# Data Privacy and Cybersecurity

*Upholding strong governance to strengthen privacy controls and to protect stakeholders' data and information against cyberattacks.*

### *Impact & Financial Assessment*

Robust cybersecurity measures protect customer data, maintain trust, and prevent legal consequences. Data breaches can lead to financial losses, damage to reputation, and potential legal actions.

The increasing number of personal data breaches and misuse cases in Malaysia has become a significant and pressing issue. With the existing Personal Data Protection Act 2010 (PDPA), non-compliance incurs penalties ranging from RM100,000 to RM500,000. Note that the government is currently in the process of amending the PDPA. Beyond monetary penalties, there is a potential revenue loss as customers may leave telecom providers, with the magnitude contingent on the severity of the breach. CelcomDigi has put in place various tightening of data protection and cybersecurity controls.

### *Overview*

CelcomDigi is firmly committed to the responsible stewardship of data entrusted to us by our customers, employees, and business partners. Our data privacy strategy incorporates strong governance around privacy controls and driving a responsible business culture, supported by continuous awareness of best privacy practices.

CelcomDigi's Privacy Policy provides guidance on practices that prioritise trust, transparency, and accountability in managing and handling personal data throughout our value chain. We engage with various stakeholders to understand and address emerging regulations and future-proof our day-to-day data management practices. We regularly review and update the Privacy Notice and present it in a simplified infographic format to keep customers informed on how CelcomDigi collects, uses, and shares information.

With the rapidly evolving technological landscape and increasingly interdependent ecosystems, threats to cybersecurity have become a mainstream issue. Preserving the resilience and security of our network and systems is critical to minimising the risk of service disruptions and data breaches resulting in reputational damage.

The Cybersecurity Officer is responsible for ensuring the confidentiality, integrity, and availability of information and information processing facilities, including telecommunication systems and infrastructure, as well as protecting against cyberattacks, fraudulent activities, information loss, and other internal and external security risks and threats.

***Policies & Guidelines***

- Privacy Policy & Manual
- Information Security Policy & Manual
- Identity and Access Management Manual
- Business Continuity Management Manual
- Telecom Network Security Manual
- Crisis Management Manual
- Data Classification Standard Manual
- Enterprise Data Governance Policy & Manual

***Our Response***

- Administered Privacy Control Framework with defined control requirements and procedures throughout data life cycle management
- Continuously monitor privacy compliance at enterprise-level on a periodic basis to measure effectiveness of controls and align to latest regulatory requirements
- Strengthened customer data protection measures through cybersecurity testing
- Implemented continuous security monitoring, incident handling and threat intelligence controls for detection

- Deployed defendable architecture to protect network and systems, ensuring resilience and resistance to attacks
- Conducted security assessment and cybersecurity due diligence review on partners within CelcomDigi's ecosystem
- Strengthened defence against cyber-attacks through continuous monitoring and managing of information security in accordance with ISO27001 standards
- Explored AI-powered threat detection using machine learning to enhance cybersecurity measures and protect sensitive data and network infrastructure
- Conducted organisation-wide programmes and training to enhance employee awareness and knowledge in data privacy and protection
- Established the Trust Circle forum to enhance data guardian roles of privacy and data protection experts from multiple sectors

***How do we handle a privacy breach?***

The Privacy Incident Management SOP sets out mandatory requirements and guidance to manage any arising privacy incidents. This applies to all CelcomDigi personnel, including business partners who are processing personal data for and on behalf of CelcomDigi. The SOP establishes the roles and responsibilities of organisational functions that will form the Incident Response Team ("IRT") and Crisis Management Team ("CMT"), including procedures to assess the severity and the corresponding response plans.

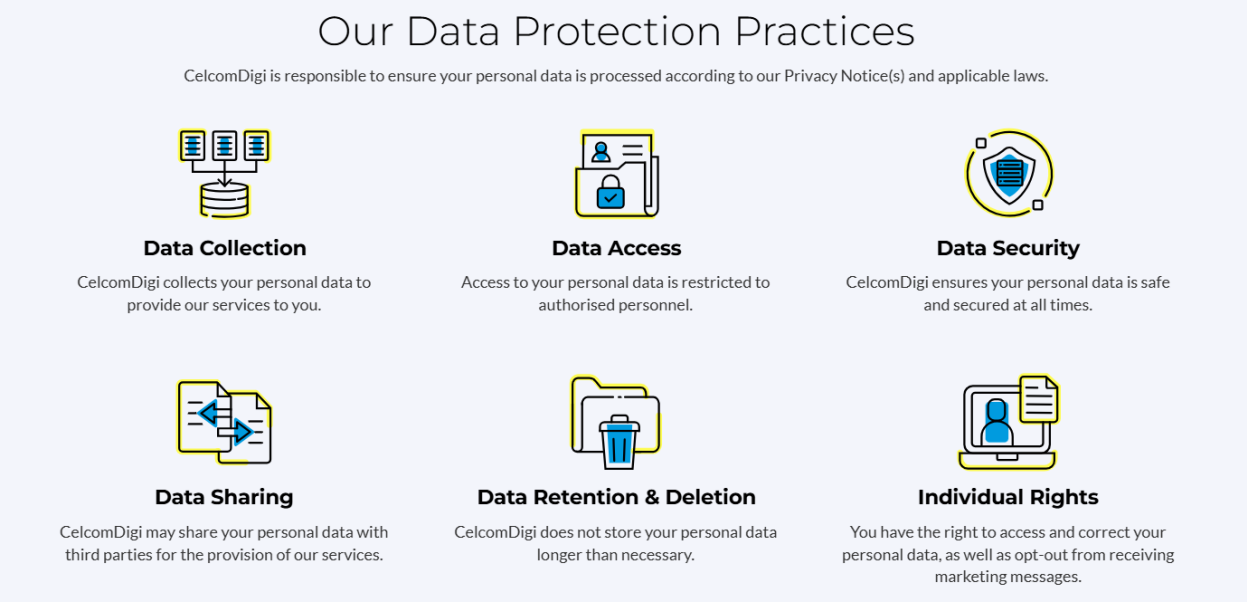
Mitigating actions include:

- Containing the incident with corrective actions
- Timely communication to affected parties and relevant authorities
- Post incident assessment and identification of improvement plans (Review of the causes of the incidents, assess the effectiveness of the response, and identifying requirements for changes to systems, policies, and procedures)

***How do we ensure our network security controls?***

The Telecom Network Security Manual (TNSM) defines the network security controls for all network assets, including interfaces and interconnections. TSNM is based on the framework provided by ITU-T X.805, a telecom standard for end-to-end security of communication network. The manual further sets guidance for the following:

- Secure the end-to-end communications network for providing continued and secure network services
- Identify the value of network assets and to understand the vulnerabilities and threats that may expose the network assets to risk, through periodic network risk assessment exercise
- Establish a network security management system to proactively identify the emerging threats and vulnerabilities in the system and define mitigating measure to control the associated impact
- Ensure compliance with regulatory and contractual requirements for telecom network assets, operations, and services.

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