



## **THE RED PENCIL (SINGAPORE) DATA PROTECTION POLICY**

We, at The Red Pencil (Singapore), respect your privacy and take our responsibilities under the Personal Data Protection Act 2012 (the “PDPA”) seriously.

This Data Protection Policy is established to assist you in understanding how we collect, use and/or disclose the personal data you have provided us.

### **Personal Data**

“Personal Data”, as defined under the PDPA, refers to 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 have access. Common examples of personal data include names, NRIC, passport or other identification numbers, contact information including residential and email addresses and telephone numbers, photographs and video images.

We collect personal data from individuals including our donors, service users, volunteers, community partners, contractors and third-party service providers in meetings, email messages, telephone conversations and via other means that may be employed from time to time in the course of our operations.

We will collect your personal data in accordance with the PDPA. In general, before we collect any personal data from you, we will notify you the purposes for which your personal data may be collected, used and/or disclosure of your personal data for the intended purpose.

### **Collection and Use**

Personal data that may be provided to us include but not limited to your name, NRIC, photograph, home address, contact number(s), email addresses, credit card information, and any other information in relation to your employment or job application with us (if you are our employee or you are applying for a job with us).

We may collect these personal data in the following manners:

- i. When you interact with us through the telephone, letters, face-to-face meetings or emails;
- ii. When you submit a donation to The Red Pencil (Singapore);
- iii. When you request that we contact you;
- iv. When you submit your personal data for any other reasons including those that are required by laws and/or our administrative policies and procedures

We may use the personal data collected for any or all of the following purposes:

- i. verifying your identity;
- ii. managing administration and operations, and complying with internal policies and procedures;
- iii. managing your relationship with us;
- iv. processing payment or credit transactions;



- v. sending our information about our goods or services including notifying you of our events, initiatives and programmes;
- vi. responding to your individual needs, queries, feedback or communicating with you;
- vii. publishing event videos, photographs, articles and activity updates, publicity materials and/or other features on our website, annual reports, on our social media platforms or other hard copies;
- viii. responding to requests for information from government or public agencies, ministries, statutory boards or other similar authorities or non-government agencies authorised to carry out specific Government services or duties;
- ix. transmitting to any unaffiliated third parties including our third-party service providers and agents to perform functions on our behalf.

## **Disclosure**

We respect your privacy and will take reasonable steps to protect your personal data against unauthorised disclosure.

However, please note that we may disclose your personal data to third parties without first obtaining your consent in certain situations including but not limited to the following:

- i. when required for compliance with the law;
- ii. to respond to an emergency that threatens the life, health or safety of the member;
- iii. for any investigation or proceedings;
- iv. when certain data has to be shared with our business partners and/or any other third-party service providers. For such co-operation, Non-Disclosure Agreement is signed and only required data is to be shared;
- v. when we need to post some of your personal data on our website.

## **Access to and Correction of Personal Data**

Upon request, we will provide you with access to your personal data or correct an error or omission in your personal data that is in our possession or control in accordance with the requirements of the PDPA. All requests for access to and correction of personal data in writing or via email may be submitted to our Data Protection Officer.

## **Protection of Personal Data**

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 security arrangements such as up-to-date antivirus protection, encryption and the use of privacy filters to secure all storage and transmission of personal data by us, and disclosing personal data both internally and to our authorised third-party service providers and agents only on a need-to-know basis.

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.



## **Retention of Personal Data**

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.

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.

Data will not be held when it is no longer necessary for any business or legal purposes. Personal data that is no longer needed will be destroyed or disposed of in a secure manner. This applies to both paper documents and electronic data.

## **Contact us**

You may contact our Data Protection Officer if you:

- i. have any questions in relation to how your personal data is handled by us,
- ii. would like to withdraw your consent to any use or disclosure of your personal data as set out in this notice,
- iii. would like to obtain access\* and make correction to your personal data records,

*\* a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing your request.*

## **Data Protection Officer**

The Red Pencil  
(Singapore)  
Tan Kee Yun  
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