

## **CARITAS SINGAPORE PDPA POLICY**

### **Our Commitment to Privacy**

At Caritas Singapore, we respect your privacy and take the protection of your personal data seriously. When dealing with your personal information we observe our obligations under the Personal Data Protection Act (PDPA), as well other relevant legislation.

Caritas Singapore Data Protection policy aims to help you understand how we will collect, use, disclose and protect your personal data.

### **Types of information we collect**

The types of personal information we collect include:

- Contact details (name, address, telephone numbers, email, etc);
- Letter and email details;
- Donation history; and
- Credit card or bank account details.

The types of sensitive information we collect include records of communication between us (which may include information you provide us) and information we collect from others. This includes, but is not limited to, the following types of information:

- NRIC / FIN number;
- Personal financial information;
- Personal credit card data;
- Any idiosyncratic or personal information we obtain from you or others about you; and
- Photographs taken at events or posted on Social Media.

### **Why we collect private Information about you**

Caritas Singapore was set up in November 2006 as the Archdiocesan arm for community outreach. We coordinate and facilitate the Church's social mission, working with 27 other Catholic member organisations under our umbrella to serve the broader community. We collect information about people so as to allow us to communicate with them, introduce them to our organisation, inform them of the work we do and encourage donations so as to fulfil the Church's social mission.

In different aspects of the work we do, we will require your information to better serve you as a donor, volunteer and committee member. We generally collect the information we need to deliver on the work we do. We do not use the information in any way other than the purpose it is collected for.

We might also use your information for the following purposes:

- For the immediate reason for which you have provided it to us (for example, to enable us to process your request, volunteering, donations and registration, etc);
- To maintain contact with you about our work, to report to you about our work, or to encourage you to learn about what we do; and
- Any other purpose directly related to our work and for which you have provided consent (where it is reasonably required by law).

We may in furtherance of our mission share your information with another organisation, however, please be assured that we don't rent or sell your information.

We take reasonable steps to ensure that organisations we share your information with are bound by confidentiality and privacy obligations when handling your personal information.

If you don't want your personal information disclosed to another organisation, please let us know either at the time we collect your information or any later time.

Sometimes we may be legally required to disclose your information, for example, to government departments like IRAS for submission of tax deductions.

We may also sometimes share non-personal, non-sensitive and de-identified information with research organisations.

### **How we collect your Information**

We may collect information from you either directly or from third parties. Information we collect from third parties may be by formal or incidental means.

We collect personal information about our donors, volunteers, beneficiaries, workshop and course attendees, committee members, employees, contractors and visitors to our events. We collect your information in the following ways:

- Face to face contact;
- Electronically including through our website and online surveys;
- Via social media messages or conversation;
- During phone calls;
- Voice or image recordings;
- Administering workshops and courses at our premises;
- From forms, coupons and other correspondence (both in writing and electronically);
- Exchanging information with trusted like-minded organisations; and
- Referrals from donors, volunteers, Church members and staff.

### **How we use your information**

We only use your personal and sensitive information for the reason we collect it as set out above and for the purpose(s) for which it was collected, or as otherwise permitted by law.

We will not disclose the above information that we collect to affiliates or third parties without your consent.

## **Accessing and correcting your personal information**

You can access your information by asking us. Occasionally, we may need to refuse your request to access information, for example, where granting you access would infringe someone else's privacy.

When you request access, we will ask you to provide some form of identification so that we can ensure that you are the person to whom the information relates.

If you have a question about this privacy policy or want to access your personal information you can contact us at: [dpo@caritas-singapore.org](mailto:dpo@caritas-singapore.org) or call us at +65 6338 3448. We are available to answer your calls 9.00 am - 6.00 pm.

Monday to Friday (except Public Holidays).

Phone: +65 6338 3448

Fax: +65 6337 7101

We will respond to you within 30 working days of receiving your request.

If we're not able to help with your request, you will receive a written explanation as to why.

## **Feedback about a breach of your privacy**

If you are concerned about how we have collected or managed your personal information we request you follow the procedure set out below.

1. Contact us at +65 6338 3448 and ask for our Data Protection Officer.
2. Submit your feedback to: [dpo@caritas-singapore.org](mailto:dpo@caritas-singapore.org) or post to Caritas Singapore Data Protection Officer, 55 Waterloo Street, #08-01 Catholic Centre, Singapore 187954.

In order to effectively address your feedback, we may request further information from you about your feedback and the reasons behind it.

After we receive all the information we need from you, allow us approximately 30 days to address your feedback.

If you're not satisfied with how we have handled your feedback, you may also contact Personal Data Protection Commission (PDPC) office at [www.pdpc.gov.sg/Contact-Page](http://www.pdpc.gov.sg/Contact-Page). The PDPC is a government body independent of us. It has the power to investigate complaints about possible interference with your privacy.

## **Consent and withdrawal of consent**

By providing your personal data to Caritas Singapore, you consent to your personal data being used and disclosed in accordance with this policy statement.

Any individual who wishes to withdraw their consent on the use and disclosure of their personal data may do so by contacting Caritas Singapore's Data Protection Officer. Caritas Singapore will advise on the exact timeframe required to respond to the notification and effect any change, however all changes effected should be implemented no more than one month from the date of notification.

### **Disclosing your personal information**

Occasionally we may use an external vendor or volunteers to do data-entry, process event invitations, back-up information or to provide other services.

As a result, we may disclose your personal information to them for these purposes.

We do not otherwise disclose or transfer your personal information to an external party except in accordance with our Data Protection Policy.

### **Securing your information**

We take reasonable steps to ensure the security of personal and sensitive information we hold and to protect it against loss, misuse or unauthorised access, destruction, use, modification or disclosure.

Our IT systems are protected and comply with applicable security standards.

Only authorised personnel are permitted to access these details.

It is our policy to:

- Destroy personal information once there is no longer a legal or business need for us to retain it.

### **Retaining your personal data**

Your Personal Data will be retained as long as necessary to fulfil the purpose(s) for which it was collected or comply with legal, regulatory and internal requirements.

### **Anonymity**

It is your right to be dealt with anonymously, provided that is it lawful and practicable.

We will try to accommodate a request for anonymity wherever possible, however we note that in some circumstances, this may prevent us from practically and effectively communicating with you.

If this is the case we will notify you.

### **Changes to this Data Protection Policy**

Please note that we may update this Data Protection Policy from time to time to ensure that it is consistent with our future developments or changes in legal or regulatory requirements. Do review this Data Protection Policy to stay informed of how we are protecting and managing your information.