



DATA PROTECTION POLICY NOTICE

For

LOVING HEART MULTI-SERVICE CENTRE (JURONG)

Revision No:	4
Date:	15/10/2026
Prepared By:	Stanley Tan Kok Xuan (Mr) Data Protection Officer
Reviewed by:	Tan Siang Hui (Mr) Executive Director
Approved By:	Karthik Sankaran (Mr) Chairman, Management Committee

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
3	17/08/2025	Stanley Tan Kok Xuan	Adjusted to encompass expanded scope of digital services and data collection	Tan Siang Hui, Executive Director	Karthik Sankaran, Chairman
4	15/10/2026	Stanley Tan Kok Xuan	Aligned Notice with internal Data Protection Policy Rev 3: added authorised representative & minors' consent provisions, overseas transfer of personal data, updated retention periods, and donation solicitation practice statement	Tan Siang Hui, Executive Director	Karthik Sankaran, Chairman, Management Committee

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Objective

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

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 Notice, "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, without limitation, your name; NRIC or any other identification number; contact number, mailing address, email address, household income and other financial information (such as payslips and CPF statements), health information (such as medical reports and CHAS status), photographs and video recordings, and any other information relating to you which you have provided, in any forms you may have submitted to us, or via other forms of interaction with you.

Collection, Use and Disclosure of Data

Collection of Personal Data

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

- when you submit an application or registration form, or other forms in electronic and/or physical medium, relating to any of our services/events
- 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
- when you interact with our employees and/or volunteers, for example, via telephone calls, letters, face-to-face meetings, social media platforms and emails

- when you interact with us through automated/unmanned communication channels, such as social media platforms and applications
- 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
- 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 or take part in programmes, activities or events organised or attended by us, whether at our premises or elsewhere
- when we receive references from partners and third parties (such as schools, grassroots organisations, government agencies and other social service agencies), for example, where you have been referred to by them
- when we seek information from third parties about you in connection with the services you have applied for; and/or
- 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.

Where you are unable, due to legal incapacity or other reasonable cause, to give consent or to exercise your rights of access, correction or withdrawal of consent under this Notice, we may accept such consent or request from an authorised representative acting on your behalf, such as a court-appointed deputy, a donee under a valid Lasting Power of Attorney, a parent or legal guardian (where you are a minor), or another individual who satisfies us that they are authorised to act in your interest. We may require documentary proof of this authority (e.g., a deputyship order, LPA or guardianship order) before acting on the representative's instructions.

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

We will also make a reasonable effort to ensure that personal data we hold about you is accurate and complete where we are likely to use it to make a decision that affects you, or to disclose it to another organisation (for example, when referring you to a Social Service Office, government agency or other social service agency). If you believe that any personal data we hold about you is inaccurate or incomplete, you may inform us using the Correction Request Form (Annex D1).

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:

- Loving Heart Multi-Service Centre (Jurong)'s related entities
- the community partner(s) that we have sought to support your application (including appeals and requests)
- our programme partners who deliver services jointly with us, such as Cheng Hong Welfare Service Society, who operates a Free Traditional Chinese Medicine (TCM) Clinic
- schools, grassroots organisations, government agencies and other social service agencies that we work with to deliver our programmes
- corporate, institutional and community partners that sponsor or host our programmes and events, limited to the information needed for your participation (such as your name)
- contractors, agents, service providers and other third parties we use to support our operations, such as courier and logistics service providers, telecommunications companies, printing companies, information technology companies and data storage providers (including the provider of our online application portal), and advertising and marketing partners
- external banks and their respective service providers
- our professional advisers such as consultants, auditors, and lawyers
- 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
- 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:

- we have your consent; and/or
- 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
- are required to disclose your personal data for contractual, legal and regulatory requirements.

***New* Overseas Transfer of Personal Data**

We may transfer your personal data outside Singapore, including to service providers, cloud vendors, or related entities operating overseas, where necessary for the purposes set out in this Notice. Before doing so, we will take reasonable steps to ensure your data continues to receive a standard of protection comparable to that required under the PDPA. This may include online platforms that we use to deliver our programmes (such as e-learning applications) and social media platforms on which we publish our publicity materials.

Depending on the nature of the transfer, this may be through the vendor's own data protection or service terms, a recognised security certification relevant to the service (such as Singapore's Multi-Tier Cloud Security Standard, ISO 27001/27018, or the vendor's inclusion on an IMDA or GoBusiness Singapore pre-approved digital solution list), standard contractual clauses such as the ASEAN Model Contractual Clauses, or your consent after being informed of the transfer.

Use of Personal Data

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

- verifying your identity
- responding to your queries, feedback, complaints, and requests
- managing the administrative and business operations of Loving Heart Multi-Service Centre (Jurong) and complying with internal policies and procedures
- matching any personal data held which relates to you for any of the purposes listed herein
- preventing, detecting, and investigating crime and analyzing and managing risks; not limited to carrying out CCTV surveillance and conducting security clearances
- conducting investigations relating to disputes, billing, or fraud

- 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
- 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:

If you are an existing or prospective donor:

- soliciting donations (*New: we do not make unsolicited "cold call" telemarketing calls or messages; any donation-related calls, SMS, or messages are made only to donors or supporters with whom we already have an existing relationship*)
- creating and maintaining donor profiles in our system database for internal records and reference
- managing relationships with you (including but not limited to sending appreciation letters and collaterals such as annual report and donation forms)
- processing tax deductions for eligible donations by you (including collecting your NRIC, FIN or UEN and submitting it to the Inland Revenue Authority of Singapore, which is needed for your tax deduction to be included in your tax assessment; you need not provide it if you do not wish to claim a tax deduction)
- generating publicity materials (including but not limited to annual report and our electronic donor board) for our services
- any other purpose reasonably related to those aforementioned.

If you are an existing or prospective volunteer of Loving Heart Multi-Service Centre (Jurong):

- assessing your suitability as a volunteer
- creating and maintaining a consolidated electronic volunteer database
- managing relationships with you (including but not limited to sending of invitations and collaterals such as annual report)
- facilitating our various programmes and events which you have participated in
- inviting you to our community projects, fundraising events, and relevant volunteer briefings
- generating publicity materials for our services and campaigns
- to conduct research, analysis and development activities
- any other purpose reasonably related to those aforementioned.

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:

- assessing your eligibility as a service user
- creating and maintaining a consolidated service user database
- managing relationships with you (including but not limited to communicating with you in carrying out our programmes and sending you invitations to community projects)
- 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
- facilitating programmes and events which you participate in
- inviting you to our events
- generating publicity materials for our services and campaigns
- to conduct research, analysis and development activities
- any other purpose reasonably related to the aforementioned.

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):

- managing quotations, processing orders or managing the supply of services
- processing and payment of vendor invoices and bills
- managing business operations
- any other purpose reasonably related to the aforementioned.

If you apply to us as a candidate for employment:

- conducting interviews
- processing your application (including but not limited to pre-recruitment checks involving educational qualifications and past employee references for background screening)
- assessing your suitability for the position applied for
- any other purpose reasonably related to the aforementioned.

If you raise a concern under our Whistleblowing Policy, or are named in or involved in such a concern:

- receiving, assessing and investigating the concern
- protecting the confidentiality of the person raising the concern, to the extent permitted by law
- taking follow-up action and, where required, reporting to the relevant authorities
- any other purpose reasonably related to the aforementioned.

(Collectively, the "Purposes").

As the purposes for which we will/may collect, use, disclose or process your personal data depend on the circumstances at hand, such purpose may not appear above. However, we will notify you of such other purposes at the time of obtaining your consent, unless processing of the applicable data without your consent is permitted by the PDPA.

Managing Access & Correction Requests

We retain your personal data only for as long as necessary for the purposes set out in this Notice, or as required by law. For example, financial records (such as donation and tax-deduction records) are retained for 5 years, and personal data relating to a service user's case is removed once the case has been inactive for more than 1 year, unless a longer period is required by law or by a funding body such as NCSS or MSF. After that, personal data is securely disposed of or anonymised. Where your name or image has been published in our publicity materials (such as an annual report), you may ask us to remove it from versions we continue to make available online.

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 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.

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.

Data Protection Officer

In any event should you:

- have any general queries or feedback relating to your personal data or our Data Protection Policy Notice
- would like to withdraw your consent to any use of your Personal Data as set out in this Notice
- 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 Tan Kok Xuan Stanley

Data Protection Officer

Email: contact@lovingheartjurong.org.sg

Contact Number: 6567 4166

Annexes

Annex C1	Access Request Form
Annex C2	Access Request Acknowledgement Form
Annex D1	Correction Request Form
Annex D2	Correction Request Acknowledgement Form