

## **SINGAPORE MEDIATION CENTRE Personal Data Protection Policy**

### **1 Purpose**

- 1.1. This Personal Data Protection Policy (Policy) sets out the ways in which the Singapore Mediation Centre (SMC ) collects, uses, discloses and retains personal information in order to carry out our activities and operations; and the measures we take to protect your personal information. The Policy is designed to meet the requirements of Singapore's personal data protection laws.

### **2 Application of Policy**

- 2.1. This Policy applies to all personal information collected, used and/or disclosed by SMC in connection with and/or for the purposes of its operations. By providing this information to SMC you agree to the terms of this Policy in force at the material time. As this Policy may be updated periodically to ensure consistency with any changes in legal requirements, you are encouraged to review this Policy to be informed of how your information is being used and protected.

### **3 Types of Personal Information collected**

- 3.1. SMC will only collect, use or disclose Personal information about an individual which it reasonably considers necessary for the purposes of its activities and/or operations.
- 3.2. Personal information is any information that can identify an individual or information about an identifiable individual, such as an individual's home address, telephone number, or a member's transaction activity in relation to SMC activities. SMC may collect identifying information, such as (but not limited to) the individuals's name, address, date of birth, telephone number, email address, NRIC/ Passport number, nationality depending on SMC activity/service.
- 3.3. This Policy does not apply to aggregated information which summarises statistical information about groups of members, and which does not include name, contact information, or any other information that would allow any particular individual to be identified.

### **4 How Personal Information is collected**

- 4.1. Personal information can be collected (but not limited to) when it is:
  - (i) provided by an individual for our services, activities or for membership purposes;
  - (ii) provided to us by so that we can carry out our services, activities or membership obligations.

- 4.2. Personal information can be collected through telephone calls, emails, other written correspondence, visits to our premises or direct interaction with SMC at meetings and events.

## 5 Purpose and Use of Collection of Personal Information

- 5.1. SMC collects and uses your personal information to operate its website, deliver its goods and/or services requested, and to carry out SMC activities. SMC may also use, where relevant, personal information to provide information on products or services available from the SAL group<sup>1</sup>
- 5.2. SMC **does not** sell, rent or lease its member/customer particulars to third parties. SMC may share data with trusted partners in order to administer its membership services, to help it perform statistical analysis, send email or postal mail to its members, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to SMC, and they are required to maintain the confidentiality of your information

## 6 Security of Personal Information

- 6.1. SMC secures your personal information from unauthorised access, use or disclosure. SMC secures the personal information provided on computer servers in a controlled, secure environment, protected from unauthorised access, use or disclosure and will not share your personal information with third parties without your permission, except if required by law or a court order to do so.
- 6.2. Visiting SMC's website does not capture data that allows it to identify individuals separately.

## 7 Withdrawal of consent to use Personal Information

- 7.1. The collection and handling of personal information is necessary to maintain to carry out SMC's administration of services and activities.
- 7.2. However, you can opt out of the collection and/or handling of your personal information for other purposes such as marketing and promotional material from the SAL group<sup>1</sup>. You can do so at any time by
- (i) unsubscribing from any electronically-received publications;
  - (ii) contacting us at (65) 6332 4366;
  - (iii) faxing us at (65) 6333 5085;
  - (iv) or by emailing us at [enquiries@mediation.com.sg](mailto:enquiries@mediation.com.sg).
- 7.3. If you opt out as mentioned in paragraph 7.2, you will no longer receive any communications from SMC in relation to these marketing and promotional offers but

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<sup>1</sup> SAL group refers to SAL, its affiliates, subsidiaries and related corporations.

you will continue to receive communications from SMC relating to your membership obligations and rights and any other services that you may have engaged SMC for.

## **8 Access, accuracy and correction of personal information**

- 8.1. We rely on you to ensure that the personal information provided is accurate and please let us know of any changes to your personal information. You may request access to your own personal information and may also update the accuracy or completeness of such information, and request that corrections be made to it. Please send all your enquiries, requests and notifications to [enquiries@mediation.com.sg](mailto:enquiries@mediation.com.sg) with the subject header "Change in Particulars –[*Your name*]"