

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.

What We Collect

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:

1. Personal data refers to data from which an individual can be identified.
 - a. Full name
 - b. Identity document number e.g. NRIC, FIN, passport number
 - c. Photographs or video images from which an individual can be clearly identified
 - d. Mobile or residential telephone number
 - e. Personal e-mail address
 - f. Residential address

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

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.

Our Principles

To protect the confidentiality of your personal data provided to us, our data privacy principles are as follows:

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.
2. We do not make cold calls or use any third-party contact lists for communicating product-related information.
3. 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. Access to customer details and transactions is strictly on a need-to-know basis.
5. We will correct any inaccurate data when notified by the authorised party.
6. All Singapore Pools staff are trained in the proper handling and protection of personal data.
7. All Singapore Pools vendors and suppliers abide by our data privacy and protection policies.
8. Singapore Pools will not reveal details of your personal information / data to any other person unless we have your permission or is under either a legal obligation or any other duty to do so.

Access to your personal data

1. You may request access to and correct your Personal Data held by us. A request for access or correction to, or deletion of Personal Data held by us must be in writing and sent to us via postal mail to the following address:

Singapore Pools Principal Data Protection Officer
210 Middle Road #01-01
Singapore Pools Building
Singapore 188994

We will make the necessary amendments and confirm that these have been made within 7 business days upon our receipt of your request.

2 You can withdraw your consent previously given through the “unsubscribe” or opt-out clause attached to all 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) .

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

Update

Singapore Pools reserve the right to amend this Personal Data Privacy and Protection Policy at any time by posting such changes on our Corporate Websites. Any such change, update, or modification will be effective immediately upon posting.

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