

VIVA Life Science is committed to respecting your privacy, utmost important and need for appropriate protection and management of any personally identifiable information you share with us. We collect your data when you are or become a VIVA customer. We want to assure you that the company maintains confidentiality of your information and utilizes commercially reasonable technical and organizational security measures to protect against loss, misuse or alteration of information under our control, both online and offline.

Please read this Privacy Statement thoroughly as it explains the personal information collected by VIVA. This statement details the steps we take to protect your personal information. It describes the personal information that we collect, the purposes for which we use such information and your choices regarding our use of it. The steps we take to protect your personal information and how you can review and correct your personal information are also covered here.

As part of VIVA's compliance to Personal Data Protection Act 2010, the act mandates us to inform you of rights in accordance to your personal data that is collected and processed, the purpose of collect your personal information and also requires us to obtain your consent of using your personal information.

Definition

"Personal Information" means information that identifies a particular individual, such as name, gender, age, postal address, email address or phone number. When other information, such as bank account number, payment history, account activity, email newsletter choices, product purchases or consumer product preferences, is associated with personal information, this other information also becomes personal information.

"Sensitive Information" comprises personal information that require extra privacy and security protections, such as individual's physical or mental health or condition, political viewpoint, religious beliefs or other beliefs of a similar nature, commission or alleged commission of any offence or any other Personal Data determined by government law.

Scope

This Privacy Statement applies to VIVA Life Science Sdn Bhd employees, customers and third parties contracted by VIVA to assist and facilitate the delivering all or part of the products and services to you.

Our Collection of Information

We collect your personal information when you purchase VIVA products. Generally, you can visit VIVA's sites without entering any personal information. On certain pages, we may ask you for personal information to provide a service or carry out a transaction that you have requested.

You may also provide some personal information to us when you contact us (e.g., with a comment, inquiry or distributor support request). The personal information we collected or received enables us in identifying the products and services that best meet your requirements.

Our Use of Information

Your personal information will be used by VIVA, in support of the purposes as explained below;

- To administer, communicate and support you;
- To send you information, newsletter, promotions, updates in relation to VIVA products , and/or other legitimate business activities of VIVA;
- To process your payment transaction;
- To process payments / money due to you;
- To respond to your enquiries and complaints;
- To administer your participation in our meetings/programs/events/workshops;
- To conduct market research and internal activities for the enhancement of VIVA business;

By continuing your product ordering with VIVA, you will not be able to limit the processing of your personal information for the above purposes. Your continued use of the VIVA products and services will mean you accept and agree to such processing by VIVA.

In addition, VIVA may also use the personal information to alert you of VIVA's latest promotion, special offer and/or marketing event. If you do not wish to receive our promotional updates, you may opt-out of receiving these communication by contacting VIVA.

Disclosure of Your Personal Information

VIVA does not rent or sell your personal information. On occasion, VIVA may disclose information as provided herein ;

- To disclose to any regulatory bodies or other law enforcement authorities in compliance with legal requirements or in the good faith belief that is necessary with the legal process.
- Disclosure to related corporations, other service providers or trusted third parties in the course of providing technical support, such as hosting service or support service.
- To consolidate in VIVA global database for data processing, accounting or reporting purpose.

Whenever we provide any personal information to the third parties we take reasonable steps to ensure that these organizations are contractually bound not to use your personal information for any reasons other than to provide the service they are contracted by us to provide and to adequately safeguard your personal information.

Security

VIVA is taking prudent steps to safeguard the security and confidentiality of your personal data, including appropriate security procedures to protect against the loss, misuse, unauthorized alteration of any personal information we receive from you. Such safeguards will include locked filing cabinets, restricted access to offices, limited access to data room and only authorized employees and data processors have access to and are associated with the processing of personal information, they are obliged to respect the confidentiality of your personal information.

Accessing and Updating Personal Data

VIVA realize that your Personal Data is subject to change. We take reasonable measures to maintain complete, current, accurate and reliable data in our system in accordance with the details provided by you. Any inaccurate information that is brought to VIVA's attention will be corrected as soon as possible after notification.

You may access your personal data and request to amend your particulars for the purposes of accuracy and completeness by writing to us at any time. We will take steps to verify your identity before amending your personal information.

You can contact us or write to us at any time. We will assist you and ensure that any reported inaccuracies are promptly and effectively handled as accurate as possible.

Consent to international transfers of personal information

The personal information we collected may be necessary transfered to the United States, Taiwan or to any other countries in which VIVA maintain facilities. Although the laws that protect personal information in those countries may differ from the laws where you live, we will take reasonable steps to ensure that your privacy is protected and respected in accordance with this Privacy Statement.

VIVA's Website

The VIVA website may contain links to third party sites. Please be aware that we are not responsible for the privacy practice of such other sites. We encourage our users to be aware when they leave our Site and to read the privacy statements of other sites.

Changes to This Statement

VIVA may revise and update this statement from time to time. VIVA will communicate such revision and/or modification at VIVA's website and/or publication. You should periodically review this privacy statement for changes. Please contact VIVA in the event you do not agree to such revision and/or modification and depending on the nature of such revision and/or modification, it may impact VIVA's ability to continue providing the products and services to you.

Contact Us

If you have any questions in relation to this Privacy Statement or wish to correct your personal information, please contact us using the contact information listed below .

Postal address : Operations Department
VIVA Life Science Sdn Bhd
D-1-3A, Capital 4, Oasis Square,
No. 2, Jalan PJU 1A/7A, Ara Damansara,
47301 Petaling Jaya, Selangor.

Email : info@vivalife.com.my