERSONAL DATA

We have collected and collect your personal data to be processed by us in the course of your present or future dealings with us, our headquarters, our subsidiaries, our associates. The types of personal data which we collect include: your name, your practice specialty, place of practice, email address, key details of our representatives’ interactions with you and the brands discussed (“**Personal Data**”).

By providing your Personal Data to us, you consent to us processing your Personal Data in accordance with this notice, and you confirm that all Personal Data provided by you is accurate and complete, and that none of it is misleading or out of date. You will promptly update us in the event of any change to your Personal Data.

### SOURCES OF PERSONAL DATA COLLECTION

We gather your Personal Data from:

1. Publicly accessible online sources (including hospital websites)
2. Name cards
3. Consent forms
4. Our website & Cookies
5. Purchase of our products

### REASONS FOR PERSONAL DATA COLLECTION

We collect your Personal Data to:

1. process your request to monitor the interactions of our representatives with you.
2. update our CRM system.
3. send you direct marketing and/or promotional materials, including but not limited to information about our products, services, events, offers, and updates.

If you do not provide us with the Personal Data, we are unable to process the Personal Data on your behalf, for the purposes stated herein, or effectively render our services you.

### **PROCESSING OF PERSONAL DATA**

We will first process your Personal Data in Malaysia by entering the same into our customer relationship management system (CRM system).

Your Personal Data will also be transferred outside Malaysia to third party data processing centres located in other countries, including Japan and USA. We will ensure a comparable level of protection for your Personal Data should the information be processed or used outside Malaysia.

### **DISCLOSURE OF PERSONAL DATA**

We may share your Personal Data to other entities within our group which will treat your Personal Data as confidential and process it in accordance with all applicable data protection legislation for the purposes and within the terms set out herein.

We will also disclose your Personal Data to:

1. Our CRM system.

### **SECURITY MEASURES**

We take these measures to protect your Personal Data:

1. by ensuring your Personal Data is kept as required by the Personal Data Protection Act 2010.
2. by ensuring our staff not to misuse your Personal Data.

We use computer systems with limited access housed in facilities using physical security measures. Data stored in cloud services is in encrypted form including when we utilize third-party storage. The level of security of Personal Data which kept in a non-electronic environment are also treated with strict procedures and means.

### **PERSONAL DATA RETENTION PERIOD**

Retention of your Personal Data is required to effectively provide you relevant information of our products and services to you based on your area of practice. Retention is also required for our internal audit purposes (e.g., keeping records of the interactions with our sales representatives and our products).

We will retain your Personal Data for so long as there is an ongoing engagement between you and us in relation to our services or products. Upon the cessation of such engagement, and where there is no further interaction between you and us or where you expressly instruct us to delete your Personal Data, we will retain your Personal Data for a period of three (3) years, after which it will be permanently delete.

### **YOUR RIGHTS**

You have the rights to:

1. correct / update your Personal Data by emailing us below.

2. access your Personal Data which we process and keep with us.
3. stop or limit our communication with you by emailing us below.
4. withdraw your consent for us to process your Personal Data after which we will not be able to provide you updated and exclusive information regarding our products and services.
5. transmit your Personal Data directly to another data controller, subject to technical feasibility.
6. require us to cease or not to begin processing your Personal Data for purposes of direct marketing.

## **CONTACT US**

You can contact us or submit your inquiry in regards to the processing of your Personal Data at:

**Name:** Mohd Faez Yahya

**Designation:** Senior IT Executive

**Address:** Unit 701D, Level 7, Tower D, Uptown 5, 5, Jalan SS 21/39, Damansara Utama, 47400 Petaling Jaya, Selangor

**Telephone number:** [03-7732 0380](tel:03-7732 0380)

**E-mail address:** [EM-corpcomms@eisaimal.com.my](mailto:EM-corpcomms@eisaimal.com.my)

## **AMENDMENTS**

We reserve the right to amend this notice from time to time and we will update you of the changes as soon as practicable.

## **ACKNOWLEDGEMENT AND CONSENT**

I have read and understood this Notice and agree and consent to the use, processing, disclosure and transfer of my Personal Data by EISAI MALAYSIA as described in this Notice.

*Signed by*

.....  
*[HCP's name]*  
*[email address]*