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Personal Data Protection Policy

SSRG Group respects your privacy and assures that your personal data will be kept securely. We are also committed to adhering to the provisions and principles of the Personal Data Protection Act 2012. The SSRG Personal Data Protection Policy (Policy) outlines how we manage the Personal Data we hold. The Policy applies to all departments and business units across the SSRG Group. As such, this Personal Data Protection Policy is to assist you in understanding how we collect, use and/or disclose your personal data.

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Your Personal Data

“Personal Data” refers to any data or information about you from which you can be identified either from that data; or from that data and other information to which we have or are likely to have access. Examples of such Personal Data which you may provide us include (depending on the nature of your interaction with us):

- Your name, NRIC number, passport number or other identification number, telephone number(s), mailing address, email address and any other information relating to you which you have provided us in any form you may have submitted to us, or in other forms of interaction with you;
- Information about your use of our websites and services, including cookies, IP addresses, subscription account details;
- Your employment history, education background, and income levels; and
- Your payment related information, such as your bank account or credit card information and your credit history.

Collection of Personal Data

Generally, SSRG may collect your Personal Data in the course of:

- You purchasing or leasing a property from us;
- You staying in properties which we own or operate;
- You signing up for alerts or newsletters;
- You downloading our apps and creating account
- You visiting our websites, showflats, etc;
- You applying for a job with us;
- You participating in our marketing or promotional events;
- You using our product or services;
- You contacting us with your queries, requests or feedback;
- You conducting or completing of transactions;
- You conducting marketing research or surveys;
- Our conducting interviews

If you provide us Personal Data of a third party (e.g. information of your dependent, spouse, children and/or parents), you represent and warrant that the consent of that third party has been obtained for the collection, use and disclosure of the Personal Data for the purpose we notified you.

The purpose of collection

In general, we may use your personal data for the following purpose:

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- Conducting and completing transactions (e.g. collecting personal data for eligibility checking and for Sale and Purchase Agreement drafting);
- Providing customer service (e.g. responding to queries and requests);
- Conducting marketing research and improving customer service (e.g. performing marketing analysis);
- Conducting marketing promotions (e.g. offering promotions and loyalty programs);
- Complying with applicable laws, regulations and other requirements (e.g. performing internal audits);
- Maintaining investor relations (e.g. sending of invitations);
- Performing evaluations (e.g. assessing suitability of employees)

Use, disclosure, and retention of your personal data

We only use, disclose and/or transfer your personal data for the purposes you have been notified of and consented to or which are permitted under applicable laws and regulations. We endeavor to ensure that all personal data we have about you is accurate and up-to-date. We understand that this information changes frequently with changes of address and other personal circumstances. We encourage you to contact us as soon as possible to enable us to update any personal data we have about you. We will safeguard the confidentiality of your personal data, whether you interact with us personally, by telephone or mail, over the internet or other electronic media. We hold personal data in a combination of secure computer storage facilities and paper based files and other records. We have appointed Data Protection Officer (“DPO”) to oversee our management of personal data in accordance with the Act. We regard breaches of your privacy very seriously and we have implemented measures to secure and protect your information, such as training our employees who handle your personal data to respect the confidentiality of such personal data and your privacy, storing personal data in a combination of secure computer storage facilities and paper based files and other records, taking steps to protect the personal data we hold from misuse, loss unauthorized access, modification or disclose.

Access, correction and withdrawal of consent of your personal data

To make a request to access the personal data we hold about you, please contact DPO via Email. We will require you to verify your identity and to specify what data you require. We may charge a fee to cover the cost of verifying the application and locating, retrieving, reviewing and copying any material requested. If the data sought is extensive, we will advise the likely cost in advance and can help to refine your request if required. You can notify us any of the necessary correction of your personal data by contacting our DPO via Email. You may make a request to withdraw your consent previously given in writing by contacting our DPO via Email. If you withdraw your consent to any or all purposes, SSRG May not be in position to continue to provide our services to you. Without prejudice to the foregoing, you agree and acknowledge that any withdrawal of your consents in accordance with the terms set out in this policy will not affect any consent

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which you may have provided to us in respect of the use of your Singapore telephone number(s) for receiving of marketing or promotional information.

Way of filing a complaint

If you consider that any action of SSRG breaches the Act or this Policy, you may make a complaint to the DPO via Email. We will endeavor to act promptly in response to a complaint.

Contact information

Please contact DPO at the below Email address for access, correction, withdrawal of personal data or filing a complaint: enquiries@ssrg.sg

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