



PERSONAL DATA MANAGEMENT OF SATHYA SAI SOCIAL SERVICE (SINGAPORE)

1 Data Protection Policy

- 1.1 Sathya Sai Social Service (4S) respects and values the privacy of our stakeholders, namely service users and their care-givers or family members, donors, volunteers, partners, job applicants and employees. 4S is committed to protecting the personal data provided by the stakeholders and/or their authorised representatives in accordance with the Personal Data Protection Act, 2012 (the "PDPA").
- 1.2 This 4S' Data Protection Policy (the "Policy") guides how the management and staff of 4S managed facilities or programmes (collectively known as "4S") collect, store and manage the stakeholders' personal data. By providing your personal data to 4S, it will be deemed that you have agreed and consented to the collection, use and disclosure of your personal data by 4S and its representatives and/or agents for the purpose of maintaining your relationship with 4S.
- 1.3 4S may from time to time update the Policy to ensure compliance with the relevant requirements introduced from time to time by the relevant authorities. Any changes and/or updates to our Policy will be published on our website. Your continued use of our services or association with 4S constitutes your agreement to be bound by the Policy and/or acceptance of such changes.

2 Consent, Collection, Use and Disclosure of Personal Data

- 2.1 We shall explain to you the purposes of obtaining your personal data and seek your consent in writing for the collection, use and disclosure of the personal data provided by you for those purposes, except where permitted or authorised by law. If you are unable to give consent, we will not be able to provide you with the intended services or information you are requesting.
- 2.2 Depending on your relationship with 4S, we may use your personal data for any of the following purposes:
 - Establishing or managing relationship such as employment, use of services, processing donation, volunteer management and research;
 - Providing information to involved parties as requested on 4S upcoming events and/or activities;
 - Verification of identities;
 - Human Resource and recruitment purposes;
 - Responding to, handling and processing query, request, application, complaint and feedback;
 - 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;

- Transmitting to any unaffiliated third parties, including 4S third party service provider/agents, and relevant governmental and/or regulatory authorities; and
- Any other incidental purposes related to or in connection with the above

3 Updating, Access to and Withdrawal of Personal Data

- 3.1 In order to ensure that your personal data is current, complete and accurate, please inform us if there are changes to your personal data.
- 3.2 If you wish to access or withdraw any of your personal data which 4S has obtained from you, you may submit your request via email, to the **4S Data Protection Officer** at the contact details provided below. Your request may not be acceded to if such related personal data is under legal proceeding, there is no proper identification or the request is carried out with suspected fraudulent intent.
- 3.3 Failure to update or withdrawal of your personal data may result in our inability to provide or continue to provide you with the services required.
- 3.4 Withdrawal of consent does not apply to the retention of your personal data if the purpose(s) for which the data was collected remains valid and 4S is required to retain the information for legal or business purpose.

4 Protection of Personal Data

- 4.1 4S strive to protect the security of your personal data and have put in place appropriate administrative, physical and technical measures to restrict access to and use of the data. These measures are constantly reviewed and enhanced. However, no method of transmission over the Internet or method of electronic storage is completely secure.
- 4.2 Only authorised person will be permitted to have access to personal data. Disclosing personal data both internally or to any authorised third party service providers or agents is on a need-to-know basis.

5 Disclosure of Personal Data to Third Parties

- 5.1 4S does not disclose personal data to third parties except when required by law, when we have consent from the party involved or in cases where we have engaged a third party to provide necessary services to us such as service providers, consultants, and professionals. The third party will be required to ensure that the personal data disclosed to them is kept confidential and secure.

6 Retention of Personal Data

- 6.1 4S may retain your personal data for as long as it is necessary to fulfil the purpose for which the information was collected, or as required or permitted by applicable laws. We will cease to retain your personal data 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.

- 6.2 For unsuccessful job applicants, the personal data will be retained for one year for the purpose of evaluating the candidate's suitability for future job openings, unless the candidate notifies us otherwise.

7 Transfer of Personal Data

- 7.1 4S does not generally transfer any personal data outside of Singapore, unless otherwise required or permitted by law.

8 Data Protection Officer

- 8.1 You may contact **4S 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. : 67421321
Email Address : DPO@4s.org.sg

For all requests, our response will be within 10 (ten) working days.