

SuperInternet Data Protection Policy

This is our Data Protection Policy which sets out how we manage personal information in accordance with the Personal Data Protection Act (PDPA).

Collection

We only collect personal information which is reasonably necessary for our functions or activities or which is directly related to them or if required or authorised by law. Typically, this includes information relating to your identity such as your name, date of birth, Singapore NRIC or FIN number, passport number, address, contact details, account information, payment and financial information and your customer feedback, and other information required to provide the services or which the law requires.

In most circumstances we collect personal information about you directly from you or your authorised representative, for example when you order a product or service from us, contact us with an inquiry or complaint, pay a bill or complete a customer survey. We may collect personal information from our related group companies, affiliates and channel partners. We also collect some information when you use our Websites (see the Marketing section below).

Our primary purpose for collecting and holding personal information from our customers is so we and our suppliers can supply our products and services to you, comply with the law, or other purpose we disclose to you at the time we collect the information. Related purposes ('secondary purposes') include to assess your orders, for billing, credit and account management, for quality control and product, process and system improvement and development, market research and to obtain customer feedback and to inform you about our products and promotions, and to comply with our legal obligations. If we ask you to tell us personal information and you choose not to, we may not be able to provide our services to you or answer your inquiries.

Use and Disclosure

We only use or disclose personal information as set out in our Data Protection Policy.

We use or disclose personal information for the primary purpose of supplying our products and services to you. We also use or disclose it for a secondary purpose as outlined above if you consent, or you would reasonably expect us to use or disclose it for that purpose.

We may use or disclose personal information if required or authorised by law, if necessary in relation to a suspected unlawful activity or serious misconduct related to our functions or activities or if reasonably necessary for enforcement related activities of an enforcement or government body.

Typically, we disclose personal information to related group companies. We may also disclose it to our third party service providers and suppliers if required for the purposes set out in this policy. For example, we may disclose personal information to other suppliers who help us deliver the services to you. Other purposes include identity check and to outsourced customer support providers. We may also disclose information in relation to a transfer or sale of all or part of our assets or business.

Marketing

We may also use or disclose your personal information for direct marketing. Typically, our direct marketing is by email, telling you about our services and special offers. You can opt out of direct marketing by asking us - use the contact details in this policy or in the marketing email you receive from us.

Data Quality

We take reasonable steps to ensure that the personal information we collect is accurate, up to date and complete, and that the information we use or disclose (having regard to the purpose of the use or disclosure) is accurate, up to date, complete and relevant.

Data Security

We take reasonable steps to protect personal information we hold from misuse, interference and loss and from unauthorised access, modification or disclosure.

We take reasonable steps to destroy or de-identify personal information if we no longer need the information for any permitted purpose or if we are not required by law to retain the information.

Access, Correction and Complaints

You can ask us to access personal information we hold about you, or the ways in which the personal information may have been used or disclosed by us and unless there are exceptional circumstances, we will aim to respond to your request as soon as possible. You can also ask us to correct your personal information, by contacting us as detailed below and we aim to respond to your request as soon as possible.

To lodge a complaint, contact us as detailed below.

Withdrawal

You can notify us if you do not wish for us to continue the use and disclosure of your personal information as described in this Policy at any time. Such withdrawal should be made formally in writing to the DPO.

Where this occurs, you acknowledge that we may no longer be able to provide Services to you.

How to Contact us

To manage the personal information we hold about you, to lodge a complaint about a breach of our privacy obligations, or for further information about our Data Protection Policy, contact our Data Protection officer on:

Email: notices@super.net.sg