



ETANN

CONSULTANTS PTE LTD

Live to Learn . Learn to Live

**DATA PROTECTION
NOTICE
FOR
PARTICIPANTS**

**NOTES AND
DATA PROTECTION NOTICE FOR PARTICIPANTS**

This Data Protection Notice (“**Notice**”) sets out the basis which **Etann Consultants Pte Ltd** (“**we**”, “**us**”, or “**our**”) may collect, use, disclose or otherwise process personal data of our customers in accordance with the Personal Data Protection Act (“**PDPA**”). This Notice applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

PERSONAL DATA

1. As used in this Notice:

“**customer**” means an individual who (a) has contacted us through any means to find out more about any goods or services we provide, or (b) may, or has, entered into a contract with us for the supply of any goods or services by us; and

“**personal data**” means data, whether true or not, about a customer 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. Depending on the nature of your interaction with us, some examples of personal data which we may collect from you include **name, residential address, email address, telephone number, nationality, gender, date of birth, marital status, employment information and education.**

COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

3. We do not collect your personal data unless (a) it is provided to us voluntarily by you directly or to disclose your personal data to us (your “**authorised representative**”) after (i) you (or your authorised representative) have been notified of the purposes for which the data is collected, and (ii) you (or your authorised representative) have provided written consent to the collection and usage of your personal data for those purposes. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorised by law).

4. We may collect and use your personal data for any or all of the following purposes:

- (a) **performing obligations in the course of or in connection with our provision of the goods and/or services requested by you;**
- (b) **verifying your identity;**
- (c) **responding to, handling, and processing queries, requests, applications, complaints, and feedback from you;**
- (d) **managing your relationship with us;**
- (e) **processing payment or credit transactions;**
- (f) **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;**
- (g) **any other purposes for which you have provided the information; and**
- (h) **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.**

5. We may disclose your personal data:
 - (a) where such disclosure is required for performing obligations in the course of or in connection with our provision of the goods and services requested by you; or
 - (b) requested by government department.
6. The purposes listed in the above clauses 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 (including, where applicable, a period to enable us to enforce our rights under a contract with you).

WITHDRAWING YOUR CONSENT

7. 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 in writing. You may withdraw consent by submitting your request in writing or via email to our Data Protection Officer at the contact details provided below.
8. Upon receipt of your written request to withdraw your consent, we shall seek to process your request within **thirty (30)** business days of receiving it.
9. Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our goods or services to you and we shall, in such circumstances, notify you before completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us in writing in the manner described in **clause 8** above.

ACCESS TO AND CORRECTION OF PERSONAL DATA

10. If you wish to make (a) an access request for access to a copy of the personal data, you may submit your request in writing or via email to our Data Protection Officer at the contact details provided below.
11. 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.
12. We will respond to your request as soon as reasonably possible. In general, our response will be within **thirty (30)** business days.

PROTECTION OF PERSONAL DATA

13. 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.), data anonymisation, and security review and testing performed regularly.**
14. 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

- 15. 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 in writing or via email at the contact details provided below.

RETENTION OF PERSONAL DATA

- 16. 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.

TRANSFERS OF PERSONAL DATA OUTSIDE OF SINGAPORE

- 17. We do not transfer your personal data to countries outside of Singapore.

DATA PROTECTION OFFICER

- 18. 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. : 67412792
Email Address : admin@etannsg.com

EFFECT OF NOTICE AND CHANGES TO NOTICE

- 19. 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.
- 20. 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 : 13/10/2021
Last updated : 22/02/2022

I have read and fully understand the contents of this document.

NAME: _____

NRIC: _____

SIGN: _____

DATE: _____