



MEDIA RELEASE
For Immediate Release

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IWK ENSURES PERSONAL INFORMATION TREATED LAWFULLY

Indah Water Konsortium Sdn Bhd (“IWK”) ensures that personal information is treated lawfully and conform strictly to the provisions in the Personal Data Protection Act 2010 (Act 709) (“PDPA 2010”) and Standard Perlindungan Data Peribadi 2015 issued by the Department of Personal Data Protection, Ministry of Communication and Multimedia. To this end, in processing personal data, IWK strictly adhere to IWK’s Personal Data Protection Policies and Procedures (SOPP No.1/2014) and IWK’s Guideline on Compliance for Personal Data Protection Act 2010 (Guideline No.1/2015).

IWK Personal Data Protection Notice for Customers covered and/or allowed personal data to be disclosed to our appointed lawyers, debt collection agencies and credit reporting agencies in the circumstances where delay or default of payment for IWK’s services have occurred. IWK is in compliance with the Personal Data Protection Principles as stated in Section 5 of PDPA 2010.

This is in reference to the statement made by Tan Kar Hing, Simpang Pulai state assemblyman in Oriental Daily News on 24 January 2018, which implied that IWK is violating the privacy of its customers.

IWK has been sending repeated reminder bills and notices to customers who defaulted in their payments. Domestic customers who defaulted in their payment are given six-month grace period before being approached by debt collection firms. Besides informing and gathering feedback from customers, these debt collection firms have to:

- a) Check whether customers have received their bills.
- b) Explain on the services provided by IWK.
- c) Remind customers on their outstanding charges.
- d) Encourage customers to write-in to IWK and request for an easy payment scheme.

Customers who have officially written to IWK and acknowledged their outstanding debts will not be approached by these debt collection firms. IWK has also sent PDPA notices to customers to inform them that in cases where the debts have not been cleared, IWK may use the services of Debt Collection firms. We request the cooperation of customers to pay their bills on time in order to avoid any visitation by these firms.

The lawful and proper treatment of personal data by IWK is extremely important to the success of IWK’s business in order to maintain the confidence of our service users. Therefore, customer data privacy and safety is IWK’s highest priority.

Released by:
Corporate Communications Department, Indah Water Konsortium

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About Indah Water Konsortium

*Indah Water Konsortium Sdn Bhd (Indah Water), is a sewerage services company owned by Minister of Finance Incorporated, Malaysia. Indah Water is responsible for providing sewerage services, operating and maintaining more than 6,000 sewage treatment plants and 19,031 km networks of sewerage pipelines serving 24.3 million Connected Population Equivalent (PE). Our expertise include Operations and Maintenance, Refurbishment, Planning & Policy Strategy, Engineering & Process Review, Project Planning, Project Management, EIA and HAZOP Studies, Training Services & Module Development, Research & Development, Capacity Building and Community Awareness & Education Program. IWK was awarded the Water Industry Achievement Award (Best Sewage Treatment Plant Award) by Malaysian Water Association in 2016, which further spurred our vision to become Asia's premier sewerage company. **For more information on IWK, please visit our website at www.iwk.com.my***