

## **Loving Heart Multi-Service Centre (Jurong)**

### **Personal Data Protection Policy**

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

#### **1. Personal Data**

We receive or collect personal data for the purpose of administering social services to our clients, 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 Personal Data Protection Policy, “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 your name; NRIC or any other identification number; contact number, mailing address, email address and any other information relating to any individuals which you have provided us in any forms you may have submitted to us, or via other forms of interaction with you.

#### **2. Collection of Personal Data**

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

- a) when you submits an application or registration form, or other forms relating to any of our services/events
- b) 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
- c) when you interact with our employees, for example, via telephone calls, letters, face-to-face meetings, social media platforms and emails
- d) when you submit an employment application or when you provide documents or information including your resume and/or cvs in connection with any appointment as an officer, member, representative or any other position
- e) 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 events at our premises
- f) when we receive references from partners and third parties, for example, where you have been referred by them

- g) when we seek information from third parties about you in connection with the services you have applied for; and/or
- h) 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.

You should ensure that all Personal Data submitted to us is complete, accurate, true and correct. Failure on your part to do so may result in our inability to provide you with the services you have requested for.

### **3. 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 to disclose your personal data to the following entities at times:

- a) Loving Heart Multi-Service Centre (Jurong)'s related entities
- b) our community event partners
- c) vendors or third party service providers who provide operational services to Loving Heart Multi-Service Centre (Jurong) as courier services, telecommunications, printing or other services;
- d) external banks and their respective service providers;
- e) our professional advisers such as consultants, auditors and lawyers;
- f) 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; and
- g) any other party whom you authorise 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:

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

#### 4. Use of Personal Data

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

- a) verifying your identity;
- b) responding to your queries, feedback, complaints and requests;
- c) managing the administrative and business operations of Loving Heart Multi-Service Centre (Jurong) and complying with internal policies and procedures;
- d) matching any personal Data held which relates to you for any of the purposes listed herein;
- e) preventing, detecting and investigating crime and analyzing and managing risks; not limited to carrying out CCTV surveillance and conducting security clearances);
- f) conducting investigations relating to disputes, billing or fraud;
- g) 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 Multi-Service Centre (Jurong) (including but not limited to responding to regulatory complaints, disclosing to regulatory bodies and conducting audit checks, due diligence and investigations); and/or
- h) 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:

- a) If you are an existing or prospective donor:
  - i) soliciting donations;
  - ii) creating and maintaining donor profiles in our system database for internal records and reference;
  - iii) managing relationships with you (including but not limited to sending of appreciation letters and collaterals such as annual report and donation forms);
  - iv) processing tax deductions for eligible donations by you;
  - v) generating publicity materials (including but not limited to annual report and our electronic donor board) for our services; and/or
  - vi) any other purpose reasonably related to those aforementioned.
  
- b) If you are an existing or prospective volunteer of Loving Heart Multi-Service Centre (Jurong):
  - i) assessing your suitability as a volunteer;
  - ii) creating and maintaining a consolidated electronic volunteer database;
  - iii) managing relationships with you (including but not limited to sending of invitations and collaterals such as annual report)
  - iv) facilitating our various programmes and events which you have participated in;
  - v) inviting you to our community projects, fundraising events and relevant volunteer briefings;
  - vi) generating publicity materials for our services and campaigns; and/or

- vii) any other purpose reasonably related to those aforementioned.
- c) If you are an existing or prospective beneficiary of Loving Heart Multi-Service Centre (Jurong), or a family member or guardian of the beneficiary, under our ongoing programmes and/or community projects:
- i) assessing your eligibility as a beneficiary;
  - ii) creating and maintaining a consolidated beneficiary database
  - iii) managing relationships with you (including but not limited to communicating with you in carrying out our programmes and sending you invitations to community projects)
  - iv) 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;
  - v) facilitating programmes and events which you participate in;
  - vi) inviting you to our events;
  - vii) generating publicity materials for our services and campaigns; and/or
  - viii) any other purpose reasonably related to the aforementioned.
- d) 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):
- i) managing quotations, processing orders or managing the supply of services;
  - ii) processing and payment of vendor invoices and bills;
  - iii) managing business operations; and/or
  - iv) any other purpose reasonably related to the aforementioned.
- e) If you submit an application to us as a candidate for employment:
- i) conducting interviews;
  - ii) processing your application (including but not limited to pre-recruitment checks involving educational qualifications and past employee references for background screening;
  - iii) assessing your suitability for the position applied for; and/or
  - iv) any other purpose reasonably related to the aforementioned.

## **5. Right of Access & Correction**

You may request in writing for access to your personal information. Should there be any need to update or revise your existing personal data, you may write in to us with relevant supporting documents.

## **6. Withdrawal of Consent**

Withdrawal of consent should be made formally in writing. Whilst we respect your decision to withdraw your consent, depending on the nature of your request, we regret to inform that this may restrict our ability to continue providing you with the specific service or agreement. In the event of consent withdrawal or breach of your contractual obligations, Loving Heart Multi-Service Centre (Jurong) reserves the right to decide whether to continue or to terminate the stated service or agreement.

## **7. Retention**

We will retain your personal data for a reasonable period for the purposes as cited or until you request for us to delete the Personal Data, or as required by law.

## **8. Right to Amend Personal Data Protection Policy**

Loving Heart Multi-Service Centre (Jurong) reserve the right to amend this Personal Data Protection Policy at any time. We may update our policy from time to time to ensure consistency with our evolving programmes and/or any legislative requirements. Any updates to the policy will be posted on our website at <https://www.lovingheartj.org/privacy-policy>. Please be advised to check back regularly for any changes to this Personal Data Protection Policy.

## **9. Contact Us**

In any event should you:

- a) have any general queries or feedback relating to your personal data or our Personal Data Protection Policy;
- b) would like to withdraw your consent to any use of your Personal Data as set out in this Personal Data Protection Policy; or
- c) would like to obtain access and make corrections to your Personal Data records, please contact our Data Protection Officers via the channels listed below:

- Mr Jimmy Sit  
Deputy Manager & Data Protection Officer  
Email: [jimmy@lovingheartj.org](mailto:jimmy@lovingheartj.org)  
Contact Number: 6567 4166

- Ms Cindy Yeo  
Senior Executive Officer & Data Protection Officer  
Email: [cindy@lovingheartj.org](mailto:cindy@lovingheartj.org)  
Contact Number: 6567 4166

