

SUN LIFE MALAYSIA BLOOD GLUCOSE SCREENING PROGRAMME 2025

(the “**Programme**”)

TERMS OF USE

The Programme is organised by Sun Life Malaysia Assurance Berhad [Registration No. 199001005930 (197499-U)] (“**Sun Life Malaysia**”) from 6 August 2025 to 31 October 2025, both dates inclusive (“**Programme Period**”) in collaboration with :

- a) Health4U Solutions Sdn. Bhd. (Registration No. 201501023319 [1148648-W]) (“**Health4U Solutions**”) through its technology platform and services called BookDoc;
- b) Roche Diagnostics (M) Sdn. Bhd. (Company no.: 199101021135 (231446-P)) (“**Roche Diagnostic**”);
- c) Health Lane Family Pharmacy Sdn. Bhd. (Registration No: 200601035413 (755172-K)) (“**Health Lane Family Pharmacy**”); and
- d) Metro Eyewear Holdings Sdn Bhd (Registration No: 199801003927 (460053-X)) (“**MOG Metro Optical Group**”)

Sun Life Malaysia, Health4U Solutions, Roche Diagnostic, Health Lane Family Pharmacy and MOG Metro Optical Group shall hereinafter be collectively referred to as “**Partners**”, “**We**”, “**Us**” or “**Our**” and individually as “**Partner**”, where the context so requires.

The Partners shall include all their subsidiaries, related and/or associated companies, successors-in- title and assigns.

This Programme is open to all Malaysian citizens aged between 18 years old to 70 years old. For the purposes of these Terms of Use, any individual or entity participating in the Programme and having access to the Programme Services shall hereinafter be referred to as the “**Participant** or **Participants**”, “**You**” or “**Your**”.

Please read and understand these Terms of Use before participating in the Programme, as they contain important information and govern Your access to the Programme and the Programme Services as a Participant.

By participating in the Programme and having access to the Programme Services, You will be deemed to have:

- a) read and agreed to be bound by these Terms of Use; and
- b) consented to the collection, use (including without limitation, handling and processing) and disclosure of Your personal information in accordance with these Terms of Use and the Privacy Policy contained hereinbelow. (For the avoidance of doubt, any sensitive personal data shall be subject to separate explicit consent, which will be obtained prior to its collection or processing)

If You do not agree to these Terms of Use, please do not:

- a) participate in the Programme; and
- b) access the Programme Services.

If you do not understand or have any questions on these Terms of Use please email Your query to Health4U Solutions at care@bookdoc.com / call at 1300-88-2362 or email Sun Life Malaysia at brandcommunications@sunlifemalaysia.com.

1. DEFINITIONS

“Programme Services” shall mean the services relating to the Programme including but not limited to the registration of the Participants’ details on BookDoc’s programme platform by any of the Pharmacies’ personnel, provision of blood glucose screening services (finger-prick blood glucose test), eye health assessment, provision of post-screening consultation by the Pharmacies’ personnel, and provision of the Health Coaching Programme by BookDoc;

“Pharmacies” shall refer to Roche Diagnostic and Health Lane Family Pharmacy;

“Privacy Policy” refers to the Privacy Policy of the Programme as provided in the Terms of Use;

“BookDoc programme platform” shall refer to the technology platform and services owned, deployed and managed by Health4U Solutions hosted on the following web link: <https://slmscreening.bookdoc.com>. It has the following functions: for the Pharmacies’ personnel to register the Programme Participants, to verify the Participants’ mobile number, to fill and store the Participants’ personal details, to review the specific Pharmacies branches and the overall details of the Programme Participants.

“Health Coaching Programme” shall refer to the technology platform and services owned, deployed, and managed by Health4U Solutions hosted on the application platform: BookDoc. It has the following functions: to allow Programme Participants to register and activate the program, to provide post-screening health coaching to Participants for three (3) months, and to fill and store the Participants’ personal details and health data.

2. PROGRAMME SERVICES

All products and services offered by Us as per the Programme and Programme Services are subject to the additional terms and conditions of the applicable agreements and privacy policy governing their respective use. These Terms of Use must be read together with the applicable terms and conditions and privacy policy governing any transaction(s), product(s) and/or service(s) provided by Us and undertaken by You. In the event of any conflict between these Terms of Use and any other written agreement and/or terms and conditions governing the relevant transaction(s), product(s) and/or service(s), the terms of the specific agreement shall prevail to the extent of the conflict, unless expressly stated otherwise. Where no such specific agreement exists, these Terms of Use shall govern.

3. REGISTRATION & DISCLOSURE OF INFORMATION

- a. The types of personal data We collect includes (amongst other things) Your name and contact details, identifying information (e.g. contact number, email address), demographic and profile information (sex, age, etc):- We process such personal information about You in accordance with Our Privacy Policy accessible in the Terms of Use. By using the Programme Services, You consent to such processing and warrant that all information submitted to Us, whether verbally to Us or otherwise, is true, accurate, complete and is not misleading by omission or otherwise. In the event of any

change to the information provided to Us, You must inform Us immediately of such change in order for Us to communicate with You effectively. For the avoidance of doubt, processing includes but is not limited to the collection, recording, storage, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction of personal data.

- b. Any of Your health or medical-related personal information that You provide or that We keep as part of the Programme and the Programme Services will not be provided to the underwriting or claims departments of Sun Life Malaysia and therefore will not be used in the assessment of any future underwriting or claims decisions. Under no circumstances shall Sun Life Malaysia be deemed to have knowledge of any of the Programme-related information in respect of its underwriting and claims functions. In accordance with Your duty of disclosure, You are still therefore obliged to disclose any of this information to the extent it may be relevant in the event of any future application for insurance cover, changes to existing insurance cover or claims under an insurance policy with Sun Life Malaysia.

4. SECURITY

- a. You agree not to misuse or abuse the Programme Services, or to hack or otherwise attempt to gain unauthorised access to BookDoc's programme platform and the services within the platform and/or disrupt the security or its resources. If at any time You discover or suspect the occurrence of any of these activities, You are required to notify Us immediately.
- b. We shall not be liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with any unauthorised access to the BookDoc's programme platform by any third party, save and except where such unauthorised access was due to any wilful default, negligence, or omission attributed to Us.

5. INTELLECTUAL PROPERTY RIGHTS

- a. Unless otherwise indicated, the trademarks and copyright from the Programme, the Programme Services and their contents, including but not limited to any information or content collected via BookDoc's programme platform such as reports, photos, videos, brochures or other materials, provided by the Participant or published by Us, shall remain the property of Us and are protected under applicable Malaysian and international copyright laws.
- b. Content, materials and information made available via the Programme and the Programme Services may include those from publicly available source and are believed to be in the public domain unless otherwise stated, or from licensed royalty-free stock photos and videos subscribed with and paid to media library sites.
- c. You may not reproduce, modify, copy or distribute or use for commercial purposes any of the materials or content from the Programme and the Programme Services without written permission from Us.

- d. In respect of any content posted or published regarding the Programme and the Programme Services, We shall own the rights to such content. Where ownership rights do not apply, You grant Us a worldwide, royalty-free, non-exclusive right and license to publish, distribute, reproduce, modify, and/or sell such content—provided that the content has been de-identified—without any compensation to You.
- e. If You believe in good faith that any of the content, materials and information related to the Programme and the Programme Services published or posted by Us infringes Your copyright, You may send Us a notice requesting that We remove the infringing content, material, or information.

6. PARTNERS' OTHER SERVICES OR PRODUCTS

- a. The BookDoc programme platform and Health Coaching Program may contain links to other website, application platform, products or services which are not related to the Programme and the Programme Services ("**the Link**"). The Links are provided to offer further information on the respective Partner's events, products or services. Partners other than Health4U Solutions are not responsible for the accuracy or availability of the Link, products or services and do not make any warranty, express or implied, regarding their use.
- b. Unless expressly otherwise stated, the Link, products or services does not constitute an endorsement or approval by Partners other than Health4U Solutions of the Link, products, services or the content thereof including but not limited to services, information, products, advertising or other materials made available by Health4U Solutions ("**Other Services**"). Any dispute about the Other Services or relating to the Participant's use of the Link, products or services must be resolved directly with other than Health4U Solutions.
- c. You acknowledge and agree that You access the Link, products or services at your own risk.
- d. Partners other than Health4U Solutions shall not be liable, directly, or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the Participant's use of the Other Services.
- e. Partners other than Health4U Solutions also assume no responsibility, and shall not be liable for, any damages to, or viruses that may infect Your computer equipment or other property as a result of Your access to, use of, or browsing in the Link or Your downloading of any materials, data, text, images, video, or audio from the Link.
- f. If You choose to access the Link or use the Other Services, in addition to the Terms of Use, You will be bound by any additional terms of use set out by Health4U Solutions as well as any other requirements which may be stipulated in writing by Health4U Solutions from time to time.

7. DISCLAIMER OF WARRANTIES

- a. While We strive to ensure that all information related to the Programme and the Programme Services are fair and accurate, We do not guarantee or provide any warranty as to its accuracy, timeliness, performance, completeness or suitability for any particular purpose. You acknowledge that such information may contain inaccuracies or errors, and We expressly disclaim liability for them to the fullest extent permitted by law.
- b. Your use of any information, services or materials via the Programme and/or Programme Services are entirely at Your own risk, and We disclaim any liability arising from such use. We shall not be liable for any loss or damage incurred. It is Your sole responsibility to ensure that any product, services or information available through the Programme and Programme Services meets Your specific requirements.
- c. You should obtain professional advice from a qualified medical practitioner, pharmacist, dentist, nutritionist or other health professional (“**the Professionals**”) regarding Your personal health circumstances. The results of any tests, consultations, or tools provided through the Programme and/or Programme Services are not a substitute for professional medical advice. You should not alter or discontinue any treatment based on the results of the Programme or Programme Services without first consulting your healthcare provider. If symptoms persist or change, consult the Professionals immediately.

8. LIABILITY AND INDEMNITY

You agree to indemnify, keep indemnified, defend and hold Us (including Our officers, directors, employees, contractors, and any other representatives) harmless from any and all damages, losses, liabilities, claims, expenses and costs, including any legal costs and disbursements that may be incurred by Us, arising directly or indirectly from:

- i. Your use or misuse of the Programme Services;
- ii. Your breach of any of these Terms of Use;
- iii. any false or misleading information You provide; or
- iv. any third-party claims made against Us related to intellectual property right or proprietary right infringement, breach of confidentiality or personal data infringement arising from Your use of the Programme Services.

We shall not be liable to You or any other party for any loss or damage arising from Your participation in the Programme and use of the Programme Services whether based in contract, tort, negligence, strict liability or otherwise. This includes, but is not limited to all direct, indirect, special, punitive or consequential damages, economic loss, loss of profits or savings, or loss of opportunity. We also disclaim liability for any interruption or unavailability of the Programme Services, third-party links, or reliance on any information provided therein, to the fullest extent permitted by law.

9. DISPUTE RESOLUTION AND APPLICABLE LAW

- a. These Terms of Use shall be governed by and interpreted in accordance with the laws of Malaysia, and the parties hereby irrevocably submit to the non-exclusive jurisdiction of the Courts of Malaysia.

- b. You may direct any issues or complaints with regards to Your access or use of the Programme Services to Us via email at care@bookdoc.com. You may also contact Sun Life Malaysia at brandcommunications@sunlifemalaysia.com.
- c. Our performance of obligations under these Terms of Use are subject to applicable laws and regulations governing the same and nothing in these Terms of Use shall limit Our rights to comply with any legal or regulatory requirements related to the Programme or the content provided to Us for Your use.

10. TERMINATION

We reserve the right, at Our sole discretion, to terminate or suspend Your access to the Programme Services and your participation under the Programme at any time, with or without notice, for any reason. This includes, but is not limited to, instances where You violate any of these Terms of Use, or infringe upon the rights of Us, other Participants, or third parties.

11. AMENDMENTS

- a. We reserve the right, at Our sole discretion, to make amendments or update to these Terms of Use as well as any information, materials, functions or content provided through the Programme, from time to time with or without prior notice.
- b. Any changes will be notified to You via the contact information provided by You on registration or via an announcement on the website related to the Programme. The changes will apply to the use of the Programme Services after We have given You the notice unless otherwise stated.
- c. If You do not wish to accept the new Terms of Use, You should not continue to use the Programme Services. If You continue to use the Programme Services after the date on which the change comes into effect, Your use of the Programme Services indicates Your consent to be bound by the new Terms of Use.

12. MISCELLANEOUS

- a. You may not transfer any of Your rights or obligations under these Terms of Use to any other person. We may transfer Our rights under these Terms of Use to another business where We reasonably believe Your rights will not be affected or where otherwise permitted by law.
- b. From time to time, We may acquire a business or sell one or more of Our businesses (or portions thereof) and in such cases, Your personal data may be transferred or disclosed as part of the transaction. If We acquire a business, any personal data relevant to the Programme, will be treated in accordance with the Privacy Policy. If We sell a business, the buyer will be contractually required to treat Your personal data in the same manner.
- c. If you breach these Terms of Use, no failure or delay on Our part to exercise any right or remedy provided under these Terms of Use shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

- d. If any provision of these Terms of Use is prohibited by law or judged by a court or tribunal to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from these Terms of Use and rendered ineffective as far as possible without modifying the remaining provisions, and shall not in any way affect any other circumstances of or the validity or enforcement of these Terms of Use.

[Updated: August 1, 2025]

PRIVACY POLICY OF THE PROGRAMME

Dear Participant,

This Privacy Policy is issued to all Participants of the SUN LIFE MALAYSIA BLOOD GLUCOSE SCREENING PROGRAMME (the “**Programme**”) which is organised by Sun Life Malaysia Assurance Berhad [Registration No. 199001005930 (197499-U)] (“**Sun Life Malaysia**”) in collaboration with;

- a) Health4U Solutions Sdn. Bhd. (Registration No. 201501023319 [1148648-W]) (“**Health4U Solutions**”) through its technology platform and services called BookDoc;
- b) Roche Diagnostics (M) Sdn. Bhd. (Company no.: 199101021135 (231446-P)) (“**Roche Diagnostic**”);
- c) Health Lane Family Pharmacy Sdn. Bhd. (Registration No: 200601035413 (755172-K)) (“**Health Lane Family Pharmacy**”); and
- d) Metro Eyewear Holdings Sdn Bhd (Registration No: 199801003927 (460053-X)) (“**MOG Metro Optical Group**”)

pursuant to the statutory requirements of the Personal Data Protection Act 2010, as amended by the Personal Data Protection (Amendment) Act 2024. (“**PDPA**”).

Sun Life Malaysia, Health4U Solutions, Roche Diagnostic, and Health Lane Family Pharmacy shall hereinafter have referred to collectively as “**Partners**”, “**We**”, “**Us**” or “**Our**” and individually as “**Partner**”, where the context so requires.

The Partners’ shall include all their subsidiaries, related and/or associated companies, successors-in- title and assigns.

By participating in the Programme, You are accepting the practices and policies in this Privacy Policy. If You object to any practices and policies in this Privacy Policy, please do not participate in the Programme.

1. WHAT KIND OF PERSONAL DATA WE COLLECT

- a. Personal data means any information that relates directly or indirectly to an individual to the extent that the individual can be identified from that and from other information in Our possession. For purpose of this Privacy Policy, information collected includes:
 - i. By Sun Life Malaysia, Your name, mobile phone, gender, age, race and/or email only;
 - ii. By Health4U Solutions, Health Lane Family Pharmacy and Roche Diagnostics, Your name, mobile phone, gender, age, ethnic, email, diabetes status and blood sugar (glucose) level only; and
 - iii. By MOG Metro Optical Group, Your name, mobile phone, email and date of birth only.

2. HOW WE USE YOUR PERSONAL DATA

- a. The personal data (including sensitive personal data) collected from You will be used by:

- i. Sun Life Malaysia: To share and promote any engagement events which We think may be of interest to You;
 - ii. BookDoc: To manage platform and share health services which We think may be of interest to You;
 - iii. Health Lane Family Pharmacy: To provide personal health consultation; to share and promote programmes, health services and products we think may be of interest to You;
 - iv. Roche Diagnostics: To provide screening tools discounts and promotions which We think may be of interest to You.
 - v. MOG Metro Optical Group: To schedule eye screening appointments offered from the programme
- b. Please note that We may also anonymise or aggregate Your personal data by excluding information (such as your name, mobile phone, email) that make the data personally identifiable to You ("**Anonymous Information**"). This Anonymous Information may be used by Us for analysis, reporting and build awareness on subject topic of the Programme through Our portals, events or media outreach.
- c. We will process Your personal data in accordance with the PDPA, its applicable regulations, guidelines and/or orders, taking into account the latest amendments to the foregoing, this Privacy Policy and any privacy terms contained in Your agreement(s) or terms of use with Us. We may process Your personal data by collecting, recording, holding, storing, using and/or disclosing it.
- d. We do not otherwise sell or commercially make available personal-identifiable information about Our users (other than in the form of Anonymous Information) to any third party, unless otherwise authorized by law enforcement bodies in complying with legal process and in regard to content violations or violations of applicable laws.
- e. Please note that the underwriting and claims department of Sun Life Malaysia will not have access to Your personal data (including health and medical information) provided to, or collected pursuant to the Programme. Therefore, where You are applying for a new insurance policy from Sun Life Malaysia, You acknowledge that any health, medical or other information that may affect the risk under an insurance policy needs to be separately notified to Sun Life Malaysia even if You have already provided the information to Us pursuant to the Programme.

3. DISCLOSURE OF YOUR PERSONAL DATA

- a. We will not disclose any of Your personal data to any third party without Your consent, whether within or outside Malaysia, except in accordance with the respective privacy policy of the Partners.

4. WHAT IF PERSONAL DATA PROVIDED BY YOU IS INCOMPLETE?

- a. It is necessary for Us to collect and process Your personal data. If You do not provide Us with Your personal data (which are required for the purpose of the Programme offered by Us), We will not be able to effectively provide products and/or services to You or process Your personal data for any of the purposes, if at all. We will indicate to You if the personal data which We request from You is optional, in which case You have the option not to provide such personal data.

5. YOUR RIGHTS TO ACCESS AND CORRECT YOUR PERSONAL DATA

- a. We are committed to ensuring that Your personal data is stored securely and will store Your personal data only for such duration as necessary and/or as per the PDPA permits. You have the right to request for access to, for a copy of and for amendment and update on Your personal data held by Us by contacting Us. You also have the right at any time to request Us to limit the processing and use of Your personal data (for example, requesting Us to stop sending You any marketing and promotional materials or contacting You for marketing purposes), subject to Our right to rely on any statutory exemptions and/or exceptions to collect, use and disclose Your personal data.
- b. Your written requests or queries should be address to Us by email at: care@bookdoc.com. You may also contact Sun Life Malaysia at brandcommunications@sunlifemalaysia.com.
- c. By providing Your personal data to Us, You consent to Us processing Your personal data in accordance with this Privacy Policy, and You confirm that all personal data provided by You is accurate and complete, and that none of it is misleading or out of date. You will promptly update Us in the event of any change to Your personal data.

6. PERSONAL DATA HANDLED BY US

- a. Please note that with the Programme, You may also get access to the services and/or products provided by the Partner via the Partner's onsite premises, online platform, onsite events and other related platforms. For this, the privacy policy from the Partners' individual platforms shall apply:
 - i. Sun Life Malaysia: <https://www.sunlifemalaysia.com/SunLife/media/SunLifeMedia/PDF/PrivacyNotice.pdf>
 - ii. Health4U Solutions: <https://www.bookdoc.com/privacy-policy/>
 - iii. Roche Diagnostics: <https://www.accu-chek.com.my/privacy-statement-website>
 - iv. Health Lane Family Pharmacy: <https://estore.healthlane.com.my/privacy-policy.html>
 - v. MOG Metro Optical Group: <https://www.mog.com.my/pdpa/>

7. AMENDMENTS TO THIS PRIVACY POLICY

- a. We reserve the right to update and amend this Privacy Policy from time to time. We will notify You of any amendments to this Privacy Policy via announcements on Our website or other appropriate means. If We amend this Privacy Policy, the amendment will only apply to personal data collected after we have posted the revised Privacy Policy.

[Updated: August 1, 2025]