

TERMS AND CONDITIONS FOR MYRAPID / MYRAPID CONCESSION CARD

General

1. Application must be attached with a copy of birth certificate / MyKad / Passport / OKU card for disable citizen and latest student confirmation letter (original) / student card which has been certified by the school / college / university
2. Successful application will entitle the applicant to purchase the requested MyRapid Concession card
3. A photo ID session is required for the successful applicant at our registration counter
4. Card / Pass purchased is non-transferrable
5. Card / Pass purchased MUST be shown to Enforcement Officers upon request
6. Prasarana / RapidKL have the right to seize the purchased Card / Pass if it is misused
7. The company shall not responsible for any loss and / or damage of the Card / Pass how so ever caused
8. All applicants must read, understand, and consent to the Privacy Notice below in order for the application to be processed.
9. Prasarana / RapidKL reserve the right to update and amend these terms and conditions at anytime without prior notice. Prasarana / Rapid KL will notify you of any changes via announcements on our website or other appropriate means

Privacy Notice (According to Personal Data Protection Act 2010)

This privacy notice for personal data ("Privacy Notice") is issued to all our valued customers of [RapidKL], pursuant to the statutory requirements of the Personal Data Protection Act 2010.

During your course of dealings with us, we will collect and process your personal data for purposes, including, without limitation, to communicate with you, provide products and/or services to you, respond to your enquiries or complaints, provide you with information and/or updates on products, services and/or promotions offered by us, and selected third parties and other purposes required to operate and maintain our business as set out in our Privacy Policy (collectively referred to as "Purposes"). A copy of our Privacy Policy is available on our website at www.myrapid.com.my

We will not disclose any of your personal data to any third party without your consent except to our parent company, Prasarana Malaysia Berhad ("Prasarana"), our employees, our affiliates, our business partners, our vendors, our appointed agents, our service providers, financial institutions and/or insurance companies, within and outside Malaysia, if necessary, that provide related products and/or services in connection with our business, any party who undertakes to keep your personal data

It is necessary for us to collect and to retain your personal data. If you do not supply us with your personal data, or do not consent to the above or our Privacy Notice, we will not be able to effectively render certain services to you, if at all.

We are committed to ensuring that your personal data is stored securely. You have the right to request for access to, request for a copy of, request to update or correct your personal data held by us. You 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).

Your written request should be addressed to:

Executive Vice President,

Group Communications and Strategic Marketing

Prasarana Malaysia Berhad,

B-20-1, Level 20, Menara UOA Bangsar,

No. 5, Jalan Bangsar Utama 1, 59000, Kuala Lumpur

Telephone No: +603 2299 1999

Facsimile No: +603 2299 1918

Email address: suggest@rapidkl.com.my

We reserve the right to update and amend this Privacy Notice from time to time. We will notify you of any changes via announcements on our website or other appropriate means.

This Privacy Notice is issued in both English and Bahasa Malaysia. In the event of any inconsistencies or discrepancies between the English version and the Bahasa Malaysia version, the English version shall prevail.

Acknowledgment and consent

I acknowledge that I have read and understood this Privacy Notice and confirm that:

(a) consent to you processing my personal data in accordance with this Privacy Notice;

(b) I also confirm that all personal data provided by me is accurate, complete, not misleading and up-to-date; and

(c) to the extent that I have provided (or will provide) personal data about my family, spouse and/or other dependents, I have obtained their consent to provide their personal data to you and they consent to their personal data being processed in accordance with this Privacy Notice, and with respect to any individuals not legally competent to give consent, I consent on their behalf (and I confirm that I have the authority to do so).

Signature: _____

Name : _____

Date : _____

MyRapid Concession Senior Citizens, People with Disabilities & Student Card

1. The Senior Citizen Card, People with Disabilities and Student Cards (collectively referred to as 'Concession Cards') can be applied at the Concession Registration Counter, Pasar Seni Bus Hub, between 9am to 5pm, Monday to Saturday
2. All senior citizens (i.e. citizens above the age of 60) may apply for the Senior Citizen Card. A photocopy of the applicant's MyKad must be attached together with the application form
3. People with Disabilities registered with the Social Welfare Department ("JKM") with sight, hearing, psychiatric, speech, learning and other physical disabilities may apply for the People with Disabilities Card. A photocopy of the applicant's MyKad JKM card must be attached together with the application form
4. Students in all category e.g. Primary, Secondary, College and University who currently studying in Malaysia (including foreign students) may apply for Student Card. For students above 18 years old, the study duration must be above 6 months from the date of application and card must be renewed on yearly basis with updated supporting documents.
5. All applicants below the age of 18 must obtain a parent / guardian's consent to apply for their Student Card
6. This card is issued with RM5.00 card price. An initial purse value of RM5 is required, which is to be borne by the customer.
7. For subsequent reloads, passengers may do so at all RapidKL LRT, Monorail and BRT stations (minimum RM10).
8. Passengers are required to maintain a minimum purse value of RM3 to use RapidKL services
9. The Concession Card may be used at any of the RapidKL services; Bus, LRT, Monorail and BRT
10. The Concession Card must be tapped at card reader when boarding the bus or at the LRT / Monorail / BRT gate upon entry and exit
11. For any reported lost or stolen card, please make a police report immediately and the copy of the report are required for card blacklisting and replacement process. Normal procedure then applies as per new application process above.
11. Use of the Concession Card constitutes acceptance of these terms and conditions

Signature: _____

Date : _____