



**DATA PROTECTION POLICY NOTICE
FOR
LOVING HEART MULTI-SERVICE CENTRE (JURONG)**

Revision No:	2
Date:	09/03/2022
Prepared By:	Cindy Yeo
Reviewed by:	Tan Siang Hui Manager
Approved By:	Karthik Sankaran Chairman

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Change History Log

Revision	Release Date	Updated By	Summary of Changes	Reviewed By	Approved By
1	2017	Cindy Yeo	Initial release	Leow Peng Kui Manager	Goh Cheng Tee Chairman
2	09/03/2022	Cindy Yeo	Revamping the policy	Tan Siang Hui Manager	Karthik Sankaran Chairman

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1 OBJECTIVE

The following policy serves to inform how Loving Heart Multi-Service Centre (Jurong) handles and manages and personal data in our possession in accordance with the Personal Data Protection Act 2012 (No. 26 of 2012). We would advise to read this Personal Data Protection Policy so that you are aware of and understands the purposes for which we may collect, use, and disclose your personal data.

2 SCOPE

We receive or collect personal data for the purpose of administering social services to our service users, engaging volunteers and donors, working with partners, employment matters, reporting to proper Authorities and other relevant and reasonable work that are necessary to facilitate and enhance our services.

In this Personal Data Protection Policy, “Personal Data” refers to data about an individual who can be identified (a) from that data; or (b) from that data and other information that Loving Heart Multi-Service Centre (Jurong) has or is likely to have access to.

Examples of such personal data may include your name; NRIC or any other identification number; contact number, mailing address, email address and any other information relating to any individuals which you have provided us in any forms you may have submitted to us, or via other forms of interaction with you.

3 COLLECTION, USE AND DISCLOSURE OF DATA

Collection of Personal Data

Generally, Loving Heart Multi-Service Centre (Jurong) collects personal data in the following ways:

- a) when you submit an application or registration form, or other forms relating to any of our services/events
- 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 or participate in our events
- c) when you interact with our employees, for example, via telephone calls, letters, face-to-face meetings, social media platforms and emails
- d) when you submit an employment application or when you provide documents or information including your resume in connection with any appointment as an officer, member, representative or any other position
- e) when your images are 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 at our premises
- f) when we receive references from partners and third parties, for example, where you have been referred by them

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- g) when we seek information from third parties about you in connection with the services you have applied for; and/or
- h) when you submit your personal data to us for any other reason.

If you provide us with any Personal Data relating to a third party (e.g. information of your spouse, children, parents, and/or employees), by submitting such information to us, you represent to us that you have obtained the consent of the third party to provide us with their personal data for the respective purposes.

You should ensure that all Personal Data submitted to us is complete, accurate, true, and correct. Please note that we may not be in a position to continue providing our goods or services to you in the event on failure on your part to do so. We shall, in such circumstances, notify you before completing the processing of your application.

Disclosure of Personal Data

The privacy and security of personal data is important to us and we strive to take reasonable precautions to protect them from forms of misuse, loss, unauthorized access, modification or disclosure. In providing you with a service, Loving Heart Multi-Service Centre (Jurong) may require disclosing your personal data to the following entities at times:

- a) Loving Heart Multi-Service Centre (Jurong)'s related entities
- b) our community event partners
- c) vendors or third-party service providers who provide operational services to Loving Heart Multi-Service Centre (Jurong) as courier services, telecommunications, printing, or other services
- d) external banks and their respective service providers
- e) our professional advisers such as consultants, auditors, and lawyers
- f) relevant government ministries, regulators, statutory boards or authorities or law enforcement agencies (including the Ministry of Social and Family Development, the National Council of Social Service, the Inland Revenue Authority of Singapore and the Registry of Societies) to comply with any laws, rules, guidelines and regulations or schemes imposed by any governmental authority
- g) any other party whom you authorize us to disclose your Personal Data to.

While it is generally not our policy to disclose your personal data to external organizations, we may do so if:

- a) we have your consent; and/or
- b) are required to disclose your personal data as required in the normal course and scope of our operation in the provision of our services to you; and/or
- c) are required to disclose your personal data for contractual, legal and regulatory requirements.

Use of Personal Data

Loving Heart Multi-Service Centre (Jurong) generally collects, uses, and discloses your personal data for the following purposes:

- a) verifying your identity
- b) responding to your queries, feedback, complaints, and requests
- c) managing the administrative and business operations of Loving Heart Multi-Service Centre (Jurong) and complying with internal policies and procedures
- d) matching any personal Data held which relates to you for any of the purposes listed herein
- e) preventing, detecting, and investigating crime and analyzing and managing risks; not limited to carrying out CCTV surveillance and conducting security clearances)
- f) conducting investigations relating to disputes, billing, or fraud
- g) meeting or complying with any applicable rules, laws, regulations, codes of practice or guidelines issued by any legal or regulatory bodies which are binding on Loving Heart Multi-Service Centre (Jurong) (including but not limited to responding to regulatory complaints, disclosing to regulatory bodies, and conducting audit checks, due diligence and investigations); and/or
- h) any other purpose reasonably related to those aforementioned.

Additionally, Loving Heart Multi-Service Centre (Jurong) also collects, uses, and discloses your personal data for the following purposes:

- a) If you are an existing or prospective donor:
 - i) soliciting donations
 - ii) creating and maintaining donor profiles in our system database for internal records and reference
 - iii) managing relationships with you (including but not limited to sending of appreciation letters and collaterals such as annual report and donation forms)
 - iv) processing tax deductions for eligible donations by you
 - v) generating publicity materials (including but not limited to annual report and our electronic donor board) for our services
 - vi) any other purpose reasonably related to those aforementioned.

- b) If you are an existing or prospective volunteer of Loving Heart Multi-Service Centre (Jurong):
 - i) assessing your suitability as a volunteer
 - ii) creating and maintaining a consolidated electronic volunteer database

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- iii) managing relationships with you (including but not limited to sending of invitations and collaterals such as annual report)
 - iv) facilitating our various programmes and events which you have participated in
 - v) inviting you to our community projects, fundraising events, and relevant volunteer briefings
 - vi) generating publicity materials for our services and campaigns
 - vii) any other purpose reasonably related to those aforementioned.

- c) If you are an existing or prospective service user of Loving Heart Multi-Service Centre (Jurong), or a family member or guardian of the service user, under our ongoing programmes and/or community projects:
 - i) assessing your eligibility as a service user
 - ii) creating and maintaining a consolidated service user database
 - iii) managing relationships with you (including but not limited to communicating with you in carrying out our programmes and sending you invitations to community projects)
 - iv) referring you to third parties (including but not limited to National Council of Social Service, Social Service Offices, other voluntary welfare organizations and schools) for the services you have requested for
 - v) facilitating programmes and events which you participate in
 - vi) inviting you to our events
 - vii) generating publicity materials for our services and campaigns
 - viii) any other purpose reasonably related to the aforementioned.

- d) If you are an employee, officer or owner of an external service provider or vendor outsourced or prospected by Loving Heart Multi-Service Centre (Jurong):
 - i) managing quotations, processing orders or managing the supply of services
 - ii) processing and payment of vendor invoices and bills
 - iii) managing business operations
 - iv) any other purpose reasonably related to the aforementioned.

- e) If you apply to us as a candidate for employment:
 - i) conducting interviews
 - ii) processing your application (including but not limited to pre-recruitment checks involving educational qualifications and past employee references for background screening)

- iii) assessing your suitability for the position applied for
- iv) any other purpose reasonably related to the aforementioned.

4 MANAGING ACCESS & CORRECTION REQUESTS

We will retain your personal data for a reasonable period for the purposes as cited or until you request for us to delete the Personal Data, or as required by law. You may request in writing for access to your personal information using the Access Request Form (Annex C1). Should there be any need to update or revise your existing personal data, you may write in to us using the Correction Request Form (Annex D1). An Access Request Acknowledgement Form (Annex C2) or Correction Request Acknowledgement Form (Annex D2) will be sent to you to upon acknowledgement of receipt.

You may withdraw consent and request us to stop using and/or disclosing your personal data for any or all the purposes listed above by submitting your request in writing or via email to our Data Protection Officer at the contact details provided. Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our goods or services to you and we shall, in such circumstances, notify you before completing the processing of your request.

The processing time for request will be within 14 working days. Should we require more time to process your request, we will inform you via phone or mail.

5 EFFECT OF POLICY AND CHANGES TO POLICY

This Policy 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 Policy 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 Policy was last updated. Your continued use of our services constitutes your acknowledgement and acceptance of such changes.

6 DATA PROTECTION OFFICER





In any event should you:

- have any general queries or feedback relating to your personal data or our Personal Data Protection Policy
- would like to withdraw your consent to any use of your Personal Data as set out in this Personal Data Protection Policy
- would like to obtain access and make corrections to your Personal Data records, please contact our Data Protection Officer via the channels listed below:

Mr Stanley Tan
Programme Coordinator/ Data Protection Officer
Email: contact@lovingheartjurong.org.sg
Contact Number: 6567 4166

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7 ANNEXES

Annex C1	Access Request Form	 Annex C1 - Access Request Form.docx
Annex C2	Access Request Acknowledgement Form	 Annex C2 - Access Request Acknowledge
Annex D1	Correction Request Form	 Annex D1 - Correction Request Fc
Annex D2	Correction Request Acknowledgement Form	 Annex D2 - Correction Request Ac