

## **Data Protection Policy**

**The purpose of this document (“Data Protection Policy”) is to inform you of how COSEM Safety & Security Services Pte Ltd manages Personal Data which is subject to the Singapore Personal Data Protection Act (No. 26 of 2012) (“the Act”).**

**By interacting with us, submitting information to us, or signing up for any Products and Services offered by us, you agree and consent to COSEM Safety & Security Services Pte Ltd.**

This Data Protection Policy supplements but does not supersede nor replace any other consents you may have previously provided to COSEM Safety & Security Services Pte Ltd in respect of your Personal Data, and your consents herein are additional to any rights which to any of the Companies may have at law to collect, use or disclose your Personal Data.

COSEM Safety & Security Services Pte Ltd may from time to time update this Data Protection Policy to ensure that this Data Protection Policy is consistent with our future developments, industry trends and/or any changes in legal or regulatory requirements. Subject to your rights at law, you agree to be bound by the prevailing terms of the Data Protection Policy as updated from time to time on our website [www.cosem.org.sg](http://www.cosem.org.sg). Please check back regularly for updated information on the handling of your Personal Data.

### **1. Personal Data**

1.1 In this Data Protection Policy, “Personal Data” refers to any data, whether true or not, about an individual who can be identified (a) from that data; or (b) from that data and other information to which we have or are likely to have access, including data in our records as may be updated from time to time.

1.2 Examples of such Personal Data you may provide to us include (depending on the nature of your interaction with us) your name, NRIC, passport or other identification number, telephone number(s), mailing address, email address, network data 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**

2.1 Generally, we collect Personal Data in the following ways:

- (a) when you submit an application form or other forms relating to any of our Products and Services (defined below);
- (b) when you interact with our customer service officers, for example, via telephone calls, letters, face-to-face meetings and emails;
- (c) when you request that we contact you, be included in an email or other mailing list;
- (d) when you respond to our promotions, initiatives or to any request for additional Personal Data;
- (e) when you are contacted by, and respond to, our marketing representatives and customer service officers;
- (f) when we receive references from business 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 Products and Services you have applied for; and
- (i) when you submit your Personal Data to us for any other reasons.

2.2 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.

### **3. Purposes for the Collection, Use and Disclosure of Your Personal Data**

3.1 **Generally**, COSEM Safety & Security Services Pte Ltd collects, uses and discloses your Personal Data for the following purposes:

- (a) responding to your queries and requests;
- (b) managing the administrative and business operations of COSEM Safety & Security Services Pte Ltd and complying with internal policies and procedures;
- (c) matching any Personal Data held which relates to you for any of the purposes listed herein;
- (d) legal purposes (including but not limited to obtaining legal advice and dispute resolution);
- (e) submission of course assessment result; and
- (f) purposes which are reasonably related to the aforesaid.

3.2 If you have provided your Singapore telephone number(s) and have indicated that you consent to receiving marketing or promotional information via your Singapore telephone number(s), then from time to time, COSEM Safety & Security Services Pte Ltd may contact you using such Singapore telephone number(s) (including via voice calls, text, fax or other means) with information about our Products and Services or those products and services offered by our preferred partners (including discounts and special offers).

3.3 In relation to particular Products and Services or in your interactions with us, we may also have specifically notified you of other purposes for which we collect, use or disclose your Personal Data. If so, we will collect, use and disclose your Personal Data for these additional purposes as well, unless we have specifically notified you otherwise.

3.4 You have a choice to withdraw your consent for receiving marketing or promotional materials/communication. You may contact us using the contact details found below.

3.5 Please note that even if you withdraw your consent for the receipt of marketing or promotional materials, we may still contact you for other purposes in relation to the Products and Services that you hold with COSEM Safety & Security Services Pte Ltd .

#### **4. Disclosure of Personal Data**

4.1 COSEM Safety & Security Services Pte Ltd will take reasonable steps to protect your Personal Data against unauthorised disclosure. Subject to the provisions of any applicable law, your Personal Data may be disclosed, for the purposes listed above (where applicable), to the following:

- (a) COSEM Safety & Security Services Pte Ltd 's related corporations and employees to provide content, Products and Services to you, address your questions and requests;
- (b) our professional advisers such as auditors and lawyers;
- (c) relevant government regulators, statutory boards or authorities or law enforcement agencies to comply with any laws, rules, guidelines and regulations or schemes imposed by any governmental authority; and
- (d) any other party to whom you authorise us to disclose your Personal Data to.

#### **6. Contacting Us – Withdrawal of Consent, Access and Correction of your Personal Data**

6.1 If you:

- (a) have any questions or feedback relating to your Personal Data or our Data Protection Policy;
- (b) would like to withdraw your consent to any use of your Personal Data as set out in this Data Protection Policy; or
- (c) would like to obtain access and make corrections to your Personal Data records, please contact COSEM Safety & Security Services Pte Ltd as follows:  
Email: [tanwj@cosem.org.sg](mailto:tanwj@cosem.org.sg)  
Write in: Data Protection Officer

COSEM Safety & Security Services Pte Ltd  
37 Gul Avenue  
Singapore 629677

6.2 Please note that if your Personal Data has been provided to us by a third party (e.g. a referrer), you should contact that organisation or individual to make such queries, complaints, and access and correction requests to COSEM Safety & Security Services Pte Ltd on your behalf.

6.3 If you withdraw your consent to any or all use of your Personal Data, depending on the nature of your request, COSEM Safety & Security Services Pte Ltd may not be in a position to continue to provide its Products and Services to you, administer any contractual relationship in place, which in turn may also result in the termination of any agreements with COSEM Safety & Security Services Pte Ltd, and your being in breach of your contractual obligations or undertakings. COSEM Safety & Security Services Pte Ltd's legal rights and remedies in such event are expressly reserved.

## **7. Governing Law**

7.1 This Data Protection Policy and your use of this website shall be governed in all respects by the laws of Singapore.