

Privacy Policy

The security and privacy of your personal data is important to us and we endeavor to protect your personal data.

This Personal Data Protection Policy (“Policy”) is designed to assist you to understand how YHI Corporation (Singapore) Pte. Ltd., its parent and other affiliated companies (collectively referred to herein as “YHI”, “us”, “we” or “our”) may from time to time collect, use, disclose or otherwise process your personal data you provide to us in accordance with the Personal Data Protection Act 2012 (“PDPA”), and in making informed decisions when you are using our website or any other means through which you disclose your personal data to us.

By accessing and using this website owned or operated by us or accessing and using our online services, you will conclusively presumed to have notice of, and you acknowledge that you agree to comply with and be bound, by these conditions (“Conditions”), as amended from time to time. If you disagree with any part of these Conditions, you must immediately discontinue your access or use of our website as the case may be.

What We Collect

In this Policy, “personal data” refers to any data and/or information about you from which you can be identified by, either (a) from that data or (b) from that data and other information to which we may have legitimate access to. Examples of such personal data include:-

- (a) your name, date of birth, nationality, NRIC, passport or other identification number, telephone number, mailing address, email address and any other information relating to you which you have provided in any forms you may have submitted to us or in other forms of interaction with you;
- (b) your payment related information, such as your bank account or credit card information;
- (c) information relating to any purchases of our products and/or services or any other transactions through our website;
- (d) if you submit an application to us as a candidate for an employment, we may collect, use and disclose your personal data in your resume and other information as set in our application for the purposes of conducting interview, processing your application and evaluating and accessing your suitability for the position applied for and other purposes reasonably related to any of the above. The personal data may include information relating to your employment history, education background, income levels, working eligibility rights, and your referee details;
- (e) information that you provide to us when using the services (including but not limited to our website), or that is generated in the course of the use of those services including the timing, frequency and pattern of service use; or
- (f) such other information we may collect with your consent or as permitted and/ or required by law.

We may collect online information when you visit our website or use our services. This information may include information about your internet service provider, your operating system, browser type, domain name, internet protocol (IP) address, your access times, the website that referred you to us, the web pages you request, and the date and time of those request. Our collection of online use information may involve the use of cookies. We use cookies to store information about how you use our website in order to improve the quality of service provided to you.

Purpose for Collection, Use, Disclosure of Personal Data

Generally, we collect, use, disclose and process your personal data for the following purposes (depending on the circumstances for which we may/will need to process your personal data to the extent permitted or required by the law):

- (a) To facilitate your access and/or use of any of our website;
- (b) To facilitate the daily administration and operation of YHI and respond to your queries and feedback or complaints;
- (c) To process payment transactions for your purchases or use of our services;
- (d) To consider and/or process your application forms or other forms submitted to YHI relating to our goods and services;
- (e) To assess your suitability and/or process your application for employment purposes when you submit a job application;
- (f) To verify and process your personal particulars and create or update applicant or membership holder's profile;
- (g) To facilitate the promotional activities or initiatives organized by YHI or held jointly with our business partners which you participate in;
- (h) To provide you with updates, news, promotional and marketing messages and information in relation to our products and services;
- (i) To conduct market research for statistical analysis and other purposes to understand and determine customer preferences and demographics in order for us to review, develop and improved the products and services to measure customers' needs and improve our services and facilities;
- (j) To store, host or back up (whether for disaster recovery or otherwise) your personal data or carry out data processing, whether within or outside Singapore in accordance with the applicable laws or regulations;
- (k) For audit, record keeping, risk management and security purposes;
- (l) To comply with obligations and requirements imposed on us under any applicable legal or regulatory requirements and making disclosure under the requirements of any applicable law, regulation, direction, court order, by-law, guideline, circular or code applicable to us;
- (m) To facilitate your request that we contact you, or to include you in our mailing list or when you use or sign up for our services;
- (n) When CCTVs deployed at our premises capture video and audio recordings and images of you for security purposes;

- (o) When you interact with our personnel such as customer service officers, marketing representatives and agents;
- (p) To facilitate references from business partners and third parties, where you have been referred by them;
- (q) For other purposes reasonably related to the above or required to operate, maintain and better manage our business and your relationship with us; which we notify you of at the time of obtaining your consent.

As the purposes for which we may/will collect, use, disclose or process your personal data depend on the circumstances at hand, such purpose may not be stated above. However, we will notify you of such other purpose at the time of obtaining your consent, unless processing of your personal data without your consent is permitted by the PDPA or by law.

Disclosure of personal data to third party

We respect the confidentiality of the personal data you have provided to us. We wish to emphasize that we do not share, sell, distribute or release any personal data collected to any third parties except as provided in this Policy.

Your personal data held by us shall be kept confidential. However, in order to provide you with effective and continuous services, and for the purposes listed above (where applicable), we may also be disclosing the personal data you have provided to us to our parent, subsidiary, associated and affiliated companies, or to any agent, contractor or third party service provider who act for or on our behalf, in accordance with the purpose(s) for which the data were originally collected or may otherwise be lawfully processed, such as services delivered directly or through third party, administrative, data management/ processing, marketing or technical support. In event that we transfer your personal data outside of Singapore, it will be done in accordance with the relevant provisions under Singapore laws and regulations.

We will not disclose your personal data to third parties without first obtaining your consent permitting us to do so except as permitted or required by the law. However, please note that we may disclose your personal data to third parties without first obtaining your consent in certain situations, including, without limitation, (i) in cases in which the disclosure is necessary for any investigations or proceedings, or authorized based on the applicable laws and/or regulations including enquiries from governmental and regulatory agencies under proper authority; (ii) where such disclosure is permitted by the PDPA or by law; and (iii) cases in which the disclosure is necessary to respond to an emergency that threatens the life, health or safety of yourself or another individual.

Accessing and correcting your Personal Data

You should ensure that all your personal data submitted to us is accurate, true, correct and complete. Failure on your part to do so may result in our inability to provide you with services you have requested/ applied for. We are committed to ensure that the personal data we hold

about you is accurate, complete and up-date. If there are any changes to your personal data or if you believe that the personal data we have about you is inaccurate, incomplete or not up-to-date, please contact/ update us of any changes in your personal data.

You may request to access and/or correct the personal data currently in our possession by submitting your request to us formally through the contact details indicated below. We will endeavor to respond to such requests within a reasonable time frame. We are entitled to reject among others, requests that are frivolous or vexatious or for information that is trivial. Please note that depending on the information requested, we may charge you a reasonable fee for the request. Where such a fee is to be imposed, we will provide you with a written estimate of the fee for your consideration. Please note that we will only process your request once you have agreed to the payment of the fee. We may take steps to verify your identity before fulfilling your request for access to your personal data.

Withdrawal of Consent

You have a choice to withdraw your consent for receiving marketing or promotional materials/ communication from us. Please be aware that once we receive confirmation that you wish to withdraw your consent for marketing or promotional materials/ communication, we will require some time to process your withdrawal request. During this period of time you may still receive marketing or promotional materials/ communication.

You may withdraw your consent for the collection, use and/or disclosure of your personal data in our possession or under our control by submitting your request to us at dpo@yhi.com.sg. It is important to note that withdrawal of consent for us to collect, use or disclose personal information, including but not limited to your name, address, email, mailing address and/ or telephone contacts may render us being unable to continue providing the relevant services to you effectively.

Administration and Management of Personal Data

We adopt and implement reasonable security measures to ensure that your personal data is adequately protected and secured against any unauthorized access, collection, use, disclosure, copying, modification, leakage, loss, damage and/or alteration of your personal data. While we use reasonable efforts to protect personal data in our possession or under our control, the transmission of data over the internet or any other public network may be subject to loss, interception and misuse. We cannot guarantee the security of the data transmission over the internet, we strive at all times to protect the security of your information and are constantly reviewing and enhancing our information security measures.

We will also put in place reasonable measures such that your personal data in our possession or under our control is destroyed and/or anonymized as soon as it is reasonable to assume that the purpose for which that personal data was collected is no longer being served by the retention of such personal data and that retention is no longer necessary for any other legal, regulatory or business purposes.

Contact Us

If you have any queries about our Personal Data Protection Policy or should you have any enquiry or feedback on our Policy or if you wish to make any request, please contact us in the following manner:-

Data Protection Officer

No 2 Pandan Road

Singapore 609254

Email address: dpo@yhi.com.sg

Variation

We may revise and update this Policy from time to time without any prior notice by posting the new Policy on this page. You may determine if any such revision has taken place by referring to the date on which this Policy was last updated.

We encourage you to check this page regularly for any updates. Any such update or revision will be effective immediately upon its release on our website.

Date: 11 Nov 2019