

Tsao Foundation Data Protection Policy

The purpose of this document is to outline the policy of Tsao Foundation (“Policy”) with regards to our compliance with the Personal Data Protection Act 2012 (“PDPA”).

This policy applies to Tsao Foundation and our initiatives and affiliates, and outlines our obligations and practices in handling of personal data (as it is defined under the PDPA) which Tsao Foundation collects and holds relating to our stakeholders be it our clients, patients, students, volunteers and all others who come into contact with us across all touch points.

For the purpose of this Policy, “we”, “our” and “us” shall refer to Tsao Foundation and its initiatives and affiliates.

Personal Data

Personal data refers to all and any information relating to you obtained by us as elaborated below, and includes but is not limited to your name, mailing address, NRIC number, email address etc, which when taken together would be able to identify you.

We will treat your personal data as confidential and will accord due level of care in accordance with our Policy, and consistent with the PDPA.

Collection

Where possible, we will collect your personal data directly from you and secure the relevant consent from you, as required under the PDPA.

Generally, we may collect your personal data in various ways including the following:

- When you sign up for or use our services.
- When you are our client/patient.
- When you are the Next-Of-Kin (NOK) of our client/patient.
- When you make a donation to us.
- When you volunteer with us.
- When you apply for a job with us.
- When you apply to be attached to us for internship or practicum.
- When you visit our premises.
- When you make an enquiry with us.
- When you attend an event organised by us (e.g. through registration with us for the event, and where photos and videos are taken of you during the event)
- When you attend any training workshops, seminars or classes organised by us.
- When you participate in our research projects.

Tsao Foundation does not collect any personal data about you on our website unless you voluntarily choose and consent to provide such personal data to us.

Please ensure that the personal data which is provided to us is accurate and complete.

Purpose for Collection, Use, Disclosure, and Processing of Personal Data

Depending on your relationship with us, Tsao Foundation will generally use and/or process your personal data for various purposes, which include but are not limited to:

- Communicating with you on your enquires, feedback, complaints and requests.
- Providing services to you or to link our clients to other agencies for services.
- Conducting research and surveys in a community setting.
- Sending you materials relating to our events, courses, or any services provided by us.
- Arranging of appointments.
- Medical and / or clinical treatments for our patients.
- Processing applications for provision of services, courses and / or financial aid.
- Responding to requests for information from government or public agencies, ministries, regulators, statutory boards or similar authorities/agencies authorised to carry out specific government services or duties.
- Evaluating your suitability for admission or employment with us.
- Taking of photographs and / or videos during events or seminars organised by us for publicity purposes.
- CCTV recordings at our premises for security purposes.
- Any other purposes for which you will be notified and your consent obtained, as required under the PDPA, at the point of contact.

Tsao Foundation shall collect, use and/or disclose the personal data only for the purposes notified to you.

Disclosure of Personal Data to Third Parties

Generally, we will not disclose your personal data to any third parties without first obtaining your consent except as otherwise required to facilitate your care or permitted by law, such as in the following circumstances:

- In an emergency situation;
- Where your personal data is publicly available data;
- For the purposes of contacting next-of-kin or friend of any injured, ill or deceased individual;

We do not sell or market your personal data to third parties.

Security of Personal Data

Tsao Foundation will take reasonable measures to protect your personal data from unauthorised access, use or disclosure, and will cease to retain your personal data once the purpose for which the personal data was collected is no longer served by retention and when retention is no longer necessary for our legal or business purposes.

Some of the measures we take to protect personal data include:

- Maintaining physical security over documents containing personal data such as by storing such documents in locked file cabinet systems.
- Restricting employee access to documents containing personal data on a need-to-know basis.
- Proper disposal of documents containing personal data that are no longer needed through shredding or similar means.

Access to Personal Data by Individuals

All requests to access your personal data must be made in writing via mail or email to our appointed Data Protection Officer (“DPO”) at the contact details set out below. We will need a minimum of thirty (30) working days to process and respond to your request and we reserve the right to charge an administrative fee to cover any reasonable costs incurred in processing such requests.

Correction of Personal Data

If you would like to update or correct your personal data, please write or email to our appointed DPO at the contact details set out below. Our DPO will confirm receipt of your request within seven (7) working days from the date of your request. Upon verification, we will update your records within (1) one month.

Withdrawal of Consent

If you wish to withdraw your consent for our use of your personal data, you may write or email to our appointed DPO at the contact details set out below.

We will process your request within one (1) month from our receipt of your request for withdrawal of consent, and will thereafter not collect, use and/or disclose your personal data in the manner stated in your request.

Whilst we respect your decision to withdraw your consent, please note that your withdrawal of consent could result in certain consequences arising from such withdrawal, such as our inability to provide adequate care for you or our inability to keep you updated on our services.

You may write to our Data Protection Officer (DPO) at

Email: DPO@tsaofoundation.org

OR

Data Protection Officer

Tsao Foundation

298 Tiong Bahru Road

#15-01/06 Central Plaza

Singapore 168730

Telephone Number: (65) 6593 9519