
V world supermarket Sdn Bhd Privacy Policy

1. INTRODUCTION

1.1. Welcome to the EZGO platform run by V world supermarket Sdn Bhd Southeast Asia Limited and its affiliates (individually and collectively, "V world supermarket Sdn Bhd", "we", "us" or "our"). V world supermarket Sdn Bhd takes its responsibilities under applicable privacy laws and regulations ("Privacy Laws") seriously and is committed to respecting the privacy rights and concerns of all Users of our V world supermarket Sdn Bhd website and mobile application (the "Platform") (we refer to the Platform and the services we provide as described on our Platform collectively as the "Services"). Users refer to a user who registers for an account with us for use of the Services, including both buyers and sellers (individually and collectively, "Users", "you" or "your"). We recognize the importance of the personal data you have entrusted to us and believe that it is our responsibility to properly manage, protect and process your personal data. This Privacy Policy ("Privacy Policy" or "Policy") is designed to assist you in understanding how we collect, use, disclose, and/or process the personal data you have provided to us and/or we possess about you, whether now or in the future, as well as to assist you in making an informed decision before providing us with any of your personal data.

1.2. "Personal Data" or "personal data" means data, whether true or not, about an individual who can be identified from that data, or from that data and other information to which an organization has or is likely to have access. Common examples of personal data could include name, identification number, and contact information.

1.3. By using the Services, registering for an account with us, visiting our Platform, or accessing the Services, you acknowledge and agree that you accept the practices, requirements, and/or policies outlined in this Privacy Policy, and you hereby consent to us collecting, using, disclosing and/or processing your personal data as described herein. IF YOU DO NOT CONSENT TO THE PROCESSING OF YOUR PERSONAL DATA AS DESCRIBED IN THIS PRIVACY POLICY, PLEASE DO NOT USE OUR SERVICES OR ACCESS OUR PLATFORM. If we change our

Privacy Policy, we will notify you including by posting those changes or the amended Privacy Policy on our Platform. We reserve the right to amend this Privacy Policy at any time. To the fullest extent permissible under applicable law, your continued use of the Services or Platform, including placing of any orders, shall constitute your acknowledgment and acceptance of the changes made to this Privacy Policy.

1.4. This Policy applies in conjunction with other notices, contractual clauses, and consent clauses that apply about the collection, storage, use, disclosure, and/or processing of your personal data by us and is not intended to override those notices or clauses unless we state expressly otherwise.

1.5. This Policy applies to both buyers and sellers who use the Services except where expressly stated otherwise.

2. WHEN WILL V world supermarket Sdn Bhd COLLECT PERSONAL DATA?

2.1. We will/may collect personal data about you:

- when you register and/or use our Services or Platform, or open an account with us;
- when you submit any form, including, but not limited to, application forms or other forms relating to any of our products and services, whether online or by way of a physical form;
- when you enter into any agreement or provide other documentation or information in respect of your interactions with us, or when you use our products and services;

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- when you interact with us, such as via telephone calls (which may be recorded), letters, fax, face-to-face meetings, social media platforms, and emails, including when you interact with our customer service agents;
 - when you use our electronic services or interact with us via our application or use Services on our Platform. This includes, without limitation, through cookies which we may deploy when you interact with our application or website;
 - when you grant permissions on your device to share information with our application or Platform;
 - when you link your V world supermart Sdn Bhd account with your social media or other external account or use other social media features, by the provider's policies;
 - when you carry out transactions through our Services;
 - when you provide us with feedback or complaints;
 - when you register for a contest; or
 - when you submit your personal data to us for any reason

The above does not purport to be exhaustive and sets out some common instances of when personal data about you may be collected.

3. WHAT PERSONAL DATA WILL V world supermart Sdn Bhd COLLECT?

3.1. The personal data that V world supermart Sdn Bhd may collect includes but is not limited to:

- name;
- email address;
- date of birth;
- billing and/or delivery address;
- bank account and payment information;
- telephone number;
- gender;
- information sent by or associated with the device(s) used to access our Services or Platform;
- information about your network and the people and accounts you interact with;
- photographs or audio or video recordings;
- government-issued identification or other information required for our due diligence, know your customer, identity verification, or fraud prevention purposes;
- marketing and communications data, such as your preferences in receiving marketing from us and third parties, your communication preferences, and history of communications with us, our service providers, and other third parties;
- usage and transaction data, including details about your searches, orders, the advertising, and content you interact with on the Platform, and other products and services related to you;
- location data;
- any other information about the User when the User signs up to use our Services or Platform, and when the User uses the Services or Platform, as well as information related to how the User uses our Services or Platform; and
- aggregate data on content the User engages with.

3.2. You agree not to submit any information to us which is inaccurate or misleading, and you agree to inform us of any inaccuracies or changes to such information. We reserve the right at our sole discretion to require further documentation to verify the information provided by you.

3.3. If you sign up to be a user of our Platform using your social media account ("Social Media Account"), link your V world supermart Sdn Bhd account to your Social Media Account, or use any V world supermart Sdn Bhd social