Data Protection Policy

Effective 23 May 2025

.myNIC

Contents

1. Introduction And Purpose

1.1 MYNIC is the Registry for the top-level Malaysian Internet Domain, “.MY”, whose core business is the registration of domain names, administration, and technical operation of the national domain registry as well as promoting the positive development of the Domain Name System (‘DNS’) in Malaysia.

1.2 MYNIC is committed to protecting personal data privacy during its operation and administration of the Malaysian country code top-level domain name (the "Registry"). As part of this commitment to demonstrate our firm commitment to privacy and security, MYNIC has set out this Policy to outline how MYNIC collects, uses, discloses, and otherwise manages personal data in its custody.

1.3 The Policy sets out how MYNIC and/or Registrar collects, stores, and handles personal data of individuals in accordance with the Personal Data Protection Act 2010 ("PDPA") and its subsidiary legislation in rendering the .MY domain name registration services.

2. Scope

2.1 This Policy applies to all .MY domain names registration and must be complied by both Registrars, Registrants and/or any parties that enter into a contract with MYNIC in rendering our products and services including but not limited to all other policies that is made available in MYNIC official website.

3. Definition Of Terms

No.	Term	Definition
3.1	Collect	This means an act by which such personal data comes under the control of data user/data controller.
3.2	Commercial transaction	This means any transaction of a commercial nature, whether contractual or not, which includes any matters relating to the supply or exchange of goods or services, agency, investments, financing, banking, and insurance, but does not include a credit reporting business carried out by a credit reporting agency under the Credit Reporting Agencies Act 2010.
3.3	Data Processor	Any person other than an employee of the data user/data controller who processes personal data solely on behalf of the data user/data controller and does not process the personal data for any of his or her own purposes.
3.4	Data Subject	An individual who is the subject of personal data and shall not include a deceased individual.

No.	Term	Definition
3.5	Data User/Data Controller	A person who either alone or jointly or in common with another person processes any personal data or controls or authorizes any personal data but does not include a processor.
3.6	Disclose	This means an act by which such personal data is made available by a data user/data controller

3.7	PDPA	Personal Data Protection Act 2010 (Act 709) and subsidiary legislations which includes:
		a) Personal Data Protection Regulations 2013;
		b) Personal Data Protection (Class of Data Users) Order 2013;
		c) Personal Data Protection (Registration of Data User) Regulations 2013;
		d) Personal Data Protection (Fees) Regulations 2013;
		e) Personal Data Protection (Compounding of Offences) Regulations 2016;
		f) Personal Data Protection Standard 2015 (PDP Standard);
		g) Personal Data Protection Code of Practice for Licensees under the Communications and Multimedia Act 1998;
		h) Personal Data Protection Guidelines Appointment of Data Protection Officer (issuance date: 25 February 2025);
		i) Personal Data Protection Guidelines Data Breach Notification (issuance date: 25 February 2025).

3.8	Personal Data	This means any information in respect of commercial transactions, which: a) is being processed wholly or partly by means of equipment operating automatically in response to instructions given for that purpose; b) is recorded with the intention that it should wholly or partly be processed by means of such equipment; or c) is recorded as part of a relevant filing system or with the intention that it should form part of a relevant filing system, that relates directly or indirectly to a Data Subject, who is identified or identifiable from that information or from that and other information in the possession of a Data User/Data Controller, including any sensitive personal data and expression of opinion about the Data Subject, but does not include any information that is processed for purpose of a

No.	Term	Definition
		credit reporting business carried on by a credit reporting agency under the Credit Reporting Agencies Act 2010.
3.9	Personal data breach	Any breach of personal data, loss of personal data, misuse of personal data or unauthorized access of personal data and is not limited to modification, duplication, alteration or destruction.
3.10	Personally Identifiable Information (PII)	This includes any data that could potentially identify a specific individual.
3.11	Processing	This means collecting, recording, holding, or storing the personal data or carrying out any operation or set of operations on the personal data including: a) The organization, adaptation, or alteration of personal data b) The retrieval, consultation, or use of personal data c) The disclosure of personal data by transmission, transfer, dissemination or otherwise making available; or d) The alignment, combination, correction, erasure, or destruction of personal data.
3.12	Registrant	Refers to an individual or entity who registers a domain name with the respective Registrar
3.13	Registrar	Refers to a company or entity that manages the reservation of Internet domain names.
3.14	Registry	Refers to MYNIC Berhad.
3.15	Requestor	This means the data subject or the relevant person on behalf of the data subject, who has made the request.
3.16	Security incident	This means an event or occurrence that affects or tends to affect data protection or may compromise the availability, confidentiality or integrity of data.
3.17	Sensitive Data	This includes any personal data consisting of information as to the physical or mental health or condition of a Registrant, political opinions, religious beliefs, or other beliefs of a similar nature.

No.	Term	Definition
3.18	Sensitive Personal Data	This means any personal data consisting of information as to the physical or mental health or condition of a Data Subject, his political opinions, his religious beliefs or other beliefs of a similar nature, the commission or alleged commission by him of any offence, biometric data or any other personal data that the Minister may determine by order published in the Gazette.
3.19	Third party	Means any person other than: a) a Data Subject; b) a relevant person in relation to a Data Subject; c) a Data User/Data Controller d) a data processor; or e) a person authorized in writing by the Data User/Data Controller to process the personal data under the direct control of the Data User/Data Controller.

4. General Principles

4.1 MYNIC values trust and committed in protecting all personal data belonging to the data subject. As issues of privacy continues to be a subject of great scrutiny in today's increasingly connected world and to ensure the confidence of the data subject in supplying personal data to MYNIC while using our products and/or services, this Policy will outline the best practices concerning how personal data will be administered by MYNIC in line with the Malaysian laws and regulations.

4.2 For avoidance of doubt, in the event of conflict of laws, the PDPA shall prevail and be applicable. As and when required, the Policy shall be updated accordingly to reflect any changes in either internal or external circumstances to avoid conflicts or inconsistencies.

4.3 The Policy shall be reviewed in its entirety annually or when required to ensure its contents' continued relevance and appropriateness.

4.4 The Policy is confidential and contains proprietary information and is the intellectual property of MYNIC. An unauthorized third party shall not disclose any information contained hereinunder any circumstances without the express written permission of MYNIC.

5. The Personal Data Protection Principle

5.1 The PDPA asserts seven (7) Personal Data Protection Principles to be complied with when processing personal data, namely:

5.1.1 **General Principle –** This principle prohibits the data user/data controller from processing a data subject's personal data without his or her consent unless such processing is necessary. Processing of sensitive personal data, such as data on physical or mental health conditions, political opinions, religious beliefs or other similar beliefs, requires explicit consent of the data subject;

5.1.2 **Notice and Choice Principle** - The data user/data controller is compelled to inform the data subject by written notice as to the type, purpose, extent, accuracy and consequences of the personal data being processed;

5.1.3 **Disclosure Principle** - This principle prohibits the disclosure of personal data without the consent of the data subject except for some limited circumstances, such as instances where the disclosure is authorized by an Order of a Court or request by law enforcement authorities;

5.1.4 **Security Principle** - The PDPA imposes obligations on the data user/data controller to take reasonable steps to protect the personal data being processed from any loss, misuse, unauthorized or accidental access or disclosure, alteration, or destruction;

5.1.5 **Retention Principle** - The data users/data controllers are to ensure that the personal data is not to be retained longer than is necessary for the fulfilment of the purpose for which it is collected and processed;

5.1.6 **Data Integrity Principle** - The data user/data controller has an obligation to take reasonable steps to ensure that the data kept is accurate, complete, not misleading and up-to-date, having regard to the purpose of which the data was collected and processed; and

5.1.7 **Access Principle** - The PDPA gives the data subject the right to access his/her own personal data and to correct the personal data, which is inaccurate, incomplete, misleading or outdated, save and except under certain circumstances stipulated in section 32 PDPA.

5.2 **Types of Personal Data –** MYNIC and/or Registrar may collect, use, store and transfer different kinds of personal data about the Registrant, details of which have been grouped as follows:

5.2.1 **Identity Data** includes first name, last name, username or similar identifier, identification supporting documents (including national registration or passport number), company name and date of birth.

5.2.2 **Contact Data** includes billing address, delivery address, email address, and telephone numbers.

5.2.3 **Financial Data** includes bank account and payment card details (if any).

5.2.4 **Transaction Data** includes details about payments to and from the Registrant and other details of products and services purchased by the Registrant from MYNIC.

5.2.5 **Technical Data** includes internet protocol (“IP”) address, cookies, java script, web beacons, clear gifs, HTTP headers, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system, and platform.

5.2.6 **Profile Data** includes usernames and passwords, purchases or orders made, Registrant’s interests, preferences, feedback, survey responses, and any unsolicited personal data not otherwise covered by this Policy that the Registrant choose to submit in an inquiry or webchat, on a blog forum or in-person to a MYNIC representative at an event.

5.2.7 **Usage Data** includes information about how the Registrant uses the website (for example time of day, duration of visit, pages visited, actions taken on pages, or other automatically collected meta-data), and/or our products and services.

5.2.8 **Marketing and Communications Data** includes the Registrant’s communication preferences in receiving marketing materials from MYNIC and third parties.

5.2.9 **Sensitive Personal Data** includes any personal data consisting of information as to the physical or mental health or condition of a Registrant, political opinions, religious beliefs or other beliefs of a similar nature, biometric data.

5.3 **Collection of Personal Data** – MYNIC and/or Registrar may collect personal data directly from Registrants authorised representatives, or publicly available sources in the following manners:

5.3.1 When the Registrant communicates with MYNIC (for example when a contact form is submitted on our website, or when the Registrant contact MYNIC for any inquiries by phone, LiveChat, or ticketing system);

5.3.2 When the Registrant subscribes to a specific product and/or service from MYNIC;

5.3.3 When the Registrant registers an account with MYNIC via online or offline;

5.3.4 When the Registrant participate in any of surveys, competitions, contests, or loyalty programs run or organized by MYNIC;

5.3.5 When the Registrar commence a business relationship with MYNIC (for example, as a service provider/business partner);

5.3.6 When the Registrant lodge a complaint or provide feedback to MYNIC;

5.3.7 When the Registrant visit or browse MYNIC's websites;

5.3.8 When one interacts with MYNIC via social media or interactive applications including but not limited to Facebook, X, TikTok and Instagram; or

5.3.9 Any other method of communication on any channel between MYNIC and/or Registrar.

5.4 **Use & Processing of Personal Data** – MYNIC and/or Registrar will process the Registrant's personal data only for fair, lawful, and legitimate reasons, including but not limited to the following purposes:

5.4.1 Administering .MY domain name registration and maintenance of Registrant's accounts;

5.4.2 Operation of .MY domain name registry;

5.4.3 To improve our Platforms' performance, content, and services;

5.4.4 To perform information analysis, compliance audits, data metrics, develop new services, and protect the Platforms and integrity of any of our services or programs;

5.4.5 To respond to any questions, comments, inquiries, feedback, including those concerning our services or programs provided by registry operators as well as Registrars;

5.4.6 To administer participation or registration in any of our services, marketing activities, programs, meetings, and platforms, including sending electronic communications related to such participation or registration;

5.4.7 To provide updates, news and other information regarding our programs, events, advertisements and service delivery;

5.4.8 To process any financial transactions;

5.4.9 To perform relevant contractual obligations with other third parties;

5.4.10 To comply with applicable laws, rules, regulations, court orders, and law enforcement requests; and

5.4.11 To market new services, provide information on services and promotions.

5.5 **Disclosure of Personal Data** – By submitting the registration of .MY domain name, the Registrant consents MYNIC to disclose their personal data to the following stakeholders to serve its purpose:

5.5.1 **Business partners** – MYNIC may provide personal data to a MYNIC business partner, such as Registrar of domain names, to facilitate or perform services on our behalf. The business partners have a contractual binding agreement with MYNIC to ensure continued privacy and security of the Registrant's personal data information at all material times.

5.5.2 **Service providers** – MYNIC partners with, and are supported by, service providers around the world. Personal data will be made available to these parties when necessary to fulfill the service requests such as dispute resolution services, software system and platform support, direct marketing services; cloud hosting services, advertising services, data analytics as well as other services from time to time.

5.5.3 **Legal authorities** – MYNIC may provide personal data to such third parties, government authorities and agencies (upon request) for the following purposes:

5.5.3.1 to comply with applicable laws, regulations, legal processes, or enforceable governmental requests;

5.5.3.2 if permitted or required by law or in response to law enforcement or other legal request;

5.5.3.3 to protect MYNIC's or a third party's legal rights;

5.5.3.4 to comply with any Court Order or legal proceeding;

5.5.3.5 to comply with MYNIC's accountability and transparency principles and disclosure policies;

5.5.3.6 to detect, prevent or otherwise address fraud or other criminal activity or errors, security incident, or technical issues; or

5.5.3.7 to protect against imminent harm to MYNIC's rights, property, or the safety of our users or the public as required or permitted by law.

5.5.4 **WHOIS Display** - The public WHOIS service is a standard feature of domain name systems with the purpose of allowing users to obtain information about the existence and status of the .MY domain name.

5.5.4.1 MYNIC shall disclose and make the following information available in the searchable database in line with the laws and regulations:

5.5.4.1.1 Domain Name;

5.5.4.1.2 Registrar Name & URL

5.5.4.1.3 Registered date, expiry date and last update;

5.5.4.1.4 Technical details (DNSSEC status, Name Server, IP address glue record)

5.5.4.2 MYNIC do not guarantee the accuracy or availability of the WHOIS records and will not be liable for any damages or loss of any kind arising out of or in connection with the records, omissions, or errors in the WHOIS;

5.5.4.3 MYNIC reserves its rights to change the WHOIS records, or withdraw the service, at any time.

5.6 Processing of Personal Data Information

5.6.1 It is obligatory for the Registrant to provide their personal data information to enable MYNIC and/or Registrar to collect and process the application, to provide customer and technical support, to perform a contractual agreement, and to communicate about the Registrants account on the .MY domain names.

5.6.2 In the event consent is withdrawn by the Registrant to collect or process their personal data, MYNIC and/or Registrar will not be able to access the application and to administer the products/services that have been signed up by the Registrant.

5.7 Security and Retention of Personal Data

5.7.1 MYNIC implements security measures to protect Registrant’s personal data against unauthorized access, misuse, disclosure, copying, use, alteration, accidental loss or theft, destruction, or damage. Such security measures include technical protection of MYNIC's system, training of MYNIC personnel, and the implementation of Management policies under ISO standards.

5.7.2 MYNIC's compliance to PDPA and its subsidiary legislation as well as ISO 27001 and ISO 27701 forms the foundation for our activities to secure systems and services and protect our customers’ personal data.

5.7.3 MYNIC and/or Registrar will only retain the Registrants’ personal data electronically and non-electronically as long as needed for the purposes for which it is gathered and processed.

5.7.4 The Registrant’s personal data will be collected and retained for a period of seven (7) years upon the non-renewal of the .MY domain name in line with the statutory requirements under the Companies Act 2016 and Income Tax 1967, after which the personal data will be destroyed or permanently deleted in accordance with the retention principle under the General Code of Practice of Personal Data Protection.

5.8 Registrant’s Obligation and Rights on Personal Data

5.8.1 The Registrant is responsible for providing accurate, complete, and not misleading information to MYNIC and/or Registrar and ensure their personal data is kept up to date by having regard to the purpose for which the data is collected and processed.

5.8.2 The Registrant may request MYNIC and/or Registrar in writing to access their personal data that is being processed and a copy thereof. The request shall be complied with no later than twenty-one (21) days from the date of receipt of the data access request. Where MYNIC and/or the Registrar is unable to comply, MYNIC and/or Registrar shall inform the Registrant in writing the reason for unable to comply.

5.8.3 The Registrant may also make a data correction request to MYNIC and/or Registrar in writing to correct their personal data if it is inaccurate, incomplete, misleading, or not up to date. This request shall be processed by MYNIC and/or Registrar within twenty-one (21) days upon receipt of the request. However, MYNIC and/or Registrar may refuse to comply with the Registrant request in the event insufficient information is provided or not up to the satisfaction of MYNIC and/or Registrar.

5.8.4 The Registrant may request MYNIC and/or Registrar in writing to cease or not to process their personal data (opt-out) for purposes of direct marketing by sending an email to customercare@mynic.my.

5.9 Protection of Minors

5.9.1 Children (users under the age of 18 years) are not eligible to use MYNIC's services. Children are not encouraged to submit any personal data to MYNIC. Should the Registrant believe their child, or anyone has provided us with the personal data information, kindly notify MYNIC via email at customercare@mynic.my.

5.9.2 MYNIC and/or Registrar shall take reasonable steps to delete the information as soon as possible, except where MYNIC is required to keep the personal data information based on applicable laws and regulations or by legal authorities.

5.10 International Transfers

The Registrant's personal data may be transferred and processed in countries where MYNIC's Registrar or third-party service providers are located provided always:

5.10.1 The Registrant's consent has been obtained;

5.10.2 The transfer is necessary for the performance of a contract between the Registrant and MYNIC and/or Registrar;

5.10.3 MYNIC and/or Registrar has taken all reasonable steps and exercised all due diligence to ensure the personal data will not be processed in a manner that would contravene PDPA;

5.10.4 The transfer is necessary for the purpose of legal proceedings or to obtain legal advice; and

5.10.5 The transfer is necessary to protect the individual's vital interest and for public interest.

5.11 Breach of Personal Data Protection Principles

5.11.1 Upon conviction, any breach of the seven (7) Personal Data Protection Principles is punishable by a fine not exceeding Ringgit Malaysia One Million (RM1,000,000) and imprisonment up to a term not exceeding three (3) years.

5.12 Notification of Breach of Personal Data Information

5.12.1 MYNIC and/or Registrar shall act as soon as it is aware of a personal data breach. This includes notifying the relevant law enforcement agencies including but not limited to the Personal Data Protection Commissioner.

14. Review of Policy

14.1 Modification may be necessary, among other reasons, to maintain compliance with laws and regulations and/or accommodate organizational changes within MYNIC. As such, MYNIC will review this Policy in its entirety annually or when required to ensure the continued relevance and appropriateness of its contents.