



**Shell Singing Pump - National Day and Malaysia Day  
"Best Outfit" Photograph Contest Terms and Conditions**

1. The Shell Singing Pump - National Day and Malaysia Day "Best Outfit" Photograph Contest ("National Day and Malaysia Day Photograph Contest") is organised by Shell Malaysia Trading Sdn Bhd (Company No. 6087-M) ("Shell").
2. National Day and Malaysia Day Photograph Contest will take place from 28 August 2018 (12:01 AM) to 12 September 2018 (11:59 PM) both dates inclusive, which can be extended by Shell without prior notice ("Contest Period"). All entries received outside the Contest Period will not be entertained.
3. National Day and Malaysia Day Photograph Contest is open to all citizens of Malaysia who are not less than 18 years old ("Participants"), except for the following categories of persons:
  - a) permanent and/or contract employees ("Employees") of Shell and its Affiliates and their immediate family members i.e. spouses, children, parents, brothers and sisters ("Immediate Family Members");
  - b) service providers engaged by Shell and its Affiliates (including but not limited to advertising agencies, promotion agencies, printing companies and event management agencies), and their Employees and Immediate Family Members; and
  - c) dealers, traders or distributors of any Shell Products including Shell Petrol Station Retailers, and their Employees and Immediate Family Members.
4. No purchase is necessary. To participate in the National Day and Malaysia Day Photograph Contest and stand a chance to be featured on the Shell Facebook wall and the Shell Malaysia website, each Participant must:
  - a) take a photograph of himself/herself either solo; or with family members or friends or both; all dressed in the best outfit in celebration of National Day and Malaysia Day;
  - b) upload the photograph to the Participant's personal Facebook page during the Contest Period with the hashtag #shellsingingpump;
  - c) ensure that the post of the photo's privacy setting is set to public as private account will not be assessible by SMTSB.
5. Shell reserves the right to disqualify Participants who are found to have used Photoshop or other similar photograph editing tools, to digitally place themselves in the photograph.
6. Participants may submit more than one (1) entry during the Contest Period, however repeated and/or duplicate entries using the same photograph by the same Participant will not be entertained. Incomplete and/or inaccurate entries shall also not be entertained.



7. Participants will immediately be disqualified without further reference and/or notification to the Participants if the photograph(s) uploaded are illegal, offensive, defamatory, inflammatory, deceptive, inaccurate, misleading, malicious, fraudulent, false, indecent, harmful, intimidating, threatening, hateful, abusive, vulgar, obscene, violent, invasive of privacy, offensive in a sexual, racial, cultural, or ethnic context, or will harm or threaten the safety of others.
8. Ten (10) "Best Outfit" photographs will be selected by a panel of Shell judges ("Judges") who shall consider the following when making their selection:
  - a) creativity of the photographs;
  - b) Relevancy to the theme of the contest.The decision of the Judges shall be final, and no correspondence, appeal, or discussion will be entertained.
9. The ten (10) "Best Outfit" photographs will be featured on the Shell Facebook wall from 16 September 2018 onwards together with the respective captions (if any). The same photographs will also be featured on the Shell Malaysia website at [www.shell.com.my/singingpump](http://www.shell.com.my/singingpump).
10. By submitting an entry to participate in this National Day and Malaysia Day Photograph Contest, the Participants expressly agree and consent to:
  - (a) participate in this National Day and Malaysia Day Photograph Contest and be bound by the National Day and Malaysia Day Photograph Contest Terms and Conditions including all Shell's decisions in relation to the National Day and Malaysia Day Photograph Contest;
  - (b) allow Shell, its Affiliates and its agencies to process and disclose to any third party, all personal data of the Participants provided by the Participants for this National Day and Malaysia Day Photograph Contest for any and all purposes in relation to this National Day and Malaysia Day Photograph Contest and any and all other activity relating to or arising from the course of business or businesses of Shell and its Affiliates;
  - (c) allow Shell to collect, use, disclose and share amongst themselves and their respective service providers, the Participants' personal data, including the photographs or audio-video or other recordings of the Participants for publicity and/or use in advertisements across all media, in its original or edited format, and whether to promote the National Day and Malaysia Day Photograph Contest or otherwise without further notification, remuneration or compensation; and
  - (d) authorize Shell to process the Participants' personal data provided pursuant to this National Day and Malaysia Day Photograph Contest in accordance to the Promotion Privacy Policy which forms an integral part of the National Day and Malaysia Day Photograph Contest Terms and Conditions.



11. All Shell's decision on all matters relating to this National Day and Malaysia Day Photograph Contest shall be final and binding, and no correspondence or appeals shall be entertained.
12. Shell reserves the right to cancel, terminate or suspend this National Day and Malaysia Day Photograph Contest with or without any prior notice. For the avoidance of doubt, cancellation, termination or suspension by Shell of this National Day and Malaysia Day Photograph Contest shall not entitle any party to any claim or compensation against Shell for any and all losses or damage suffered or incurred by any party as a direct or indirect result of the act of cancellation, termination or suspension.
13. In no event will Shell be liable for any loss or damages including without limitations, loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages of any party including third parties howsoever arising whether in contract, tort, negligence or otherwise, in connection with this National Day and Malaysia Day Photograph Contest, even if Shell has been advised of the possibility of such damages in advance, and all such damages are expressly excluded.
14. Shell reserves the right at their absolute discretion to vary, delete or add to any of these Terms and Conditions without prior notice.
15. These Terms and Conditions, as may be amended from time to time shall prevail over any provisions or representations contained in any other promotional materials or advertisements of this National Day and Malaysia Day Photograph Contest.
16. In the event where there is any inconsistency(ies), conflict(s), ambiguity(ies) or discrepancy(ies) between English and Bahasa Malaysia versions of these Terms and Conditions, the English version of these Terms and Conditions shall prevail.

### **Promotion Privacy Policy**

This Promotion Privacy Policy provides information on the processing of your personal data as a result of being (i) a participant of the Promotion, (ii) one of our customers and/or (iii) a visitor to the Shell Malaysia website on which the Promotion will be accessed from ("Website").

Please read the Privacy Policy carefully so that you can understand how we collect and use the personal data that you provide us. By submitting your personal data to be eligible for the Promotion, you will be treated as having given your consent where necessary and appropriate, for disclosures referred to in this Privacy Policy.



## **1. When is this Privacy Policy applicable?**

This Privacy Policy is applicable to the processing of your personal data as a result of being (i) a participant of the Promotion, (ii) one of our customers and/or (iii) a visitor to the Website. On the Website you will find a number of links to other websites. Although these websites are selected with care, we are not responsible for the processing of your personal data through these websites. This Privacy Policy is therefore not applicable to the use of such websites.

## **2. Who is the controller of your data?**

The controllers for the processing of your personal data are:

**Shell Malaysia Trading Sdn Bhd**, a company incorporated and registered in Malaysia with the registration number 6087-M and its principal place of business at Menara Shell, No. 211, Jalan Tun Sambanthan, 50470 Kuala Lumpur, Malaysia; and

**Shell Timur Sdn Bhd**, a company incorporated and registered in Malaysia with the registration number 113304-H and its principal place of business at Bangunan Shell Timur, Titanium Tower, Lot 1, Brighton Square, Jalan Song, 93350, Kuching, Sarawak.

## **3. For what purpose do we process your personal data?**

In this Privacy Policy we describe what personal data we process and for what purposes.

### **3.1 Customer service and relationship management**

- What does this purpose entail?

If you contact our Customer Service Centre with a question or a complaint, we may ask you for certain information to identify yourself and to help us respond to your enquiry. We use any personal data supplied only for this purpose and to improve our customer support services.

- Which personal data do we process for this purpose?

To be able to respond appropriately to your question or complaint, we note details of your question or complaint in our customer database. We may also ask you for contact details in order to keep you informed about your question or complaint.

### **3.2 Participation in promotions**

- What does this purpose entail?

Shell regularly runs promotions for its customers. In some cases we will ask you to provide us with your personal data through a registration form, advertisement or website in order to participate in the promotion.

- Which personal data do we process for this purpose?

If you choose to participate in such promotions, we may process the personal data provided by you (including your name, mobile telephone number, age, address and e-mail address) in order to register or confirm your participation, to determine whether you fulfill the promotion conditions and to send you any prizes or benefits.



Depending on the promotion we may also process information on your participation in the promotion, such as scores, submissions or prizes/benefits won.

### 3.3 Offers for Shell Products and Services

- What does this purpose entail?

As a customer of Shell, you may receive offers and information from Shell (“Offers”). Such Offers may include but are not limited to the issue of:

- electronic newsletters with offers and general information;
- Shell fuel or shopping vouchers;
- discount coupons for Shell shop products.

You may receive your Offers by regular mail, email, SMS, social media, coupons, through the Website or any other digital channels used by you.

- Which personal data do we process for this purpose?

For sending you Offers, we may process the personal data provided by you (including your name, address and e-mail address). In order to be able to provide you with more personalised Offers, Shell may analyse your purchase history (including data regarding (i) specific products you buy, (ii) the total amount of your purchases per transaction, (iii) the time and place of the purchases you make and (iv) the payment method you use), your use of the Website and e-mails you receive from Shell, your location based on your IP-address, your participation in promotions and your responses to surveys.

In order to determine your preferences, Shell may also combine your personal data already known by affiliates of Shell including those obtained through websites, apps, coupons, social media, survey’s, promotions and other digital channels; Shell branded fuel cards and other payment cards at Shell retail sites, along with purchases of customers with similar interests and supplemental socio-demographic information about you from third party sources in order to analyse your previous purchases.

- Opting out of Offers

You can at any time stop receiving Offers by contacting our Customer Service Center at 1-300-88-1808.

### 3.4 Administering the Promotion

- What does this purpose entail?

We process your personal data in order to administer your participation in the Promotion.

- Which personal data do we process for this purpose?



We may process any or all of the personal data provided by you during your registration and participation in the Promotion, such as your name, mobile telephone number and e-mail address.

### **3.5 Technical and functional management of the Website**

- What does this purpose entail?  
When you visit or use the Website, we process some technical information about you (such as your IP address) to provide you the functionalities of our online services and to manage them. With this technical information we are able to manage the Website, for example to resolve technical failures or to improve their reliability.
- Which personal data do we process for this purpose?  
We process technical data such as the IP address of your computer, tablet or smartphone, details of the pages you have visited on the Website, the web browser you use to surf, previous/subsequent sites that you have visited and the length of your visit/session.

### **3.6 Preventing, detecting and investigating fraud**

- What does this purpose entail?  
Shell may use the personal data you provide Shell to prevent, detect and investigate fraud and to enforce its Terms and Conditions.

## **4. Who has access to your data?**

Shell may disclose your personal data to any of the following:

- Authorized third party companies involved in the operation of the Promotion, such as any other company that is permitted to supply products and/or services to participants of the Promotion;
- Any agents, service providers and/or subcontractors of Shell and its affiliates;
- Any person to whom Shell proposes to transfer any of its rights and/or duties.

Except as set out in this Privacy Policy, we will not disclose or process any of your personal data without your permission unless we are legally entitled or contractually required to do so or if we believe that such action is necessary to protect and/or defend our rights, property or personal safety and those of our users/customers or other individuals. Only if Shell is required to do so by law, will your personal data be provided to supervisory agencies, fiscal authorities and investigative agencies.

If at any time you wish us to stop processing your personal data for any or all of the above purposes; please opt-out by contacting our Customer Service Center at 1-300-88-1808.

We will stop the use of your personal data for such purposes as soon as it is reasonably possible to do so.



## 5. For what period do we retain your personal data?

Your personal data shall be processed as long as the legitimate business purposes set out above exists and for a reasonable time thereafter. We will also close your account (if applicable) as soon as reasonably possible upon the end of your commercial relationship with Shell. We will close or deactivate accounts that are used in violation of this Privacy Policy or applicable Terms and Conditions. Under certain circumstances we will retain personal data from closed or deactivated accounts for longer, such circumstances being the prevention of fraud or to otherwise take actions permitted or required by law.

## 6. Which cookies does Shell use?

The Website uses cookies or similar technology. A cookie is a small text file that is sent to your internet browser so that we are able to recognise your browser when you return. Shell and its authorised service providers may use small graphic images known as 'clear GIFs' that work in conjunction with cookies to identify you and your use of the Website and/or App. Shell and such service providers may also use other technologies to store information in your browser utilising local shared objects or local storage, such as HTML 5 cookies, flash cookies and other web application software methods.

Using these technologies we can collect data on the use of the Website such as which pages are visited, your interaction with information on the Website and the duration of your visit. Functional cookies – Shell stores cookies that are essential in providing the functionalities of the Website and/or App. For instance, the cookies remember your preferences, such as language and region, which remain as your default settings when you revisit the Website and/or App. However, should you wish to do so, you can choose to reject or block the cookies set by Shell by changing your browser settings – see the Help function within your browser for further details.

Web analytics cookies – Shell may use third party cookies for web analysis. Such cookies allow Shell to analyse the usage of the Website and/or App. This relies on aggregated statistical data that Shell's authorised service providers provide Shell and allows Shell to understand the way you use the Website and/or App. Shell and such service providers may only provide such data to third parties if this is required by law.

Advertising cookies – Shell may use third party cookies for advertising purposes. Shell may use authorised service providers to serve advertising on the Website and/or App and other websites on the internet. Such service providers may place cookies on your browser, and may collect information that helps them identify your device, such as IP-address, or other unique or device identifiers.

Please note that most browsers automatically accept cookies so if you do not wish cookies to be used you may need to actively delete or block the cookies.

You can also visit [www.allaboutcookies.org](http://www.allaboutcookies.org) for details on how to delete or reject cookies and for further information on cookies generally. For information on the use of cookies in mobile phone browsers and for details on how to reject or delete such cookies, please refer to your handset manual.





Note, however, that if you reject the use of cookies you will still be able to visit our websites but some of the functions may not work correctly and you may no longer be able to use all the functionalities of the Website.

### **7. Special Notice – if you are under 18 years old?**

Shell does not intentionally collect personal data of persons under **18 years old**. If you are under **18 years old** please do not send us your personal data (for example, your name, address and email address). If you are less than **18 years old** and you wish to ask a question or use the Website in anyway which requires you to submit your personal data please get your parent or guardian to do so on your behalf.

### **8. How do we secure your personal data?**

We have implemented technology and policies with the objective of protecting your privacy from unauthorised access and improper use.

### **9. Who to address regarding questions and requests of access, removal etc.**

We aim to keep our data about you as accurate as possible. If you would like to review, change or delete the details you have supplied to us, please send your request by contacting our Customer Service Center at 1-300-88-1808.

### **10. Modifications and Conflict**

This Privacy Policy may be changed over time. You are advised to regularly review the Privacy Policy for possible changes. In the event of conflict between the English version and the Bahasa Malaysia version of this notice, the English version shall prevail.

### **Dasar Privasi Promosi**

Dasar Privasi Promosi ini memberikan maklumat tentang pemprosesan data peribadi anda kerana menjadi (i) salah seorang peserta Promosi, (ii) salah seorang pelanggan kami dan/atau (iii) pengunjung Laman Web Shell Malaysia untuk mengakses Promosi ("Laman Web").

Sila baca Dasar Privasi ini dengan teliti supaya anda dapat memahami cara kami mengumpul dan menggunakan data peribadi yang anda berikan kepada kami. Dengan mengemukakan data peribadi untuk melayakkan anda untuk Promosi, anda dianggap telah memberikan persetujuan, jika perlu dan berkenaan, untuk pendedahan yang dirujuk dalam Dasar Privasi ini.

### **1. Bilakah Dasar Privasi ini terpakai?**

Dasar Privasi ini terpakai untuk pemprosesan data peribadi anda kerana menjadi (i) salah seorang peserta Promosi, (ii) salah seorang pelanggan kami dan/atau (iii) pengunjung Laman Web. Di Laman Web tersebut, anda akan menemui beberapa pautan ke laman web lain. Walaupun laman web ini dipilih dengan teliti, kami tidak





bertanggungjawab terhadap pemrosesan data peribadi anda melalui laman web ini. Oleh itu, Dasar Privasi ini tidak terpakai untuk penggunaan laman web tersebut.

## 2. Siapakah pengawal data anda?

Pengawal bagi pemrosesan data peribadi anda adalah:

**Shell Malaysia Trading Sdn Bhd**, syarikat yang ditubuhkan dan didaftarkan di Malaysia dengan nombor pendaftaran 6087-M dan tempat perniagaan utamanya di Menara Shell, No. 211, Jalan Tun Sambanthan, 50470 Kuala Lumpur, Malaysia; dan

**Shell Timur Sdn Bhd**, syarikat yang ditubuhkan dan didaftarkan di Malaysia dengan nombor pendaftaran 113304-H dan tempat perniagaan utamanya di Bangunan Shell Timur, Titanium Tower, Lot 1, Brighton Square, Jalan Song, 93350, Kuching, Sarawak.

## 3. Apakah tujuan kami memproses data peribadi anda?

Dalam Dasar Privasi ini, kami menerangkan data peribadi yang kami proses dan tujuan ia diproses.

### 3.1 Khidmat pelanggan dan pengurusan hubungan

- Apakah yang diperlukan untuk tujuan ini?

Jika anda menghubungi Pusat Khidmat Pelanggan kami untuk membuat pertanyaan atau aduan, kami mungkin meminta anda memberikan maklumat tertentu bagi mengenal pasti diri anda dan membantu kami menjawab pertanyaan anda. Kami menggunakan apa-apa data peribadi yang diberikan hanya untuk tujuan ini dan untuk menambah baik perkhidmatan sokongan pelanggan kami.

- Apakah data peribadi yang kami proses untuk tujuan ini?

Bagi membolehkan kami menjawab pertanyaan atau memberi maklum balas terhadap aduan anda dengan sewajarnya, kami mencatat butiran pertanyaan atau aduan anda dalam pangkalan data pelanggan kami. Kami juga mungkin meminta maklumat perhubungan anda bagi memastikan anda sentiasa dimaklumkan tentang status pertanyaan atau aduan anda.

### 3.2 Penyertaan Promosi

- Apakah yang diperlukan untuk tujuan ini?

Shell sering mengadakan promosi untuk pelanggannya. Dalam sesetengah kes, kami akan meminta anda memberikan kami data peribadi anda melalui borang pendaftaran, iklan atau laman web untuk menyertai promosi tersebut.

- Apakah data peribadi yang kami proses untuk tujuan ini?

Jika anda memilih untuk menyertai promosi tersebut, kami mungkin memproses data peribadi yang anda berikan (termasuk nama, nombor telefon bimbit, umur, alamat dan alamat e-mel anda) bagi mendaftarkan atau mengesahkan penyertaan anda, menentukan sama ada anda memenuhi syarat promosi dan menghantar kepada



anda apa-apa hadiah atau manfaat. Bergantung pada promosi, kami juga mungkin memproses maklumat tentang penyertaan anda dalam promosi, seperti mata, penyerahan atau hadiah/manfaat yang dimenangi.

### **3.3 Tawaran untuk Produk dan Perkhidmatan Shell**

- Apakah yang diperlukan untuk tujuan ini?

Sebagai pelanggan Shell, anda mungkin menerima tawaran dan maklumat daripada Shell (“**Tawaran**”). Tawaran tersebut mungkin termasuk tetapi tidak terhad kepada pemberian:

- surat berita elektronik yang mengandungi tawaran dan maklumat am;
- promosi Shell, minyak Shell atau baucar beli-belah;
- kupon diskaun untuk produk kedai Shell.

Anda mungkin menerima Tawaran melalui pos biasa, e-mel, SMS, media sosial, kupon, melalui Laman Web atau mana-mana saluran digital lain yang anda gunakan.

- Apakah data peribadi yang kami proses untuk tujuan ini?

Untuk menghantar Tawaran kepada anda, kami mungkin memproses data peribadi yang anda berikan (termasuk nama, alamat dan alamat e-mel, serta butiran kenderaan, termasuk nombor pendaftaran kenderaan anda). Bagi membolehkan kami memberi anda Tawaran yang lebih diperibadikan, Shell mungkin menganalisis sejarah pembelian anda (termasuk data tentang (i) produk tertentu yang anda beli, (ii) jumlah pembelian anda bagi setiap urus niaga, (iii) masa dan tempat pembelian yang anda buat, dan (iv) kaedah pembayaran yang anda gunakan), penggunaan Laman Web oleh anda, e-mel yang anda terima daripada Shell, lokasi berdasarkan alamat IP anda, penyertaan anda dalam promosi dan jawapan kaji selidik anda.

Bagi menentukan pilihan anda, Shell juga mungkin menggabungkan data peribadi anda yang telah pun diketahui oleh anggota gabungan Shell, termasuk data yang diperolehi melalui laman web, aplikasi, kupon, media sosial, kaji selidik, promosi dan saluran digital yang lain; kad minyak jenama Shell dan kad pembayaran lain di tapak runcit Shell, berserta pembelian yang dibuat oleh pelanggan yang mempunyai minat yang sama dan maklumat sosiodemografi tambahan tentang diri anda daripada sumber pihak ketiga untuk menganalisis pembelian yang anda buat sebelum ini.

- Memilih untuk tidak lagi menerima Tawaran

Anda boleh berhenti daripada menerima Tawaran pada bila-bila masa dengan menghubungi Pusat Khidmat Pelanggan kami di 1-300-88-1808.

### **3.4 Pentadbiran Promosi**

- Apakah yang diperlukan untuk tujuan ini?

Kami memproses data peribadi anda untuk mentadbir penyertaan anda dalam Promosi.



- Apakah data peribadi yang kami proses untuk tujuan ini?

Kami mungkin memproses mana-mana atau kesemua data peribadi yang anda berikan semasa anda mendaftar dan menyertai Promosi, seperti nama, nombor telefon bimbit, umur, alamat dan alamat e-mel, serta butiran kenderaan bermotor seperti nombor pendaftaran kenderaan anda.