



KUALA LUMPUR CONVENTION CENTRE

PRIVACY POLICY

Version 2.0/ Date 22/08/2025

Uniquely World-class



PRIVACY POLICY

The Kuala Lumpur Convention Centre (the Centre) complies with Personal Data Protection Act 2010 (PDPA), including the 2024 amendments and European Union General Data Protection Regulations (GDPR) on the collection and processing of personal data of past, existing and potential clients, suppliers or vendors, visitors, and the public.

In the course of our business dealings, we may obtain and process personal data directly or indirectly (through third parties). This includes but is not limited to contact details, identification information, professional and event-related data necessary for hosting an event at the Centre, as well as for maintaining regular communication on our services.

Personal data may also be disclosed where required under the law, pursuant to any court order or regulatory authority, or in good faith to protect and enforce the rights and safety of the Centre, its personnel, or its visitors.

For further information, please refer to our Privacy Notice below, which outlines how we collect, use, disclose and manage personal data in compliance with the PDPA and applicable regulations.

We provide the Privacy Notice in both English and Bahasa Malaysia. In the event of any inconsistency between the English and Bahasa Malaysia versions of this Privacy Notice, the English version shall prevail.

John Burke
General Manager



Privacy Notice

The Kuala Lumpur Convention Centre (“the Centre”, “we”, “our” or “us”) respects your privacy and is committed to protecting your personal data in compliance with the Personal Data Protection Act 2010, 2024 Amendment (“PDPA”) and other applicable laws. This Privacy Notice explains how we collect, use, and safeguard your personal data when you interact with us, whether through our website, online forms, events, or other channels.

This notice explains your rights and how we handle your personal data, including collection, use, storage, sharing, and disposal.

Key Information

The company responsible for any personal information that we may hold, and process is Convex Malaysia Sdn Bhd (co no 585759-H). Convex Malaysia Sdn Bhd is the operator of the Kuala Lumpur Convention Centre.

1. What Personal Data We Collect

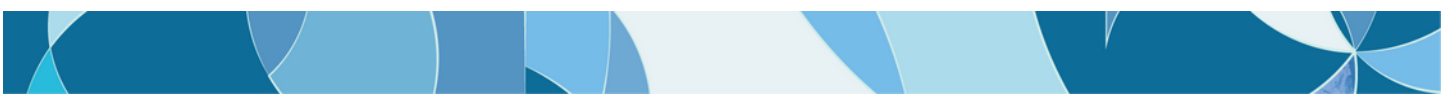
We may collect the following categories of personal data:

- Name, identification details, date of birth, gender, nationality
- Contact information such as phone number, email address, and mailing address
- Organisation and job title (for business events)
- Images, audio, or video recordings taken in the building or during events • Any other personal data provided to us during registration, correspondence, or engagement

2. How We Collect Your Personal Data

We may obtain your personal data:

- Directly from you (e.g., through website registration forms, website enquiries, exchange of contact details (name cards), e-forms, physical forms, email correspondence, or event sign-ups)
- Indirectly from publicly available sources, referrals, or third parties (e.g., event partners, media parties, business associates)
- Through your interactions with our website, including cookies and analytics tools





3. Purpose of Processing

Your personal data may be used for the following purposes, including but not limited to:

Exhibitors

- To manage participation in exhibitions;
- To coordinate operational and logistical arrangements;
- To provide event-related communications and updates;
- To provide information on products, services, promotions, and/or events relevant to your interests.

Suppliers

- To manage vendor registration;
- To administer contractual arrangements;
- To facilitate operational and payment-related communications;
- To ensure compliance with legal and regulatory obligations;
- To provide information on products, services, promotions, and/or events relevant to your interests.

Visitors, Public & Security-Related Visitors

- To verify identity;
- To issue and manage access passes;
- To maintain security records;
- To facilitate event-related communications;
- To respond to general enquiries or requests for information;
- To capture and process CCTV footage for the purposes of monitoring premises, ensuring safety, preventing and detecting crime, and assisting in investigations.

Clients & Potential Clients

- To manage enquiries, proposals, bookings, contracts, and related event arrangements;
- To facilitate business communications;
- To provide information on products, services, promotions, and events relevant to your interests.

Website visitors

- To process online enquiries;
- To handle registration or subscription requests;
- To analyse site usage to improve user experience;
- To personalise content;
- To provide information on products, services, promotions, and events relevant to your interests.



4. Disclosure of Personal Data

We may share your personal data with:

- Our affiliates, subsidiaries, and joint venture partners;
- Event partners, service providers, and contractors engaged to assist in our operations;
- Government agencies or regulators when required by law,

5. Your Rights

Under the PDPA, you have the right to:

- Access and request a copy of your personal data;
- Request correction of your personal data;
- Withdraw your consent to the processing of your personal data;
- Request to limit or object to the processing of your personal data;
- To exercise these rights, please contact our Data Protection Officer at:

Email: dataprotection@klccoventioncentre.com

Address: Kuala Lumpur Convention Centre, Kuala Lumpur City Centre, 50088
Kuala Lumpur

6. Retention of Personal Data

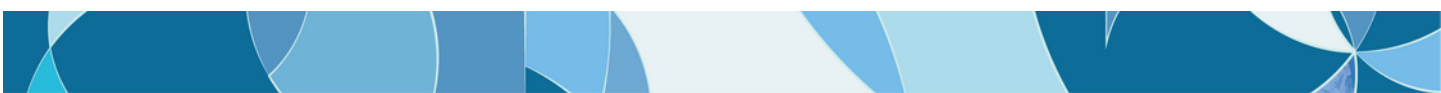
We will retain your personal data for as long as necessary to fulfil the purposes for which it was collected, or as required by law.

7. Security

We implement reasonable security measures to protect your personal data from unauthorised access, disclosure, alteration, or destruction.

8. Updates to This Notice

We may update this Privacy Notice from time to time. The latest version will be available on our website.





Notis Privasi

Kuala Lumpur Convention Centre ("kami") menghormati privasi anda dan komited untuk melindungi data peribadi anda selaras dengan Akta Perlindungan Data Peribadi 2010, Pindaan 2024 ("PDPA") dan undang-undang lain yang berkaitan. Notis Privasi ini menerangkan bagaimana kami mengumpul, menggunakan, dan melindungi data peribadi anda apabila anda berinteraksi dengan kami, sama ada melalui laman web kami, borang dalam talian, acara, atau saluran lain.

Notis ini menerangkan hak anda dan bagaimana kami mengendalikan data peribadi anda, termasuk pengumpulan, penggunaan, penyimpanan, perkongsian, dan pelupusan data.

Maklumat Utama

Syarikat yang bertanggungjawab untuk sebarang maklumat peribadi yang kami pegang dan proses adalah Convex Malaysia Sdn Bhd (no syarikat 585759-H). Convex Malaysia Sdn Bhd adalah pengendali Kuala Lumpur Convention Centre.

1. Data Peribadi yang Kami Kumpul

Kami mungkin mengumpul data peribadi berikut:

- Nama, butiran pengenalan, tarikh lahir, jantina, kewarganegaraan;
- Maklumat komunikasi seperti nombor telefon, alamat e-mel, dan alamat surat-menyurat;
- Organisasi dan jawatan (untuk acara);
- Imej, audio, atau rakaman video yang diambil semasa di dalam bangunan arau acara;
- Sebarang data peribadi lain yang diberikan kepada kami semasa pendaftaran, surat-menyurat, atau sebarang penglibatan lain.

2. Bagaimana Kami Mengumpul Data Peribadi Anda

Kami mungkin memperoleh data peribadi anda:

- Secara langsung daripada anda (contohnya, melalui borang pendaftaran laman web; pertanyaan laman web, pertukaran butiran komunikasi (kad nama), e-borang, borang fizikal surat-menyurat e-mel, atau pendaftaran acara)
- Secara tidak langsung daripada sumber yang tersedia secara umum, rujukan, atau pihak ketiga (contohnya, rakan kongsi acara, pihak media, rakan perniagaan)
- Melalui interaksi anda dengan laman web kami, termasuk kuki dan alat analitik.



3. Tujuan Pemrosesan

Data peribadi anda mungkin digunakan untuk tujuan berikut termasuk tetapi tidak terhad kepada:

Pameran

- Untuk menguruskan penyertaan dalam pameran.
- Untuk menyelaraskan pengaturan operasi dan logistik.
- Untuk berkomunikasi dan mengemas kini berkaitan acara.
- Perkhidmatan, promosi, dan acara yang berkaitan dengan minat anda.

Pembekal

- Untuk menguruskan pendaftaran vendor.
- Untuk mentadbir pengaturan kontrak.
- Untuk memudahkan komunikasi berkaitan operasi dan pembayaran.
- Untuk memastikan pematuhandengan kewajipanundang-undang dan peraturan.
- Perkhidmatan, promosi, dan acara yang berkaitan dengan minat anda.

Pelawat Orang Awan

- Untuk mengesahkan identiti.
- Untuk mengeluarkan dan menguruskanpas akses.
- Untuk menyelenggara rekod keselamatan.
- Untuk memudahkan komunikasi berkaitan acara.
- Untuk menjawab pertanyaan umum atau permintaan maklumat.
- Untuk menangkap dan memproses rakaman CCTV bagi tujuan memantau premis, memastikan keselamatan, mencegah dan mengesan jenayah, dan membantu dalam penyiasatan.

Pelanggan dan Bakal Pelanggan

- Untuk menguruskan pertanyaan, cadangan, tempahan kontrak, dan pengaturan acara.
- Untuk memudahkan komunikasi perniagaan.
- Untuk menyediakan maklumat mengenai produk, perkhidmatan, promosi, dan acara yang berkaitan dengan minat anda.

Pelawat Laman Web

- Untuk memproses pertanyaan dalam talian.
- Untuk mengendalikan permintaan pendaftaran atau langganan.
- Untuk menganalisis penggunaan laman web untuk meningkatkan pengalaman pengguna.
- Untuk memperibadikan kandungan.
- Untuk menyediakan maklumat mengenai produk, perkhidmatan, promosi, dan acara yang berkaitan dengan minat anda.



4. Pendedahan Data Peribadi

Kami mungkin berkongsi data peribadi anda dengan:

- Afiliasi, anak syarikat, dan rakan kongsi usaha sama kami;
- Rakan kongsi acara, penyedia perkhidmatan, dan kontraktor yang terlibat untuk membantu dalam operasi kami;
- Agensi kerajaan atau pengawal selia apabila dikehendaki oleh undang-undang.

5. Hak Anda

Di bawah PDPA, anda mempunyai hak untuk:

- Mengakses dan meminta salinan data peribadi anda;
- Meminta pembetulan data peribadi anda;
- Menarik balik persetujuan anda terhadap pemprosesan data peribadi anda;
- Meminta untuk menghadkan atau membantah pemprosesan data peribadi anda.

Untuk melaksanakan hak-hak ini, sila hubungi Pegawai Perlindungan Data kami di:

Email: (<mailto:dataprotection@klccoventioncentre.com>)

Alamat: Kuala Lumpur Convention Centre, Kuala Lumpur City Centre, 50088 Kuala Lumpur

6. Penyimpanan Data Peribadi

Kami akan menyimpan data peribadi anda selama yang diperlukan untuk memenuhi tujuan pengumpulannya, atau seperti yang dikehendaki oleh undang-undang.

7. Keselamatan

Kami melaksanakan langkah-langkah keselamatan yang munasabah untuk melindungi data peribadi anda daripada akses, pendedahan, perubahan, atau pemusnahan yang tidak dibenarkan.

8. Kemas Kini Notis Ini

Kami mungkin mengemas kini Notis Privasi ini dari semasa ke semasa. Versi terkini akan tersedia di laman web kami.