

# **Data Protection Policy and Practices**

[＜日本語翻訳はこちらをクリック＞](#)

This statement sets out our policy and practices in the collection, use and disclosure of your Personal Data as required under the Personal Data Protection Act 2012 [“the Act”] and related legislations.

“Personal Data” shall mean data, whether true or not, about an individual which can be identified from that data or from that data and other information which we have or are likely to have access within the meaning of the Act, including any amendments or modifications.

## **1 Collection of Personal Data**

1.1 Generally, your Personal Data may be collected by us from your application form/s, subscriptions, bookings, registrations, sign-ups, payments and participations in our various activities and events, correspondences and communications with us in any form or media and when you access our website or perform any online transaction.

1.2 Personal Data include but are not limited to your name, gender, contact number, residential address, email address, date of birth, place of birth, nationality, NRIC/passport number, photograph, bank account, credit card details, purchase and payment data and information about our activities and events that you have participated in.

## **2 Use of Personal Data**

We may use and your personal data for the following purposes:

- managing all your membership matters;
- providing you with membership benefits and services;
- processing your applications and payments;
- attending to your enquiries and complaints;
- obtaining your feedback;
- conducting research, surveys and interviews;
- improving our membership/customer services;
- informing and updating our activities and events;
- delivering our newsletter and other publications;
- comply with applicable laws and regulations

## **3 Updating You of Our Activities and Events**

3.1 You may be contacted via telephone call, email, text message or voice call, facsimile or social media platforms to inform you of our latest membership benefits, offers, promotions, activities and events.

3.2 You may also receive non-marketing messages such as surveys, customer-service notices and other service related notices.

## **4 Disclosure of Personal Data**

4.1 We may disclose your Personal Data to the following external entities for the purposes mentioned above, subject to the Act:

- Financial institutions including banks, credit card companies and their service providers;
- Business partners such as hirers, promoters, affiliates, agents and third party service providers;
- Professional advisors, such as legal advisers and auditors; and
- Regulators or other government bodies as required by law.

4.2 These external entities will not be entitled to use your Personal Data for their own purposes unless you have consented to them doing so.

## **5 Use of Cookies**

5.1 We may have cookies on our website to collect information relating to your use of our website and services for the purpose of enabling us to continue to improve our services and website features.

5.2 Our website contains hyperlinks to other websites, the data protection and privacy of which may be different from ours. Please note that we are not responsible for the content and privacy practices of such websites and we recommend that you check their privacy and security policies.

## **6 Data Protection**

6.1 Appropriate standard security measures are in place to protect your Personal Data from accidental loss, misuse or destruction, in accordance with the applicable laws. These include standard encryption, firewall and other data security practices which are reviewed regularly and upgraded to keep your personal data safe.

6.2 If you have any queries relating to the collection, use and/or disclosure of your Personal Data, you may write to us or contact our compliance officer at [info@jas.org.sg](mailto:info@jas.org.sg)

## **7 Accuracy of Personal Data**

7.1 All reasonable measures are taken to ensure that your Personal Data remains accurate, complete and up-to-date when we disclose it to other third parties in accordance with this Policy of if it is likely to be used by us to make a decision affecting you.

7.2 Please note that we will presume that personal data directly provided by you will be accurate and complete. We may in some circumstances, contact you to ensure the accuracy of your Personal Data.

## **8. Correction of Personal Data**

You may request to correct any error or omission in your Personal Data at any time. Please submit your request in our standard Correction Request Form which is available from our membership department. Your request should include your name and identification particulars and such other information that are required to identify you and the particulars of the personal data to be corrected.

## **9. Access to your Personal Data**

9.1 You may request access to your Personal Data records, subject to the exceptions under the Act.

9.2 A fee may be levied to cover our cost of providing the requested information and a response to a request will generally be given within 30 days.

9.3 Please submit your request in our standard Access Request Form which is available from our membership department. Your request should include your name and identification particulars and such other information that are required to identify you and the circumstances and reasons for your request.

## **10 Storage and Retention of Personal Data**

10.1 We will retain Personal Data associated with any individual only until it is reasonable to assume that such Personal Data is no longer required for the purpose it was collected or as otherwise permitted under the Act.

# The Japanese Association, Singapore

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10.2 Personal Data that are not required any longer will be destroyed or removed from our systems, files and other records completely and permanently or anonymised.

## **11. Withdrawing Consent**

You may withdraw your consent to our collection, use and/or disclosure of your Personal Data at any time by writing to our membership department or contacting our compliance office via email at [info@jas.org.sg](mailto:info@jas.org.sg).

## **12 Minors**

If a child under 18 years has provided us with Personal Data without parental or guardian consent, the parent or guardian should inform us and we shall restrict any collection, use or disclosure of that Personal Data.

## **13 Policy Updates & Interpretation**

We may update or change our policy and practices at any time. Updates and changes will be posted on this page and take effect on the stipulated date.

## **14 Queries**

For enquires or feedback on our Personal Data protection policy or practices, please write to our membership department or send an email to our compliance officer at [info@jas.org.sg](mailto:info@jas.org.sg)