

AWWA PERSONAL DATA PROTECTION POLICY (“AWWA PDP POLICY”)

AWWA takes our responsibilities under the Personal Data Protection Act 2012 (the “PDPA”) seriously. We recognise the importance of the personal data you have entrusted to us and believe that it is our responsibility to properly manage, protect and process your personal data.

AWWA PDP Policy is designed to assist you in understanding how AWWA collects, uses, discloses and/or process the personal data you have provided to AWWA, as well as to assist you in making an informed decision before providing AWWA with any of your personal data.

For purposes of this AWWA PDP Policy, the term “individual” shall include the legal guardian of AWWA’s client who is a minor or a person who is not legally capable of managing his/her affairs.

If you, at any time, have any queries on this AWWA PDP Policy or any other queries in relation to how AWWA may manages, protects and/or process your personal data, please do not hesitate to contact the AWWA Data Protection Officer at PDPA_DPO@awwa.org.sg

1. Personal data

1.1 Personal data as defined under the PDPA means data, whether true or not, about an individual who can be identified from that data, or from that data and other information to which an organisation has or is likely to access, such as names, NRIC Number or FIN (Foreign Identification Number), photograph or video image of an individual or contact details.

1.2 AWWA will notify you of the purposes for which your personal data may be collected, used, disclosed and/or processed, as well as obtain your consent for the collection, use, disclosure and/or processing of your personal data for the intended purposes, unless permitted by the PDPA or an exception under the law permits AWWA to collect and process your personal data without your consent.

1.3 AWWA may disclose the personal data you have provided to AWWA's third party service providers, agents and/or our affiliates or related organisations, and/or other third parties whether sited in Singapore or outside Singapore, for purposes notified to you.

1.4 Where AWWA disclose your personal data to third parties with your consent, AWWA will employ its best efforts to require such third parties to protect your personal data.

2. Consent from an Individual

2.1 AWWA shall not collect, use or disclose your personal data without first obtaining your consent permitting AWWA to do so.

3. Collection, use and disclosure without consent

3.1 AWWA may use your personal data that may be collected, used or disclosed, without your consent, if the use is necessary for any purpose which is:

3.1.1 the use is necessary for any purpose which is clearly in the interests of the individual, if consent for its use cannot be obtained in a timely way or the individual would not reasonably be expected to withhold consent;

3.1.2 the use is necessary to respond to an emergency that threatens the life, health or safety of the individual or another individual;

3.1.3 the personal data is publicly available;

3.1.4 the use is necessary in the national interest;

3.1.5 the use is necessary for any investigation or proceedings;

3.1.6 the use is necessary for evaluative purposes;

- 3.1.7 the personal data is used for AWWA to recover a debt owed to AWWA by the individual or for AWWA to pay to the individual a debt owed AWWA;
- 3.1.8 the use is necessary for the provision of legal services by AWWA to another person or AWWA to obtain legal services;
- 3.1.9 subject to the conditions in paragraph 3.2, the personal data is used for a research purpose, including historical or statistical research; or
- 3.1.10 the data was collected by AWWA in accordance with section 17(1) of the PDPA, and is used by AWWA for purposes consistent with the purpose of that collection.

3.2 Paragraph 3.1.9 shall not apply unless:

- 3.2.1 the research purpose cannot reasonably be accomplished unless the personal data is provided in an individually identifiable form;
- 3.2.2 it is impracticable for AWWA to seek the consent of the individual for the use;
- 3.2.3 the personal data will not be used to contact persons to ask them to participate in the research; and
- 3.2.4 linkage of the personal data to other information is not harmful to the individuals identified by the personal data and the benefits to be derived from the linkage are clearly in the public interest.

3.3 All consent obtained before the commencement of the 2 July 2014, may be used unless consent for such use is withdrawn or the individual, whether before, on or after the 1 July 2014, has otherwise indicated to the organisation that he does not consent to the use of the personal data.

4. Withdrawal of consent

4.1 You may withdraw your consent given, or deemed to have been given, in respect of the collection, use or disclosure by that organisation of personal data about the individual for any purpose by submitting your withdrawal to the PDPA_DPO@awwa.org.sg

4.2 Upon being notified of the withdrawal of your consent, AWWA will within a reasonable time, cease collecting, using or disclosing the personal data, as the case may be.

4.3 Do take note that in certain circumstances, the withdrawal of your consent may result in AWWA not being able to provide you or the client of AWWA with services.

5. Care of Personal Data

5.1 AWWA shall take reasonable efforts to ensure your personal data is accurate and complete if it provided to third parties. To ensure that your personal data is accurate and updated, kindly provide updates of any changes to AWWA immediately.

5.2 Reasonable security arrangements should be made to prevent unauthorised access, collection, use, disclosure, copying, modification, disposal or similar tasks of the personal data.

5.3 Upon the disposal of consent or the end of the purpose for the collection of the personal data, the personal data should be disposed of within a reasonable time upon the withdrawal of your consent or the end of the purpose for the collection of the personal data.

6. Complaint & Grievance Process

6.1 Should you have any complaint or grievance regarding the handling of your personal data or about how AWWA is complying with the PDPA, kindly contact us as follows:

- Email : PDPA_DPO@awwa.org.sg
- Address :

Attention: Data Protection Officer
AWWA Ltd
9 Lorong Napiri
Singapore 547531

7. Updates on AWWA PDP Policy

7.1 As part of AWWA's efforts to ensure that personal data is properly managed, protected and processed, AWWA will be reviewing the AWWA PDP Policy, procedures and processes from time to time.

7.2 AWWA reserves the right to amend the terms of the AWWA PDP Policy at its absolute discretion. This AWWA PDP Policy and any amendment to the AWWA PDP Policy will be posted on AWWA website.