

Privacy Statement

This Privacy Statement sets out how Scholastic Malaysia (which operates under Grolier Malaysia Sdn. Bhd., and herein after referred to as 'Scholastic Malaysia') collect, store and handle personal information (as defined below) of individuals in accordance with the Personal Data Protection Act 2010 ("PDPA") and the laws of Malaysia.

Please read this Privacy Statement to understand how we use the personal information we may collect from you. By providing your Personal Information to us, you are consenting to this Privacy Statement and the collection, use, access, transfer, storage and processing of your personal information as described in this Privacy Statement.

1. What This Privacy Statement Explains

This Privacy Statement explains:

- What kind of personal information we collect
- How we collect your personal information
- How we use your personal information
- When we disclose your personal information
- When we transfer your personal information abroad
- Your right to access and correct your personal information

2. Our Commitment To You

We value your trust and are committed to protecting your personal information. To ensure that you can make informed decisions and feel confident about supplying your Personal Information to us when using our Scholastic website, and/or purchasing our products from our book catalogs, we provide you with this Privacy Statement outlining our practices and the choices you have concerning how your Personal Information is being collected and used by us.

3. Defining Personal Information

Personal information refers to any information which relates directly or indirectly to you. This includes any information that can be used to distinguish, identify or contact you. For the avoidance of doubt, please note that this Privacy Statement is applicable only if you are a natural person / an individual.

4. What Kind Of Personal Information We Collect

In order for us to process your book orders from our book catalogs, we need to collect relevant personal information from you. The personal information collected by us may include (but is not limited to) the following:-

- contact information such as your name, your child's name, your child's school and class, your telephone or mobile phone number, your email address
- your credit card and/or cheque information
- the book purchase details such as Book Titles and Quantity Purchased, as indicated in your book catalog order form

5. When And How We Collect Your Personal Information?

We may collect personal information directly from you when you:-

- communicate with us (for example when you submit an order form to make a purchase from our book catalogs, or when you contact us for any enquiries by calling our customer service)
- enter into or participate in any competitions or contests run/organized by us
- visit or browse our websites
- lodge a complaint with us
- provide feedback to us (for example via our websites or in hard copy)

Other than personal information obtained from you directly (as detailed above), we may also obtain your personal information from third parties we deal with or are connected with you, and from such other sources where you have given your consent for the disclosure of information relating to you, and/or where otherwise lawfully permitted.

6. How We Use Your Personal Information

We may collect and use personal information from you or from the category of third parties identified in this Privacy Statement, for one or more of the following purposes:-

- to assess and process your order of our products (including charging and billing)
- to provide you with the products you have requested
- to investigate and resolve any product issues or dissatisfactions, complaints or other enquiries that you submit to us through with our Customer Service
- to engage in business transactions in respect of products to be delivered to you
- to process any communications you send us (for example, answering any queries and dealing with any complaints and feedbacks)
- to produce data, reports and statistics which shall be anonymous or aggregated in a manner that does not identify you as an individual
- to investigate, respond to, or defend claims made against, or involving Scholastic Malaysia
- to comply with legal and regulatory requirements
- for any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities

7. Disclosure of Your Personal Information

As a part of providing you with our products and the management and/or operation of the same, we may be required or need to disclose information about you to the following third parties:

- law enforcement agencies
- government agencies
- companies and/or organizations that assist us in processing and/or otherwise fulfilling transactions and providing you with products that you have ordered
- other parties in respect of whom you have given your express or implied consent subject at all times to any laws (including regulations, guidelines and/or obligations) applicable to the Scholastic Malaysia

8. What If Personal Information Provided By You Is Incomplete?

Where indicated (for example in the order forms), it is obligatory to provide your personal information to us to enable us to process your application for our products. Should you decline to provide such obligatory personal information, we will not be able to process your orders.

9. Your Rights To Access And Correct Your Personal Information

We can assist you to access and correct your personal information held by us.

Where you wish to have access to your personal information in our possession, or where you are of the opinion that such personal information held by us is inaccurate, incomplete, or misleading, you may make a request to us by contacting our Customer Service via the contact details provided below. You should quote your name, your child's name and school name, and phone number, and provide brief details of the information you want to correct in any such request.

We will use reasonable efforts to comply with your request to access or correct your personal information.

Please note that we may have to withhold access to your personal information in certain situations, for example when we are unable to confirm your identity or where information requested for is of a confidential commercial nature or in the event we receive repeated requests for the same information.

10. Your Obligations

You are responsible for providing accurate and complete information to us about yourself and any other person whose personal information you provide us and for updating this personal information as and when it becomes incorrect or out of date by contacting our Customer Service via the contact details provided below. This obligation is a condition to the provision of our products to you.

As you will be providing us with personal information relating to third parties (i.e. about your child(ren)) for dealing with us, you confirm that you are entitled to provide their personal information to us and for us to use accordingly.

11. Online Dealings With Scholastic Malaysia

Cookies

We collect information about your use of our website from cookies. Cookies are packets of information stored in your computer which assist your website navigation by customizing site information tailored to your needs. Cookies in themselves do not identify the individual user, just the computer used. You are not obliged to accept cookies. If you are concerned, you can set your computer either to accept all cookies, to notify you when a cookie is issued, or not to receive cookies at any time. However, rejection of cookies may affect your use of our websites as we will be unable to personalize aspects of your use of the website.

Links to Third Party Websites

Please be informed that this Privacy Statement applies solely to Scholastic Malaysia and does not apply to any third party websites you may access from our websites. To determine how they deal with your Personal Information, you should ensure that you read their respective privacy policies.

12. Updates To Our Privacy Statement

We may amend this Privacy Statement from time to time and the updated version shall apply and supercede any and all previous versions, including but not limited to, leaflets or hard copy versions. Please check our website for information on our most up-to-date practices.

13. Our Contact Details

Should you have any queries, concerns or complaints in relation to this Privacy Statement , kindly contact our Customer Service during office hours (between 9:00am to 5:00pm, Mondays to Fridays) at the following contact points:

Telephone: 1300 88 7818

Fax No.: 03-2070 1898

E-mail: clubs_support@scholastic.com.my

Address: Level 7, Plaza First Nationwide, 161, Jalan Tun H.S. Lee,
50000 Kuala Lumpur

Opt-Out Notice

With reference to the Personal Data Protection Act 2010 (herein after referred to as 'the Act') that was enforced on 15th November 2013, Scholastic Malaysia (which operates under Grolier (Malaysia) Sdn Bhd) is ensuring that we are compliant with this Act. Pursuant to the requirements of the Act, we are now issuing this Notice to all our customers detailing the management of your personal data that was previously collected.

(1) EXISTING PERSONAL DATA

Grolier (Malaysia) Sdn Bhd will process your personal data as listed, but not limited to, below, which has been provided by you to Grolier (Malaysia) Sdn Bhd for the furtherance of processing your purchase from our Book Clubs Catalogs:

- Student's Name
- School Name
- Class
- Parent's Name
- Telephone No.
- E-mail
- Credit Card Details

Collectively hereinafter referred to as "the personal data"

(2) USAGE OF DATA

Grolier (Malaysia) Sdn Bhd will use and/or process the personal data for, amongst others, the following reasons.

- Process your book(s) purchase orders

(3) DISCLOSURE OF YOUR PERSONAL DATA

Grolier (Malaysia) Sdn Bhd will keep your personal data confidential and will not be disclosed for any purpose other than the purpose for which the personal data was collected at the time of collection. However, on certain circumstances, your personal data may be disclosed to any other parties as stated or required by the Act.

(4) SECURITY

Grolier (Malaysia) Sdn Bhd shall keep and process your personal data in a secure manner, where practicable, in accordance with the applicable laws and regulations to prevent the unauthorized or unlawful processing of your personal data including loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction.

(5) RETENTION OF DATA

The personal data processed shall not be kept longer than is necessary your order has been processed. Grolier (Malaysia) Sdn Bhd shall take all reasonable steps to ensure that all personal data is destroyed or permanently deleted if it is no longer required for the purpose for which it was to be processed.

(6) ACCESS AND CORRECTION TO YOUR PERSONAL DATA

If you would like to access, make any enquiries or change your personal data, you may contact our Customer Service Department at 1 300 88 7818 or clubs_support@scholastic.com.my. Request to access or correct the personal data may be subject to a fee.