

# Singapore Pools Personal Data Privacy and Protection Policy

Singapore Pools places great importance on the confidentiality, privacy and protection of personal and transaction data. This policy sets out the way we handle personal data provided to us.

## 1. What We Collect

1.1 We collect and use personal data necessary to conduct our business with you. The types of data we collect may include, but is not limited to:

- a. Full name
- b. Identity document number e.g. NRIC, FIN, passport number
- c. Photographs or video images
- d. Mobile or residential telephone number
- e. E-mail address
- f. Residential address
- g. Nationality
- h. Date of Birth

1.2 Transactional data refers to data generated in the course of business such as betting transactions.

1.3 Close-circuit television (CCTV) footage recording transactions and movement, where the individuals may be identified are primarily for security purpose, investigations into customer complaints and other authorised purpose. Singapore Pools does not use CCTV footage for marketing purpose.

## 2. When We Collect

2.1 When you open a Singapore Pools Account or when you update your personal particulars.

2.2 When you attend our corporate events or respond to our programmes, contests or survey.

2.3 When your image is captured by our photographers or videographers at our events.

2.4 When your image is captured on our CCTV system.

2.5 When you apply for a job with us.

2.6 When you provide feedback or contact customer service officers

### **3. Purposes for Collection, Use and Disclosure of your Personal Data**

3.1 Singapore Pools collects data only for the specified purpose(s). Where the data is used for communicating product-related information, we operate on opt-in basis, and within the scope of consent.

3.2 To send you information, promotions, updates and marketing and advertising material. We do not make cold calls or use any third-party contact lists for communicating product-related information.

3.3 To respond to your requests and queries

3.4 To enforce our rules and regulations, contractual and legal rights and obligations.

3.5 To ensure security for our premises.

3.6 To facilitate the employment of staff by Singapore Pools.

3.7 To comply with the law, any requests from law enforcement and regulatory officials, or orders of court.

3.8 Access to customer details and transactions is on a need-to-know basis. Towards any other purpose of use for which we have obtained your consent, express or implied.

### **4. Protection of your Personal Data**

4.1 All data is handled in accordance with Singapore Pools' Security Policy, which covers measures to prevent the unauthorized disclosure or loss of data or information.

4.2 All Singapore Pools staff are trained in the proper handling and protection of personal data.

4.3 All Singapore Pools vendors and suppliers are obligated to abide by our data privacy and protection policies.

4.4 Singapore Pools will not reveal details of your personal information / data to any other person unless we have your permission or is required under a legal obligation or any other duty to do so.

## **5. Accuracy of your Personal Data**

5.1 Singapore Pools will correct any inaccurate data when notified by the authorised party.

## **6. Retention of your Personal Data**

6.1 Singapore Pools will retain such personal data in accordance with respective business needs and/or legal requirements.

## **7. Contacting Us – Withdrawal of Consent, Access and Correction of your Personal Data**

7.1 If you:

- (a) have any questions or feedback relating to your Personal Data or our Data Protection Policy;
- (b) would like to withdraw your consent to any use of your Personal Data as set out in this Data Protection Policy; or
- (c) would like to obtain access and make corrections to your Personal Data records, via the following:

- Customer Service Line: 6786 6688
- Written mail to: Singapore Pools (Private) Limited, 210 Middle Road, #01-01 Singapore 188994
- Via the online feedback form on Pools' website (<http://www.singaporepools.com.sg/en/cu/Pages/default.aspx>)

We will make the necessary amendments and confirm that these have been made as soon as practicable upon our receipt of your request.

7.2 You can also withdraw your consent previously given through the “unsubscribe” or opt-out clause attached to our communications. If you wish to make a blanket withdrawal of consent, you can do so by filling up this form (refer to Annex A ).

7.3 Upon receiving any withdrawal of consent, we shall acknowledge the withdrawal request and confirm that the marketing communication will stop within 5 working days

7.4 If you are aware of any actual or potential breach of security in relation to personal data, you can report the breach to Singapore Pools Principal Data Protection Officer.

## **8. Update**

8.1 Singapore Pools reserves the right to amend this Personal Data Privacy and Protection Policy at any time by posting such changes on our Corporate Websites.

## Annex A

### Blanket Withdrawal of Consent Form

Name :

#### Contact details

E-mail : \_\_\_\_\_

Mobile number : \_\_\_\_\_

Postal address : \_\_\_\_\_

\_\_\_\_\_

I hereby revoke all and any consent previously given to Singapore Pools for product-related information. Singapore Pools may only contact me on transaction or other business related matters.

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

Updated as at 1 Nov 2017.