



**DATA PROTECTION NOTICE FOR
DONORS, BENEFICIARIES AND VOLUNTEERS**

V1 NOV 2022

DATA PROTECTION NOTICE FOR DONORS, BENEFICIARIES AND VOLUNTEERS

This Data Protection Notice (“**Notice**”) sets out the basis which Tasek Academy and Social Services Limited (“**we**”, “**us**” or “**our**”) may collect, use, disclose or otherwise process personal data of our prospective beneficiaries, beneficiaries, beneficiaries' authorised representative, donors, volunteers in accordance with the Personal Data Protection Act (“**PDPA**”), such personal data being in or coming into our possession or control, and/or in the possession of organisation(s) which we have engaged to collect, use, disclose or process personal data for our purposes.

Insofar as we are required to collect, use, disclose or otherwise process personal data of our beneficiaries on behalf of government ministries or statutory boards, we also shall comply with the data protection policies instituted by such government ministries or statutory boards.

PERSONAL DATA

1. In this Notice, “**personal data**” means data, whether true or not, about an individual 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.
2. Personal data which we may collect from you in the course of your interaction with us includes, without limitation, your:
 - i. name and/or alias, gender, identification numbers such as in NRIC/FIN, work permit, and birth certificate, date of birth, nationality, country and city of birth, date of birth, marital status;
 - ii. Mailing/residential address, telephone numbers, email address and other contact details;
 - iii. resume, educational qualifications, professional qualifications and certifications and employment references;
 - iv. employment and training history;
 - v. medical history;
 - vi. salary information and bank account details; and
 - vii. details of your next-of-kin, spouse and other family members.
3. Other terms used in this Notice shall have the meanings given to them in the PDPA (where the context so permits).

COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

4. We generally do not collect, use, and/or disclose your personal data, in the course of or in connection with your interaction with us, unless (a) you voluntarily provide your personal data to us, or via a third party who has been duly authorised by you to disclose your personal data to us (your “**authorised representative**”), (b) you (or your authorised representative) provide your personal data to us, having been notified of the purposes for which the personal data is collected, to be used and/or disclose, or (c) where this is permitted, or your consent is not required, under the PDPA or other laws.
5. We may collect, use, and/or disclose your personal data for any or all of the following non-exhaustive purposes, where applicable:
 - i. Establishing or managing your relationship with us. This includes:
 - (a) Where you are a prospective beneficiary,
 - I. processing and evaluating your eligibility and suitability for our services.
 - (b) Where you are a beneficiary,
 - I. providing the services requested by you;
 - II. monitoring, evaluating and/or auditing of the services provided. This may include an assessment of the quality of the services provided and the effects

- of the services provided (both in the short and long term, and even after you have stopped using the services); and
- III. current or future research related to your personal circumstances or services you used. We will notify you and obtain your written consent before using your personal data for any specific research project, unless otherwise permitted under the PDPA or other laws.
- (c) Where you are a beneficiary's authorised representative,
 - I. processing and evaluating the beneficiary's eligibility and suitability for our services.
 - (d) Where you are a donor,
 - I. processing your donations and your tax-deduction claims.
 - (e) Where you are a volunteer,
 - I. processing and evaluating your suitability to volunteer; and
 - II. monitoring, evaluating and/or auditing of the services you participated in.
- ii. providing you with information on our upcoming events or activities or programmes, where you have specifically requested to receive such information;
 - iii. verifying your identity;
 - iv. responding to, handling, and processing queries, requests, applications, complaints and feedback from you;
 - v. 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;
 - vi. any other purposes for which you have provided the information;
 - vii. 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
 - viii. any other incidental purposes related to or in connection with the above.
6. We may also disclose your personal data:
- i. where such disclosure is required for, or in connection with, the provision of the services requested by you;
 - ii. to third party service providers, agents and other organisations we have engaged to perform any of the purposes listed in clause 5 above for us;
 - iii. to comply with any applicable laws, regulations, codes of practice, guidelines, rules or requests by public agencies, or to assist in law enforcement and investigations; and
 - iv. any other party to whom you authorised us to disclose your personal data to, or where necessary to undertake any action requested by you.
7. The purposes listed in the above clauses may continue to apply even in situations where your relationship with us) has been terminated or altered in any way, for a reasonable period thereafter (including, where applicable, a period to enable us to enforce our rights under any contract with you).

DEEMED CONSENT BY NOTIFICATION

8. We may collect or use your personal data, or disclose existing personal data for secondary purposes that differ from the primary purpose which it had originally collected for pursuant to clauses 4 and 5 above. If we intend to rely on deemed consent by notification for such secondary purposes, we will notify you of the proposed collection, use and/or disclosure of your personal data through an appropriate mode(s) of communication.
9. Before relying on deemed consent by notification, we will assess and determine that the collection, use and disclosure of the personal data will not likely have an adverse effect on you.

10. You will be given a reasonable period to inform us if you wish to opt-out of the collection, use and disclosure of your personal data for such purposes.
11. After the lapse of the opt-out period, you may notify us that you no longer wish to consent to the purposes for which your consent was deemed by notification by withdrawing your consent for the collection, use or disclosure of your personal data in relation to those purposes.

RELIANCE ON THE LEGITIMATE INTERESTS EXCEPTION

12. In compliance with the PDPA, we may collect, use or disclose your personal data without your consent for the legitimate interests of us or another person. In relying on the legitimate interests exception of the PDPA, we will assess the likely adverse effects on you and determine that the legitimate interests outweigh any such adverse effects.
13. In line with the legitimate interests' exception, we may collect, use or disclose your personal data for the following purposes:
 - i. Fraud detection and prevention; and
 - ii. Detection and prevention of misuse of services.

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.

WITHDRAWING YOUR CONSENT

8. 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 or your authorised representative in writing. You or your authorised representative 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 via email or otherwise in writing to our Data Protection Officer at the contact details provided below. If you are unable to submit your request in writing or if you require any assistance with the submission of your request, you can ask to speak to or meet with our Data Protection Officer.
9. 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 thirty (30) business days of receiving it. Please note that the withdrawal of your consent may impede the purposes for which your personal data was collected, used, and/or disclosed by us in the first place.
10. 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.

ACCESS TO AND CORRECTION OF PERSONAL DATA

11. If you wish to make a request (a) to 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) to correct or update any of your personal data which we hold, you may submit your request via email or otherwise in writing to our Data Protection Officer at the contact details provided below. If you require assistance with the submission of your request, you can ask to speak to or meet with our Data Protection Officer.
12. 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.

13. 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).
14. Please note that depending on the request that is being made, we will only need to provide you with access to the personal data contained in the documents requested, and not to the entire documents themselves. In those cases, it may be appropriate for us to simply provide you with confirmation of the personal data that our organisation has on record, if the record of your personal data forms a negligible part of the document.

PROTECTION OF PERSONAL DATA

15. 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.), encryption of data, and up-to-date antivirus protection.
16. 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.

ACCURACY OF PERSONAL DATA

17. 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 at the contact details provided below.

RETENTION OF PERSONAL DATA

18. 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.
19. 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.

TRANSFERS OF PERSONAL DATA OUTSIDE OF SINGAPORE

20. 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.

DATA PROTECTION OFFICER

21. 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:

Contact No. : 6966 6140

Email Address : pdpa@tasekjurong.org

EFFECT OF NOTICE AND CHANGES TO NOTICE

22. 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.
23. 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.

Effective date : 03/01/2023
Last updated : 03/01/2023