



If you register as an ON ID, we may also collect information relating to your distributorship, including:

- ON ID number
- Sponsor and upline information
- Purchase and order history
- Commission and bonus records
- Participation in company programmes, incentives, promotions or events

2.5 Marketing Preferences

We may collect information relating to your:

- Product interests
- Purchasing preferences
- Communication preferences
- Feedback and survey responses

2.6 Website Usage Information

When you visit our Website or Member Portal, we may automatically collect certain information, including:

- IP address
- Browser type
- Device information
- Operating system
- Pages visited
- Cookies and similar technologies
- Website usage statistics

You are responsible for ensuring that the Personal Data provided to us is accurate, complete and up to date. If there are any changes to your Personal Data, please notify us promptly or update your information through the Member Portal where applicable.

3. HOW WE COLLECT YOUR PERSONAL DATA

We may collect your Personal Data through various lawful means, including when you:

- register or apply to become an ON ID;
- purchase or use our products or services;
- visit or browse our Website or Member Portal;
- submit enquiries, feedback or requests to us;
- communicate with us via email, telephone, WhatsApp, social media or other communication channels;
- participate in seminars, training programmes, promotions, contests, campaigns or company events;
- subscribe to our newsletters or marketing communications;
- interact with our advertisements or social media pages; or
- use our Website, where certain information may be collected through cookies and similar technologies.

We may also receive your Personal Data from third parties where you have authorised such disclosure or where permitted or required under applicable laws.

4. HOW WE USE YOUR PERSONAL DATA

We use your Personal Data only for legitimate business purposes and in accordance with the PDPA.

Depending on your relationship with us, your Personal Data may be used for one or more of the following purposes:

4.1 Membership Administration

To:

- verify your identity;
- process your application to become an ON ID;
- create and administer your ON ID account;
- maintain distributor records;
- manage sponsorship and upline relationships;
- administer membership privileges and business activities.

4.2 Product Orders, Payments and Bonuses

To:

- process purchases and product orders;
- arrange product delivery;
- process payments and refunds;
- calculate and pay commissions, bonuses or incentives;
- maintain transaction records.

4.3 Customer Service and Relationship Management

To:

- respond to your enquiries and requests;
- provide customer support;
- handle complaints and feedback;
- communicate important information relating to your account, products or services.

4.4 Events, Training and Business Activities

To:

- register your participation in company events;
- manage attendance at seminars, training programmes and incentive trips;
- administer promotional campaigns, recognition programmes and business activities organised by OMX Nutrition.

4.5 Marketing and Business Improvement

To:

- provide information on our products, services and promotions;
- send newsletters and marketing communications (where permitted);
- conduct surveys, market research and customer satisfaction studies;
- improve our products, services, Website and customer experience.

4.6 Legal, Regulatory and Business Compliance

To:



- comply with applicable laws, regulations and governmental requirements;
- fulfil tax, accounting and audit obligations;
- prevent fraud, misconduct or unlawful activities;
- protect the rights, property and legitimate interests of OMX Nutrition;
- establish, exercise or defend legal claims.

Where required by law, we may also disclose relevant Personal Data to regulatory authorities, government agencies or other authorised bodies.

If you choose not to provide certain Personal Data requested by us, we may be unable to provide some products, services or membership benefits to you.

5. DISCLOSURE OF PERSONAL DATA

We may disclose your Personal Data only where it is necessary for the purposes described in this Privacy Notice or where required or permitted by applicable laws.

Your Personal Data may be disclosed to:

5.1 Related Parties

- OMX Nutrition's related companies and affiliated entities;
- your sponsor and upline ON ID, where reasonably necessary for membership administration, business support or the operation of the ON Marketing Plan.

5.2 Service Providers

Our appointed service providers, contractors and professional advisers who assist us in operating our business, including but not limited to:

- payment service providers and financial institutions;
- logistics and courier providers;
- information technology and cloud hosting service providers;
- software and system providers;
- auditors, accountants and legal advisers;
- marketing, event management and customer support service providers.

These parties are required to keep your Personal Data confidential and to process it only for the purposes authorised by OMX Nutrition.

5.3 Regulatory Authorities

Government agencies, regulatory authorities, law enforcement agencies, courts or other competent authorities where disclosure is required or permitted under applicable laws.

5.4 Business Transactions

Where necessary in connection with a proposed or completed merger, acquisition, corporate restructuring, sale of assets or similar business transaction, provided that appropriate safeguards are in place to protect your Personal Data.

6. MARKETING COMMUNICATIONS

With your consent or where otherwise permitted under applicable laws, we may use your Personal Data to keep you informed about:

- new products;
- promotions and special offers;
- company events and seminars;

- training programmes;
- incentive campaigns;
- newsletters and other business-related updates.

Marketing communications may be sent via:

- email;
- SMS;
- telephone;
- WhatsApp or other messaging applications; and
- other electronic communication channels.

You may opt out of receiving marketing communications at any time by contacting us using the details provided in this Privacy Notice or by following the unsubscribe instructions contained in our communications.

Please note that even if you opt out of marketing communications, we may continue to send important administrative or service-related communications relating to your membership, purchases, transactions or account.

7. COOKIES AND SIMILAR TECHNOLOGIES

Our Website and Member Portal may use cookies and similar technologies to improve functionality, enhance user experience and better understand how visitors use our digital platforms.

Cookies may be used to:

- remember your preferences;
- maintain login sessions;
- analyse Website traffic and usage;
- improve Website performance; and
- enhance security.

Most web browsers allow you to manage or disable cookies through your browser settings. However, disabling cookies may affect the functionality of certain features of our Website or Member Portal.

8. INTERNATIONAL TRANSFER OF PERSONAL DATA

In the course of providing our products and services, your Personal Data may be transferred to, stored or processed outside Malaysia where our service providers, cloud systems or business partners are located.

Where such transfers occur, OMX Nutrition will take reasonable steps to ensure that your Personal Data continues to receive a level of protection comparable to that required under the Personal Data Protection Act 2010 (PDPA).

9. PROTECTION AND RETENTION OF PERSONAL DATA

9.1 Protection of Personal Data

OMX Nutrition is committed to protecting your Personal Data and takes reasonable administrative, technical and physical measures to safeguard it against unauthorised access, disclosure, alteration, misuse, loss or destruction.

These measures may include:

- restricting access to authorised personnel on a need-to-know basis;
- maintaining appropriate system and network security controls;

- implementing internal policies and procedures relating to data protection; and
- periodically reviewing our security measures to enhance the protection of Personal Data.

While we strive to protect your Personal Data, no method of electronic transmission or storage is completely secure. You are encouraged to safeguard your account credentials and notify us immediately if you believe your account or Personal Data has been compromised.

9.2 Retention of Personal Data

We will retain your Personal Data only for as long as necessary to fulfil the purposes stated in this Privacy Notice or as required by applicable laws. Thereafter, we will take reasonable steps to securely destroy or anonymise your Personal Data.

10. YOUR RIGHTS

Subject to the Personal Data Protection Act 2010 (PDPA) and applicable laws, you may exercise the following rights in relation to your Personal Data:

10.1 Access and Correction

You may request access to your Personal Data held by OMX Nutrition and request that any inaccurate, incomplete or outdated Personal Data be corrected.

Where applicable, you may also update your Personal Data through the Member Portal.

10.2 Withdrawal of Consent

You may withdraw your consent for the processing of your Personal Data at any time by submitting a written request to us.

Upon receiving your request, we will process it within a reasonable period and inform you of any consequences arising from the withdrawal of consent. Please note that withdrawing your consent may affect our ability to provide certain products, services or membership benefits to you.

Withdrawal of consent shall not affect any processing of Personal Data that is permitted or required under the Personal Data Protection Act 2010 or any other applicable laws.

10.3 Enquiries

If you have any questions regarding this Privacy Notice or our handling of your Personal Data, you may contact our Data Protection Officer using the contact details provided below.

11. PERSONAL DATA OF THIRD PARTIES

If you provide Personal Data relating to another individual (such as your spouse, nominee or emergency contact), you confirm that you have obtained the necessary consent or are otherwise authorised to disclose such Personal Data to OMX Nutrition for the purposes set out in this Privacy Notice.

12. CHANGES TO THIS PRIVACY NOTICE

OMX Nutrition reserves the right to amend or update this Privacy Notice from time to time. The latest version will be made available on our Website or Member Portal and shall take effect from the date of publication. Your continued use of our products, services, Member Portal or Website after such changes constitutes your acceptance of the revised Privacy Notice.



OMX Nutrition
LIVE HEALTHY, LIVE HAPPY



13. CONTACT US

If you wish to:

- access or correct your Personal Data;
- withdraw your consent;
- make an enquiry or complaint regarding your Personal Data; or
- obtain further information regarding this Privacy Notice,

please contact us at:

OMX Nutrition Sdn. Bhd.

No. 22-1, Jalan USJ 21/7

47640 Subang Jaya

Selangor Darul Ehsan

Malaysia

Email: cs@omx.com.my

Contact Number: +603-8025 9101

