



Keeping families close

Ronald McDonald House Charities Singapore

UEN No.: S98SS0006C

Data Protection Notice (the "Notice")

1. Policy Statement

At **Ronald McDonald House Charities Singapore ("RMHC Singapore")**, we respect the privacy and confidentiality of individuals' personal data. We are committed to implementing policies, practices and processes to comply with the Singapore Personal Data Protection Act 2012 ("**PDPA**") and other applicable laws.

The PDPA sets out rules for governing the collection, use and disclosure of personal data by organisations. As defined in the PDPA, personal data refers to data, whether true or not, about an individual who can be identified (a) from that data; or (b) from that data and other information to which the organisation has or is likely to have access.

Unless otherwise defined, terms used in this Notice shall have the meaning given to them in the PDPA.

2. Collection, Usage and Disclosure of Personal Data

Except where collection, use and/or disclosure of your personal data is permitted or required by the PDPA or other laws, we generally only collect, use and disclose your personal data if 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 (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, use and/or disclosure of your personal data for those purposes.

We will 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).

2.1 Types of Personal Data Collected

The types of personal data we may collect from you are generally as follows:

- **Basic personal information:** Name, gender, title, age or date of birth, organization, occupation or job responsibilities, phone number, mailing address, email address, contact details, details of family members (including contact details), education qualifications, volunteering experience and background, availability, language skills and other skills, and hobbies and interests;
- **Special categories of personal information:** religious or other beliefs, racial or ethnic origin, sexual orientation, marital status, and health or medical history;
- **Registration data:** newsletter or mailing list requests, event or seminar registrations, dietary preferences, subscriptions, downloads and usernames/passwords;
- **Customer service data:** personal data received from partners or donors in respect of employees, volunteers, or other individuals affiliated with RMHC Singapore known to our partners, invoicing details and payment history, and other feedback from our partners or donors;



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- **Marketing data:** data (including photographs and video recordings) about our beneficiaries, and individual participation in volunteer drives, donation drives, our activities and events, credentials, associations, volunteer interests and preferences;
- **Compliance data:** government identifiers (such as the NRIC No., FIN and passport numbers), copies of identification documents (such as the NRIC, work pass or passport), and data collected for completing anti-money laundering compliance procedures and related donor due diligence; and
- **Device data:** Computer Internet Protocol (IP) address, unique device identifier (UDID), cookies and other data linked to a device, and data about usage of our Sites (Usage Data)

2.2 Purpose of Collecting Personal Data

We may use the personal data we have collected for the following purposes:

- To recruit volunteers and donors, and to consider individuals for employment and contractor opportunities, and manage on-boarding procedures (for both employees and volunteers);
- To conduct background checks and due diligence on job candidates, employees, contractors, volunteers and donors, as well as on organisations which we partner with, and to address compliance and legal obligations;
- To manage and administer employment relationships and employee benefits;
- To manage our operations and administer our relationships with volunteers, donors, beneficiaries and users of our programs, and business partners;
- To organise and implement charitable and fundraising activities, events and programs, including assessing whether a potential beneficiary is suitable for receiving assistance from us;
- To make our websites more intuitive and easy to use, and to protect the security and effective functioning of our websites and information technology systems;
- To provide marketing services, such as providing volunteers, donors, partners (or other persons who have provided us with their personal data) and the general public with information about events or services that may be of interest to them, including information about our charitable activities, events and programs, and groups of specific interest (e.g., specific types of beneficiaries); and
- To comply with internal reporting or compliance procedures, requests from governmental agencies or regulators, court orders or other legal process, and to defend against legal claims

2.3 Disclosure of Personal Data

We may disclose some of the personal data we have collected to any or all of the following organisations outside of RMHC Singapore, for the purposes stated above:



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- Ronald McDonald House Charities, Global;
- our business partners (e.g., hospitals where we conduct charitable activities, events or programs);
- suppliers and service providers (e.g., financial institutions, payroll service providers, infrastructure and IT services providers, third-party legal and financial consultants, providers of external venues where we host activities or events);
- volunteers or donors;
- government agencies, regulators or other government-affiliated organisations; and
- the general public.

3. Withdrawal of Consent; Access and Correction of your Personal Data

You may withdraw consent and request us to stop using and/or disclosing your personal data for any or all of the purposes listed above by submitting your request using the form provided below, or by clicking on the "unsubscribe" button in any online or email service provided by us.

If you wish to obtain access or make corrections to the personal data that has been collected by us, you may also do so by submitting a duly completed copy of the form provided below.

We will respond to any requests from you as soon as reasonably possible but will require a reasonable amount of time to process your request.

If you are withdrawing your consent, we will notify you of the consequences of such withdrawal including any legal consequences which may affect your rights and obligations to us. Depending on the scope and nature of your request, we may not be in a position to continue providing our services to you upon your withdrawal of consent and we will, in such circumstances, notify you before processing your request. You can choose to cancel your withdrawal of consent by informing our Data Protection Officer in writing or by email.

If you are submitting any access or correction requests, please note that a reasonable administration fee may be charged in connection with such requests. If any such fee is applicable, we will notify you before processing your request. If we are unable to process your access or correction request, we will generally inform you of the reasons for not being able to do so (except where we are not required to provide such reasons under the PDPA).

Finally, please note that your withdrawal of consent does not affect our right to continue collecting, using and/or disclosing your personal data where collection, use or disclosure without consent is permitted or required under the PDPA or other applicable laws.

4. Accuracy of Personal Data

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



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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.

5. Protection of Personal Data

We have implemented appropriate security precautions to protect your personal data that is in our possession or under our control to prevent unauthorised access, use, disclosure, or similar risks. These include administrative, physical and technical measures such as antivirus protection software, encryption and the use of privacy filters to secure all storage and transmission of personal data by us and policies which restrict the disclosure of personal data both internally and externally only on a need-to-know basis.

Please, however, be aware 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.

6. Retention of Personal Data

We will cease to retain your personal data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such data is no longer needed for any business or legal purposes in RMHC Singapore.

7. Transfer of Personal Data

We generally do not transfer your personal data to countries outside of Singapore. However, if we do so, we will take steps to ensure that your personal data continues to receive a standard of protection that is at least comparable to that provided under the PDPA.

8. Data Protection Officer

Should you have any feedback or enquiries relating to this Notice, or if you wish to make any request in respect of your personal data, please contact our Data Protection Officer at:

Ronald McDonald House Charities Singapore, 5 Lower Kent Ridge Road, National University Hospital, Main Building Level 4, Singapore 119074.

Telephone No.: +65 6778 1934

Email: DPO@rmhc.org.sg

9. Effect of Notice; Review and Revision

This Notice applies in conjunction with any other notices, contractual clauses and consent forms that apply in relation to the collection, use and disclosure of your personal data by us.

This Notice may be revised 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.



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10. General

This Notice is prepared pursuant to the PDPA and governed by the laws of Singapore.

Access, Correction and Withdrawal Form can be found [here](#).

Last Updated on: August 28th, 2020.