

LINETYPE DATA PROTECTION NOTICE FOR CUSTOMERS

Effective Date: [Date]

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NOTES AND INSTRUCTIONS FOR USE OF THIS GENERATED TEMPLATE NOTICE

1. An organisation that wishes to use the generated template notice should ensure that the policies and processes described are aligned with its own internal policies and processes.
2. Do review the generated template notice (inputs provided are highlighted in yellow) and confirm whether it meets the organisation's requirements and whether any additional or alternative clauses may be required.
3. The generated template notice is crafted broadly for general use and purposes, but may be adapted by the organisation to suit a more specific use and purpose, such as for publication on its website policies, or as part of its website, mobile application or pro forma invoice.
4. Use of the generated template notice does not mean that an organisation will be in compliance with the Personal Data Protection Act 2012 ("PDPA") (or any other law). An organisation is encouraged to seek professional legal advice if it is uncertain of its obligations under the PDPA or if it requires assistance with the drafting of such a Notice for its particular purposes and context.
5. Please refer to the advisory guidelines published by the PDPC at www.pdpc.gov.sg for more information about the PDPA and its requirements.

This Data Protection Notice ("Notice") sets out the basis which *linetype* ("we", "us", or "our") may collect, use, disclose or otherwise process personal data of our customers in accordance with the Personal Data Protection Act ("PDPA"). This Notice applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

1. PERSONAL DATA

1.1. As used in this Notice:

1.1.1. "customer" means an individual who (a) has contacted us through any means to find out more about any goods or services we provide, or (b) may, or has, entered into a contract with us for the supply of any goods or services by us; and

1.1.2. "personal data" means data, whether true or not, about a customer who can be identified: (a) from that data; or (b) from that data and other information to which we have or are likely to have access.

1.2. Depending on the nature of your interaction with us, some examples of personal data which we may collect from you include name, residential address, email address, telephone number, nationality, gender, date of birth, marital status and financial information.

1.3. Other terms used in this Notice shall have the meanings given to them in the PDPA (where the context so permits).

2. COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

2.1. The data collected generally are provided to us voluntarily by you directly or via a third party who has been duly authorised by you to disclose your personal data to us (your "authorised representative") after (i) you (or your authorised representative) have been notified of the purposes for which the data is collected, and (ii) you (or your authorised representative) have provided written consent to the collection and usage of your personal data for those purposes, or (b) collection and use of personal data without consent is permitted or required by the PDPA or other laws. We shall seek your consent before collecting any additional personal data and before using your

personal data for a purpose which has not been notified to you (except where permitted or authorised by law).

2.2. We may collect and use your personal data for any or all of the following purposes:

- 2.2.1. performing obligations in the course of or in connection with our provision of the goods and/or services requested by you;
- 2.2.2. verifying your identity;
- 2.2.3. responding to, handling, and processing queries, requests, applications, complaints, and feedback from you;
- 2.2.4. managing your relationship with us;
- 2.2.5. processing payment or credit transactions;
- 2.2.6. complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority;
- 2.2.7. any other purposes for which you have provided the information;
- 2.2.8. transmitting to any unaffiliated third parties including our third party service providers and agents, and relevant governmental and/or regulatory authorities, whether in Singapore or abroad, for the aforementioned purposes; and
- 2.2.9. any other incidental business purposes related to or in connection with the above.

2.3. We may disclose your personal data:

- 2.3.1. where such disclosure is required for performing obligations in the course of or in connection with our provision of the goods and services requested by you; or
- 2.3.2. to third party service providers, agents and other organisations we have engaged to perform any of the functions with reference to the above mentioned purposes.

3. RELIANCE ON THE LEGITIMATE INTERESTS EXCEPTION

- 3.1. In compliance with the PDPA, we may collect, use or disclose your personal data without your consent for the legitimate interests of *linetype* or another person. In relying on the legitimate interests

exception of the PDPA, *linetype* will assess the likely adverse effects on the individual and determine that the legitimate interests outweigh any adverse effect.

- 3.2. In line with the legitimate interests' exception, we will collect, use or disclose your personal data for the following purposes:
 - 3.2.1. Fraud detection and prevention;
 - 3.2.2. Detection and prevention of misuse of services;
 - 3.2.3. Network analysis to prevent fraud and financial crime, and perform credit analysis; and
 - 3.2.4. Collection and use of personal data on company-issued devices to prevent data loss.

The purposes listed in the above clause may continue to apply even in situations where your relationship with us (for example, pursuant to a contract) has been terminated or altered in any way, for a reasonable period thereafter.

4. WITHDRAWING YOUR CONSENT

- 4.1. The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing. You may withdraw consent and request us to stop collecting, using and/or disclosing your personal data for any or all of the purposes listed above by submitting your request in writing or via email to our Data Protection Officer at the contact details provided below.
- 4.2. Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within seven (7) business days of receiving it.
- 4.3. Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our goods or services to you and we shall, in such circumstances, notify you before

completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us in writing in the manner described in clause 7 above.

- 4.4. Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclose without consent is permitted or required under applicable laws.

5. ACCESS TO AND CORRECTION OF PERSONAL DATA

- 5.1. If you wish to make (a) an access request for access to a copy of the personal data which we hold about you or information about the ways in which we use or disclose your personal data, or (b) a correction request to correct or update any of your personal data which we hold about you, you may submit your request in writing or via email to our Data Protection Officer at the contact details provided below.
- 5.2. Please note that a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing your request.
- 5.3. We will respond to your request as soon as reasonably possible. In general, our response will be within seven (7) business days. Should we not be able to respond to your request within thirty (30) days after receiving your request, we will inform you in writing within thirty (30) days of the time by which we will be able to respond to your request. If we are unable to provide you with any personal data or to make a correction requested by you, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).

6. PROTECTION OF PERSONAL DATA

- 6.1. To safeguard your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as minimised collection of personal data, authentication and access controls (such as good password

practices, need-to-basis for data disclosure, etc.), up-to-date antivirus protection, regular patching of operating system and other software, securely erase storage media in devices before disposal, web security measures against risks, and security review and testing performed regularly.

6.2. You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

6.3. Purpose of Data Destruction:

6.3.1. The data controller [linetype] recognizes the importance of safeguarding personal data and is committed to ensuring that any personal data collected and processed in accordance with the Personal Data Protection Act (PDPA) is securely destroyed when it is no longer required for the purposes for which it was collected.

6.3.2. Data Destruction Process:

6.3.2.1. Personal data will be destroyed in a manner that prevents unauthorized access or disclosure. The destruction process will be conducted using industry-standard methods to ensure the irreversibility of the data destruction.

6.3.3. Timely Destruction:

6.3.3.1. Personal data will be destroyed as soon as it is no longer necessary for the purposes for which it was collected, unless there is a legal obligation to retain the data. Regular reviews will be conducted to identify and promptly destroy data that is no longer required.

6.3.4. Notification of Data Destruction:

6.3.4.1. Users will be notified when their personal data is scheduled for destruction, unless such notification is prohibited by law or regulatory requirements.

6.3.5. Documentation of Destruction:

- 6.3.5.1. The data controller will maintain records of the destruction of personal data, including the date and method of destruction, as well as the personnel responsible for overseeing the destruction process.
- 6.3.5.2. Vendor Selection:
 - 6.3.5.2.1. The incineration process will be carried out by a reputable vendor selected by the entity, ensuring that the vendor adheres to strict security and privacy standards.
- 6.3.6. Exceptions to Destruction:
 - 6.3.6.1. Personal data may be retained beyond its original purpose if required by law, regulatory obligations, or for legitimate business purposes. In such cases, appropriate safeguards will be implemented to protect the data.
- 6.3.7. User's Right to Request Deletion:
 - 6.3.7.1. Users have the right to request the deletion of their personal data. Such requests will be handled in accordance with the procedures outlined in the PDPA and other applicable laws.
- 6.3.8. Changes to Data Destruction Policy:
 - 6.3.8.1. The data controller reserves the right to update or modify this data destruction policy as needed. Users will be notified of any changes in advance, and their continued use of our services after such notification will signify their acceptance of the updated terms.

7. ACCURACY OF PERSONAL DATA

- 7.1. We generally rely on personal data provided by you (or your authorised representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data by informing our Data Protection Officer in writing or via email at the contact details provided below.

8. RETENTION OF PERSONAL DATA

- 8.1. We may retain your personal data for as long as it is necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws.
- 8.2. We will cease to retain your personal data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the personal data was collected, and is no longer necessary for legal or business purposes.

9. TRANSFERS OF PERSONAL DATA OUTSIDE OF SINGAPORE

- 9.1. We generally do not transfer your personal data to countries outside of Singapore. However, if we do so, we will obtain your consent for the transfer to be made and we will take steps to ensure that your personal data continues to receive a standard of protection that is at least comparable to that provided under the PDPA.

10. DATA PROTECTION OFFICER

- 10.1. You may contact our Data Protection Officer if you have any enquiries or feedback on our personal data protection policies and procedures, or if you wish to make any request, in the following manner:

11. EFFECT OF NOTICE AND CHANGES TO NOTICE

- 11.1. This Notice applies in conjunction with any other notices, contractual clauses and consent clauses that apply in relation to the collection, use and disclosure of your personal data by us.

- 11.2. We may revise this Notice from time to time without any prior notice. You may determine if any such revision has taken place by referring to the date on which this Notice was last updated. Your continued use of our services constitutes your acknowledgement and acceptance of such changes.