



## South Central Community Family Service Centre Limited: PDPA Privacy Policy

The Personal Data Protection Act 2012 (the “PDPA”) establishes a general data protection law in Singapore which governs and regulates an organisation's activities relating to the collection, use and disclosure of individual's personal data. The PDPA is intended to set the minimum standards that all organisations in Singapore must observe.

South Central Community Family Service Centre Limited (“SCC”) PDPA Privacy Policy (“Policy”) is written to protect your personal data in compliance with PDPA. The privacy of your personal data is important to us and we are committed to safeguarding it.

This Policy outlines how SCC collects, uses, discloses, and manages the personal data you have provided. It is also to assist you in making informed decision before providing SCC with any of your personal data.

This Policy supplements but does not supersede nor replace any other consent(s) which you may have previously provided to us. This Policy may be updated to reflect future developments and/or any changes in legal or regulatory requirements.

### Contact Us

For queries or complaints relating to the use or disclosure of your Personal Data or about this Policy, please email our Data Protection Office at [dpo@sccfsc.org.sg](mailto:dpo@sccfsc.org.sg).

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**A. Your Personal Data**

1. “Personal Data” refers to any data or information which identifies you. You shall ensure that your information provided to SCC is correct, accurate and complete. Examples of such personal data may include but not limited to, from:
  - a. Your personal particulars (e.g. name, address, NRIC/passport/or other identification number, email, contact numbers)
  - b. Employment history
  - c. Educational records
  - d. Medical records
  - e. Financial records
  - f. Photos and videos, and any other information relating to you which you have provided us in any forms (electronic or non-electronic), or in other forms of interaction with you.

**B. Purposes for Collection, Use, and Disclosure of your Personal Data**

1. SCC collects personal data from various channels. These include, but not limited to/from:
  - a. Conference recordings within and outside SCC premises;
  - b. Photos and video recordings at SCC events (within and outside SCC premises);
  - c. Beneficiaries (“members”) and their families;
  - d. Job, Internship, and Volunteer opportunity;
  - e. Cash and/or In-kind donations to SCC;
2. SCC shall collect your personal data in accordance with the PDPA. In general, before SCC collects any personal data, we shall notify you of the purposes for which your personal data may be collected, used and/or disclosed, as well as obtain your consent for the collection, use and/or disclosure of your personal data for the intended purposes.
3. Written parental/guardian consent will be required for the collection of personal data of persons (below the age of 16) or those with certified medical/mental conditions.
4. When personal data relating to a third party (e.g. information of your dependent, spouse, children and/or parents) is provided to SCC, you represent and warrant that the consent of that third party

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has been obtained for the collection, use, and disclosure of the personal data for the purposes listed in paragraph 5 below.

5. The personal data which SCC collects or collected may be used for the following purposes:
  - a. Process your application for clinical and/or social services;
  - b. Evaluate your suitability or eligibility for clinical and/or social services, e.g. financial or social assistance;
  - c. Seek aids from governmental bodies or other voluntary welfare organisations (“VWOs”) for financial subsidies or other social assistance;
  - d. Administer the provision of clinical and/or social services to you by SCC and/or managing your relationship with SCC;
  - e. Administer your donations and/or communications pertaining your donations to SCC;
  - f. Administer your volunteer services and/or communications pertaining your volunteer services with SCC;
  - g. Communication/update you on SCC related platforms or community events;
  - h. SCC’s publicity including but not limited to disclosures in/on SCC’s Annual Report, Quarterly e-Newsletter, Centre’s Messaging, Electronic mailers, Brochures, Facebook, website, events;
  - i. And/or as required by laws and regulations.
6. In connection with the purposes set out in paragraph 5 above, your personal data may/will be disclosed by SCC to persons including social workers, hospitals, governmental bodies and/or other VWOs.
7. If you do not wish to receive our communication or do not wish to be contacted, you may opt out by writing to our Data Protection Officer at the email address stated in the “Contact Us” above.
8. SCC may at times, collect, use, or disclose your personal data to third parties without first obtaining your consent in certain situations, including, without limitation to the following outlined below.
  - a. It is necessary for purposes that are clearly in your interest and consent cannot be obtained in a timely way;
  - b. It is necessary in response to an emergency that threatens the life, health, or safety of yourself or another individual;

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- c. The disclosure is for the purpose of contacting the next-of-kin or a friend of any injured, ill or deceased individual;
- d. It is necessary in the national interest;
- e. The personal data is publicly available;
- f. It is necessary for any investigation or proceedings; and
- g. It is required based on the applicable laws and/or regulations.

Please note that the instances listed above are non-exhaustive. For all other circumstances, please visit [DISCLOSURE OF PERSONAL DATA WITHOUT CONSENT](#)

**C. Request for Access, Correction and/or Withdrawal of Personal Data**

1. You may request to access and/or correct your personal data currently in SCC’s possession, or withdraw your consent for the collection, use and/or disclosure of your personal data at any time by submitting your request in writing via email/fax to dpo@sccfsc.org.sg or 6272-1923 (fax).
  - a. Where a request to access personal data has been made, SCC shall evaluate if your request is reasonable/appropriate and exercise diligence to verify your identity or the validity of the third party who is acting on your behalf. Once the above is satisfied, SCC shall reply within 30 days.
  - b. Where a request to correct personal data has been made, SCC shall correct the error or omission within 30 days. If more time is needed to respond to the request, you shall be informed in writing with the expected time-frame stating the reason(s).
2. If SCC deemed that a correction should not be made (based on reasonable grounds), we will inform you in writing the reason(s) why the correction should not be made.
3. If your personal data is no longer in SCC’s possession or control, we shall inform you accordingly to close the loop.
4. SCC may charge a reasonable administration fee for processing your request if it requires substantial resources such as printing the documentary, time to retrieve the data etc.
5. Where a request to withdraw or change your consent has been made, SCC shall process your request within a reasonable time from such a request. SCC will inform you of the likely consequences of withdrawal of your consent.

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**D. Protection of your Personal Data**

1. SCC shall protect your personal data by making reasonable security arrangements to prevent unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks.
2. SCC shall adopt the following measures to fulfill this obligation:
  - a. Requiring employees to be bound by confidentiality obligations in their employment agreements;
  - b. To include PDPA training as part of New Employee Orientation to equip them with the knowledge and basic skills to ensure PDPA compliance.

**E. Retention of your Personal Data**

1. We shall retain your personal data only for so long as necessary for the purposes for which it is intended/used.

**F. Openness Obligation**

1. A Data Protection Officer (the "DPO") shall oversee the management of personal data in accordance with the PDPA. For any queries on our Data Protection Policy or in relation to how SCC may manage, protect and/or process your personal data, you may contact the DPO at: [dpo@sccfsc.org.sg](mailto:dpo@sccfsc.org.sg)
2. SCC shall update our Data Protection Policy from time to time. Please check the 'Last Updated' date for the date of change.

**G. Links to other websites**

1. Our website may contain links to other websites operated by third parties for your convenience and information. You access these websites at your own risk as we are only responsible for the website under our charge.

**USEFUL LINKS**

Overview of the Personal Data Protection Act (PDPA)  
<http://www.pdpc.gov.sg/personal-data-protection-act/overview>

Overview of PDPA's Data Protection Rules for Individuals  
<https://www.pdpc.gov.sg/individuals/overview>

About Do Not Call (DNC) Registry for Individuals  
<https://www.pdpc.gov.sg/individuals/do-not-call-registry-you>

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