

YKGI Limited

Company Data Protection Policy

Purpose

This data protection policy applies to YKGI Group which are established in Singapore (“YKGI”). This policy governs the collection, use and disclosure of personal data, and explains how we collect and handle personal data of individuals and comply with the requirements of the Personal Data Protection Act 2012 of Singapore and its regulation(s) (“PDPA”). In this policy, “personal data” shall have the meaning ascribed to it in the PDPA.

Our Company Data Protection Policy refers to our commitment to treat information of employees, job candidates, customers, suppliers, stakeholders, and other interested parties with the utmost care and confidentiality. With this policy, we ensure that we gather, store and handle data fairly, transparently and with respect towards individual rights.

Summary

As part of our operations, we need to obtain and process information. This information includes any offline or online data that makes a person identifiable such as names, addresses, usernames and passwords, digital footprints, photographs, national identity numbers, passport numbers, financial data, ... etc.

We will collect, use or disclose personal data for reasonable business purposes only if there is consent or deemed consent from the individual and information on such purposes have been notified. We may also collect, use or disclose personal data if it is required or authorised under applicable laws.

Collection of Personal Data

We collect personal data from customers, business contacts, suppliers, employees, contractors and other individuals. Such personal data may be provided to us in forms filled out by individuals, face to face meetings, email messages, telephone conversations, through our websites or provided by third parties. If any individuals contact us, we may keep a record of that contact.

We collect these personal data when it is necessary for business purposes or to meet the purposes for which the individuals have submitted the information. We will only collect, hold, process, use, communicate and/or disclose such personal data, in accordance with this policy. If any party is acting as an intermediary or otherwise on behalf of a third party individual or supplying us with information regarding a third party individual (such as a friend, a colleague, an employee etc), such intermediary party undertakes that you are an authorised representative or agent of such third party individual and that you have obtained all necessary consents from such third party individual to the collection, processing, use and disclosure by us of their personal data. Because we are collecting the third party individual’s data from you, you undertake to make the third party individual aware of all matters listed in this policy preferably by distributing a copy of this policy to them or by referring them to our website.

Use of Personal Data

We use personal data for the following purposes:

- a. performing obligations in the course of or in connection with our provision of the goods and/or services requested;
- b. verifying customers and other contacts' identity;
- c. responding to, handling, and processing queries, requests, applications, complaints, and feedback from customers and other contacts;
- d. managing customers and other contracts relationship;
- e. processing payment or credit transactions;
- f. sending customer marketing information about our goods including notifying customers of our marketing events, initiatives and promotions, lucky draws, membership and rewards schemes and other promotions;
- g. complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority;
- h. any other purposes for which customers and other contacts have provided the information;
- i. transmitting to any unaffiliated third parties including our third-party service providers and agents and relevant governmental and/or regulatory authorities whether in Singapore or abroad, for the aforementioned purposes; and
- j. any other incidental business purposes related to or in connection with the above.

Any individual may choose to unsubscribe from mailing lists, registrations, or elect not to receive further marketing information from us by contacting our Data Protection Officer, or if we have contacted such individual by email, such individual may use the unsubscribe function in that email to notify us. Such requests will be processed within 28 days.

Disclosure of Data to Third Parties

The personal data will strictly be used only by partners and staff directly involved in the business-related matter. The personal data submitted will not be disclosed to third parties except when required by law, when we have the individual's explicit consent or in cases where the third party is a contractor or supplier whom we have engaged specifically to assist with the company's activities. All such contractors will be bound contractually to keep all information confidential.

Access to and Correction of Personal Data

If you wish to make (a) an access request for access to a copy of the personal data which we hold about you or information about the ways in which we use or disclose your personal data, or (b) a correction request to correct or update any of your personal data which we hold about you, you may submit your request in writing or via email to our Data Protection Officer at the contact details provided below.

Please note that a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing your request.

We will respond to your request as soon as reasonably possible. Should we not be able to respond to your request within thirty (30) days after receiving your request, we will inform you in writing within thirty (30) days of the time by which we will be able to respond to your request. If we are unable to provide you with any personal data or to make a correction requested by you, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).

Withdrawal of Consent

The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing. 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 in writing or via email to our Data Protection Officer at the contact details provided below.

Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within ten (10) business days of receiving it.

Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclose without consent is permitted or required under applicable laws.

Accuracy of Personal Data

We will make a reasonable effort to ensure that personal data collected by us or on our behalf is accurate and complete.

Security and Protection of Personal Data

To safeguard personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as up-to-date antivirus protection, encryption and the use of privacy filters to secure all storage and transmission of personal data by us, and disclosing personal data both internally and to our authorised third party service providers and agents only on a need-to-know basis.

However, 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.

Retention of Personal Data

Personal data which is kept will be destroyed after a reasonable period from the time when it becomes outdated or is no longer required for the purpose for which it was collected or when we receive individual's request to delete it.

PDPA Training

We recognize the importance of PDPA compliance and will provide regular training to all employees and relevant third parties who have access to the personal data collected by us. Training will cover the principles of data protection, the company's policies and procedures, and the rights and responsibilities of individuals and the organization under PDPA. Training will be updated as necessary to reflect changes in PDPA regulations. Our data protection officer will be responsible for conducting the PDPA training and keep training records.

Data Protection Officer

You may contact our Data Protection Committee if you have any enquiries or feedback on our personal data protection policies and procedures, or if you wish to make any request, in the following manner:

Data Protection Committee
YKGI Limited
32 Woodlands Terrace
Singapore 738452
Tel: (65) 6555 6993 Fax: (65) 6753 3039
Email: info@ykgi.com.sg

Effect of Policy and Changes to Policy

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

We may regularly review and update this Policy to ensure compliance with data protection laws and maintain trust with all the stakeholders. 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.