



Data Protection Notice

This Data Protection Notice (“Notice”) sets out the basis which SUN-DAC (“we, “us” or “our”) may collect, use, disclose or otherwise process personal data of our prospective service users, service users, service users' authorised representative, donors, volunteers, job applicants in accordance with the Personal Data Protection Act (“PDPA”).

In this Data Protection Notice, any reference to “you” includes the legal guardian of a SUN-DAC client who is either a minor or someone who is not legally capable of managing their own affairs.

Personal Data

As used in this Notice, Personal Data includes any information which identifies you, such as your name, any type of unique identifier, telephone numbers, address, email address, image, photographs, and any other information pertaining to you, which you have shared with us.

Depending on the nature of your interaction with us, some examples of personal data which we may collect from you include full name, aliases, identification numbers such as NRIC No., FIN No., work permit and birth certificate, contact information such as residential address, email address or telephone number, nationality, gender, medical history(not limiting to data such as allergies, pre-existing conditions, medications, etc.), photographs and other audio-visual information and employment information(not limiting to data such as past employers, length of service, references, etc.).

Collection of Personal Data

We generally do not collect your personal data unless;

1. it is provided to us voluntarily by you directly or via a third party who has been duly authorised by you to disclose your personal data to us (your “authorised representative”) after;
 - a) you (or your authorised representative) have been notified of the purposes for which the data is collected, and
 - b) you (or your authorised representative) have provided written consent to the collection and usage of your personal data for those purposes, or
2. Collection and use of personal data without consent is permitted or required by the PDPA or other laws. 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).
3. We may collect and use your personal data for any or all the following purposes:
 - a) when you submit any forms, including but not limited to application, registration, assessment and survey forms, whether in paper or electronic mode;
 - b) when you enter into any agreement or provide other documentation or information in respect of your interactions with us, or when you use our services, make a donation or purchase any of our products;



- c) when you interact with our staff, including frontline officers, partner organisations, for example, via telephone calls, letters, fax, face-to-face meetings and email;
- d) when you interact with us and use our services provided online and through other technology platforms, such as websites, and apps, including when you establish any online accounts with us;
- e) when your image is captured by us via CCTV cameras while you are within our premises or via photographs or videos taken by us or our representatives when you attend events hosted by us;
- f) when you are contacted by, and respond to, our staff, partner organisations and other service providers;
- g) when you submit an employment application or provide documents or information, including your resume and CV, for any purpose;
- h) when we receive your Personal Data from collaborating entities, business entities, public agencies, your employer, your training institutions, referral agencies and individuals and other third parties;
- i) when you use our electronic services, or interact with us via our websites or use services on our website;
- j) when we seek information from third parties about you in connection with your relationship with us, including job applications or application to be a representative, for example, from your ex-employer and the relevant authorities;
- k) when you register for our events or promotions, purchase a product or service; and
- l) when you submit your Personal Data to us for any other reasons.

Accuracy of Data

You should ensure that all personal data submitted to us, whether pertaining to yourself or a third party, is complete, accurate, and truthful. Failure on your part to do so may result in our inability to provide you (or such third party) with products and services you (or such third party) have requested. You should promptly inform us of any changes to the information you have provided. We will make reasonable efforts to keep your Personal Data accurate, complete, and up to date.

To Whom We May Disclose Your Personal Data

SUN-DAC will take reasonable measures to safeguard your personal data from unauthorized disclosure. In accordance with applicable laws, we may disclose personal data for any of the purposes mentioned above to:

1. our trusted partners, third party service providers, collaborating entities, agents, independent contractors or providers of professional services who work with us to or on our behalf to provide and deliver services to support SUN-DAC's programmes, services, and operations and who are required to comply with data protection laws;



2. any person to whom disclosure is allowed or required by law, regulation or any other applicable instrument;
3. any court, tribunal, regulator (including national and/or international regulator), enforcement agency, exchange body, tax or other authority where we are required to do so by applicable law and/or regulation; any authority or regulator; any directive, order or request of any authority or regulator; or any agreement with a regulator or an authority;
4. relevant government authorities, ministries, statutory boards, and agencies; and
5. any other party to whom you authorise us to disclose your Personal Data to.

- a) You may in writing withdraw your consent given for any or all purposes set out in this Privacy Statement by giving us reasonable notice. If you withdraw your consent to any or for all the purposes, SUN-DAC may not be able to continue to provide our services to you or to your family members. Given this, SUN-DAC has the right to consider your withdrawal a termination by you of any contractual relationship which you may have with us with its consequential effects.

Transfers of Personal Data Outside of Singapore

Personal data may be transferred to or stored at a location outside of Singapore. When this occurs, we will ensure that the external organization provides a level of protection for the personal data that is comparable to the standards set by the PDPA.

The security of your Personal Data is important to us. SUN-DAC has put in place the necessary technical and organisational security measures to safeguard your Personal Data. Some of the ways we protect Personal Data include external and internal premise security, restricting access only to authorised persons who need it to perform their day-to-day functions, and maintaining technology products to prevent unauthorised computer access or damage to electronically stored information, such as requiring identifiers, passwords, firewalls, and anti-virus software.

Retention

We may retain your Personal Data for so long as it is necessary for us to do so, having regard to the uses described in this Privacy Statement or as required or permitted by applicable laws.

Contacting Us and Opt-Out Information

Please email Data Protection Officer at SUN-DAC HQ at sundachq@sundac.org

If you:

1. have questions or comments about our Data Protection Notice;
2. wish to make corrections to any personal identifiable information you have provided;
3. wish to request a copy of the Personal Data processed in relation to you;
4. want to opt out from receiving future updates, newsletters, information on training from SUN-DAC and/or third parties which we are associated with



SUN-DAC is allowed by law to charge you a fee for a copy of your Personal Data. Please make all requests in writing and provide us with evidence of your identity. For opt out, please send a clearly worded email.

Effect of Notice and Changes to Notice

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.

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 : 01/08/2024