

Date of last review and update: 28 December 2021

PERSONAL DATA PROTECTION POLICY

1. At Industrial and Services Co-Operative Society Limited (ISCOS), we are committed to protecting and respecting your personal data in accordance with the Personal Data Protection Act 2012 (the "PDPA") and our personal data protection policy.
2. By providing your personal data to ISCOS, it will be deemed that you have agreed and consented to the collection, use and disclosure of your personal data to ISCOS.
3. This notification describes how the ISCOS and its representatives (collectively, "ISCOS", "we", "us", "our" or similar expression) may collect, use, disclose and manage your personal data.

Collection, Use and Disclosure of Personal Data

4. ISCOS' personal data protection policy applies to all individuals whose personal data is within ISCOS' possession or control. Personal data generally includes any data that can be used to identify a natural person, such as name, identification number or address, but excludes business contact information. If you have provided the personal data of another individual (such as a family member or next-of-kin), you agree that you have obtained his/her consent to ISCOS' collection, use and disclosure of his/her personal data according to ISCOS' personal data protection policy or that you validly give us such consent on their behalf.
5. In accordance with the PDPA, we have processes and procedures in place to ensure that your personal data is collected, used and disclosed only for the following purposes:
 - a. provisioning of services/assistance provided by ISCOS;
 - b. evaluating and assessing the suitability for job applicants;
 - c. verification of identity;
 - d. volunteer engagement;
 - e. donor engagement;
 - f. member engagement;
 - g. regulatory reporting;
 - h. business and internal administrative purposes, such as internal records and references or to process any queries or feedbacks;
 - i. to facilitate any business asset transactions (which may extend to any sale, transfers, assignments or novation of assets, rights or obligations);
 - j. for any other purposes for which we have obtained your consent, for which you may be deemed to have provided consent or are reasonably related to the foregoing.
6. ISCOS may also share or refer your personal data to relevant third parties, strictly on a need-to-know basis. Such third parties may include individual or corporate business partners such as volunteers and sponsors, service partners or vendors and government agencies.



7. ISCOS may use, collect and disclose the personal data for the purposes mentioned above. If you are unable to provide your consent, we will not be able to provide the intended services or information you are requesting for (if any).

Access and Correction

8. Under the Act, you have the right to request for information about your personal data that is in our possession or under our control. You can also request for information about the ways in which your personal data has been or may have been used or disclosed by us. An administrative fee may be imposed on you for the request.

9. 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 via email to our Data Protection Officer at the contact details provided below.

Withdrawal of consent

10. You have the right to withdraw any consent that you have given to us. Please let us have any notice of withdrawal in writing, indicating your instructions clearly.

11. If you withdraw your consent for the collection, use or disclosure of your personal data, we will put the withdrawal into effect within thirty (30) working days of your request.

Accuracy of Personal Data

12. ISCOS keeps personal data as accurate, complete and up-to-date as necessary, taking into account its use and the interests of our members, beneficiaries, volunteers and donors. Where possible, we will validate data provided using generally accepted practices and guidelines. This includes the requests to see original documentation before we may use the personal data such as with Personal Identifiers and/or proof of address. To ensure that your data is current, complete and accurate, please inform us of any changes to your data by submitting your updated particulars to us.

Protection of Personal Data

13. ISCOS protects personal data against loss or theft, as well as unauthorised access, disclosure, copying, use or modification with security safeguards appropriate to the sensitivity of the personal data, regardless of the format in which it is held.

Retention of Personal Data

14. ISCOS will retain your personal data only for as long as the purposes for which such data is collected or used (as notified to you) continues, or where necessary for our legal or business purposes. Thereafter, ISCOS will delete or destroy the personal data, or remove the means by which the data can be associated with you. Please write to our Data Protection Officer for more details about our retention policies.

Transfer of Personal Data

15. ISCOS may transfer the personal data outside Singapore and ISCOS will ensure that appropriate safeguards are put in place in compliance to PDPA.

Feedback and Queries



16. If you have any feedback or queries in relation to the protection and retention of your personal data, you may also write to our Data Protection Officer. We will look into your feedback or queries, and will provide you with a response within three (3) working days.

Changes to the Notification

17. We reserve the right to modify or make changes to this Notification at any time and/or in tandem with changes in the legislation.

Contact Details

18. You may write to our Data Protection Officer at dpo@iscos.org.sg.