

Privacy Notice

RI-HOC is committed to safeguarding the personal data entrusted to it by individuals. This Privacy Notice (“Notice”) explains how RI-HOC collects, uses, and discloses your personal data so we can serve you better. It also sets out how you can update us or request to be unsubscribed from our records.

1. Your Personal Data

In this Notice and under the Personal Data Protection Act 2012 (No. 26 of 2012) (“PDPA”), “Personal Data” refers to any data or information (whether true or not) about you from which you can be identified, either (i) from that data; or (ii) from that data and other information to which we have or are likely to have access. It includes information such as an individual’s name, identification number, address, mobile phone number, email addresses, photos, and video images of a person.

2. Collection, Use and Disclosure of Personal Data

2.1. Purposes for Personal Data collection, use and disclosure

RI-HOC may collect, use and/or disclose your Personal Data for the purposes listed below as well as for other purposes you specifically consent to:

- a) Marketing and advocacy purposes, including but not limited to the following:
 - To inform you about the products, services, events, and activities of RI-HOC and its related organisations, as well other information which may be of interest to you.

- b) Administration and servicing purposes, including but not limited to the following:
 - To create, administer and update your user account;
 - To verify your identity;
 - To communicate with you, carry out your instructions or respond to your queries/comments;
 - To administer your third-party interactions through RI-HOC;
 - To perform internal operations necessary to provide our services, including troubleshooting software bugs and operational problems, conducting data analysis, testing and research, monitoring and analysing usage and activity trends;
 - For compliance monitoring and audit reviews;
 - To investigate allegations or suspicions of fraud, misconduct, any unlawful action or omission;
 - To archive, back-up or destroy Personal Data;
 - To inform you of changes and updates to our services, products, policies, terms and conditions and other administrative information.

- c) To comply with applicable rules, laws, and regulations as well as the legal process or legal requirements of any government agency.

- d) We may collect, use, and disclose Personal Data on behalf of government agencies, in which case we shall do so in accordance with the government’s prevailing data management policies.

2.2. How we collect your Personal Data

RI-HOC may collect your Personal Data in various ways, including without limitation, when you:

- a) visit our websites or use our mobile applications;
- b) volunteer your time with RI-HOC or through our websites or mobile applications;

- c) attend/participate in our events, as photos and/or video recordings may be taken;
- d) register with us for our services or events/activities;
- e) interact with any of our employees, interns, volunteers, board, and committee members e.g., via meetings (physical and online), emails or telephone calls;
- f) respond to our request for additional Personal Data;
- g) request that we contact you, e.g., to be included in a mailing list;
- h) respond to our initiatives or programmes;
- i) participate in any research and/or survey conducted by us or our partners/vendors.

Your Personal Data may also be disclosed to RI-HOC by third parties with your consent, or where otherwise permitted by law.

We may also collect Personal Data where required or permitted by laws or regulations binding on RI-HOC for any purpose.

2.3. Who we may disclose your Personal Data to

We may provide your Personal Data to various third parties for the purposes mentioned above. Such third parties include without limitation:

- financial institutions, payment processors and facilitators;
- marketing partners and marketing platform providers;
- RI-HOC API developers;
- RI-HOC volunteers;
- RI-HOC-related organisations;
- Professional advisors such as lawyers and auditors;
- Law enforcement officials;
- Government agencies and regulatory bodies;
- Other third-party service providers including those engaged by RI-HOC;
- Any other party to whom you authorise us to disclose your Personal Data.

2.4. Consent

RI-HOC shall always seek your consent to collect, use or disclose your Personal Data, except in specific circumstances where collection, use or disclosure without consent is authorized or required by law.

RI-HOC may not be able to fulfil certain services if you are unwilling to provide consent to the collection, use or disclosure of certain Personal Data.

RI-HOC may assume that you have consented to the collection, use and disclosure of your Personal Data in situations where you provided Personal Data for obvious purposes.

RI-HOC do not get consent on behalf of another individual. RI-HOC only get consent from the individual who will be dealing directly with us.

2.5. Notification Obligation

Either before or when we collect your Personal Data, RI-HOC shall inform you of the purpose for which the Personal Data is collected, except when such Personal Data is provided by you for an

obvious purpose (E.g., when you provide Personal Data to register for an event, as such the purpose is for that event participation).

2.6. Accuracy Obligation

RI-HOC generally relies on the Personal Data provided by you. 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 (refer to Section 9 (Contacting Us)).

RI-HOC will not be responsible for relying on inaccurate or incomplete Personal Data provided to us. Failure to provide complete and accurate information may result in our inability to provide you with services you have requested and/or other administrative delays.

2.7. Transfer and Disclosure of Personal Data in and outside Singapore

RI-HOC may disclose Personal Data to internal/external parties located overseas for necessary and appropriate purposes. Such transfer shall be done in a manner that is secure and in accordance with PDPA requirements. If this is not so, we will enter into a contractual agreement with the receiving party to accord similar levels of data protection as those in Singapore.

3. Security and Storage

3.1 Protection and Storage of your Personal Data

We will endeavour to protect your Personal Data in our possession and will guard against risks of unauthorized access, collection, use, disclosure, copying, modification, disposal, or destruction, through reasonable and appropriate security measures.

We strive to ensure that our systems are secure and that they meet the industry standards and have put in place appropriate physical, electronic and managerial procedures to safeguard and secure the Personal Data in our possession.

3.2. Retention of your Personal Data and Requests to Delete your Personal Data

We will only retain your Personal Data for as long as it is necessary for our business or legal purposes.

You may request that your Personal Data be deleted by contacting our Data Protection Officer (DPO) (refer to Section 9 (Contacting Us)). Do note that we will not be able to delete your Personal Data if we require it for business or legal purposes. In such circumstances, you may nevertheless withdraw your consent to the further use or disclosure of your Personal Data (refer to Section 4 (Withdrawal of Consent)).

4. Withdrawal of Consent

4.1. If you wish to withdraw your consent to any collection, use or disclosure of your Personal Data as set out in this Notice, you may contact the DPO (refer to Section 9 (Contacting Us)).

4.2. Please note that if you withdraw your consent to the collection, use, and/or disclosure of your Personal Data, depending on the nature of your request, we may not be able to continue providing our services or perform our contractual obligations to you. Such withdrawal may also

result in the termination of any agreements or arrangements you have with us. RI-HOC's legal rights and remedies are expressly reserved under such circumstances.

- 4.3. RI-HOC will strive to effect your withdrawal of consent within 10 working days of your withdrawal and will notify you if more time is required. 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.

5. Access to and Correction of Personal Data

5.1. If you wish to make (a) an access request 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) a correction request to correct or update any of your Personal Data which we hold about you, please submit your request to RI-HOC's DPO (refer to Section 9 (Contacting Us) identifying yourself and indicating the Personal Data that the request concerns.

5.2. RI-HOC will respond to your request as soon as reasonably possible. However, please note that we may refuse your request under certain circumstances as laid out under the PDPA.

5.3. If we are unable to respond to your access or correction request within 30 days after receiving your request, we will inform you in writing within 30 days of the time by which we would be able to respond to your request.

6. Use of Cookies

6.1. We use "cookies" to collect information about your online activity on our website. A cookie is a small text file created by the website that is stored in your computer to provide a way for the website to recognise you and keep track of your preferences. The cookie makes it convenient for you such that you do not have to retype the same information again when you revisit the website or in filling electronic forms.

6.2 You may choose not to accept cookies by turning off this feature in your web browser. Note that by doing so, you may not be able to use some of the features and functions in our web applications.

7. Third-Party Sites

7.1. Our websites and mobile applications may contain links to other websites and applications operated by third parties for your convenience and information. You access these websites and applications at your own risk. To the fullest extent permitted under the law, we cannot be responsible for a third-party's acts, omissions, data policies or their use of cookies nor the content or security of any third-party websites and applications, even if linked to our websites and applications. We recommend that you check the applicable data protection policy of the third party to determine how they will handle any information they collect from you. Any such liability is expressly disclaimed and excluded.

8. Data Breach Notification

8.1. Even with reasonable protection measures in place, there may be a possibility of a data breach. In the event the data breach is assessed to be notifiable, RI-HOC will notify the affected individuals as soon as practicable, at the same time or after notifying the Personal Data Protection Commission. If the breach warrants notification to the Commission, RI-HOC will make notification as soon as practicable but no later than three (3) calendar days upon our assessment.

9. Contacting Us

9.1. Should you have any questions or feedback relating to the collection, use or disclosure of your Personal Data, or if you wish to know more about our data protection policies and practices, please contact our DPO at hello@rotarysingapore2024.org.

Any query or complaint should include, at least, the following details:

- Your full name and contact information
- Brief description of your query or complaint

We treat queries and feedback seriously and will deal with them confidentially and within a reasonable time.

10. Changes to the Notice

10.1. We may update this Notice from time to time. The latest version of the Notice will be posted here. Please visit our website periodically to note any changes. Changes to this Notice take effect when they are posted on our website.