

GERMAN CENTRE FOR INDUSTRY & TRADE PTE. LTD. (UEN: 199206452M)

PRIVACY STATEMENT

The protection of your personal data is of utmost importance to us. We are committed to protecting your personal data in compliance with the Personal Data Protection Act 2012 ("PDPA") of Singapore.

This Privacy Statement ("Statement") sets out the manner in which the German Centre for Industry and Trade Pte. Ltd. (UEN: 199206452M) and its related entities, affiliates and subsidiaries (collectively referred to herein as "German Centre", "us", "we" or "our") collects, uses, discloses and manages your personal data in compliance with the PDPA.

This Statement applies to the use of our website and to all our other products and services (collectively, the "Services"). By submitting any personal data to us or by using our Services, you consent to us collecting, using and disclosing your personal data in accordance with the terms of this Statement.

We reserve the right to update our Statement from time to time to adapt them to legal developments and to reflect changes in our company's internal processes. If we make fundamental changes regarding the collection, use or dissemination of your personal data, we will notify you thereof by e-mail sent to the last e-mail address specified by you, asking for your consent again, if need be.

1. WHAT IS "PERSONAL DATA"?

"Personal Data" means data, whether true or not, about an individual who can be identified from that data or from that data and other information to which the German Centre has access to. Personal Data which you may provide to us include the following:

- (a) Full name, nationality, gender, date of birth and location of birth;
- (b) NRIC Number; FIN (Foreign Identification Number) or Passport number;
- (c) Photograph or video image of an individual;
- (d) Mobile telephone number;
- (e) Personal email address;
- (f) Residential address;
- (g) Payment-related information such as bank account details; and
- (h) when you visit our website our web servers store various data, for example:
 - a. the IP address of your PC (individual "address" of a PC in a computer network),
 - b. the pages you visit on our website,

- c. the browser (for example, Internet Explorer) and operating system you use, and
- d. the date and time of your visit.

Please note that “business contact information” is not covered by the PDPA and this Statement. “Business contact information” means an individual’s name, position name or title, business telephone number, business address, business electronic mail address or business fax number and any other similar information about the individual, not provided by the individual solely for his personal purposes.

2. WHEN DO WE COLLECT YOUR PERSONAL DATA?

We will only collect your Personal Data where it is reasonable and appropriate to do so in the circumstances. We generally do not collect your Personal Data unless:

- (a) it is provided to us voluntarily by you directly or via a third party who has been duly authorised by you to disclose your Personal Data to us (your “authorised representative”) after (i) you (or your authorised representative) have been notified of the purposes for which the data is collected, and (ii) you (or your authorised representative) have provided consent to the collection and usage of your Personal Data for those purposes, or
- (b) collection and use of Personal Data based on deemed consent or without consent is permitted or required by the PDPA or other laws.

In general, the ways in which the German Centre may collect your Personal Data include (but are not limited to the following):

- (a) when you submit forms relating to any of our Services;
- (b) when you contact us with queries, requests or feedback;
- (c) when you make use of our telemedia (website, app);
- (d) when we conduct market research or surveys;
- (e) when you sign up for alerts, newsletters or other marketing material;
- (f) when you register and/or attend as a visitor, trade visitor or exhibitor at any of our event;
or
- (g) when you apply for a job with us.

By submitting your Personal Data to us, you warrant that all Personal Data submitted to us is complete, accurate, true and correct. Failure to ensure that such data provided to us is complete, accurate, true and correct may result in inability on our part to provide you with the requested products or services.

3. WHAT DATA DO WE COLLECT WHEN YOU USE OUR WEBSITE?

Apart from the Personal Data that you actively provide yourself when you visit our website our web servers store various other data, such as:

- (a) the IP address of your electronic device (individual "address" of a electronic device in a computer network),
- (b) the pages you visit on our website,
- (c) the browser (for example, Internet Explorer) and operating system you use, and
- (d) the date and time of your visit.

We use the data collected on our website on an anonymized basis for statistical purposes and in order to improve our website. This data cannot be traced back to you. We store the evaluated data on secure systems. This ensures that your privacy is protected at all times.

To improve your user experience on our website and enable you to use its certain features in order to show suitable services or conduct market research, some pages of this website use cookies. By accessing and using our website, you consent to the storage and use of cookies by us on your device. We do not use any technology that links up information in the cookies with your Personal Data. Most browsers are set to accept cookies automatically. You can set your browser to disable cookies. Or you can set it to notify you when you receive a cookie. Please note, however, that many functions require cookies. If you disable cookies, some applications may cease to function properly.

Our website may contain links to third-party websites and services that are beyond our control. For example, you may share certain materials on our website and services with others through social networking services such as Facebook. We are not responsible for the security or privacy of any information collected by these websites or other services operated by third parties. We encourage you to review the privacy policies of such third party websites or service providers. To the fullest extent permitted under the law, we shall not be responsible for any third party's acts, omissions, data policies or their use of cookies nor the content or security of any third party websites, even if linked to our website.

4. FOR WHAT PURPOSES DO WE COLLECT, USE OR DISCLOSE YOUR PERSONAL DATA?

In general, the purposes for which the German Centre may collect, use or disclose your Personal Data include (but are not limited to the following):

- (a) performing obligations in the course of or in connection with our provision of the Services requested by you;
- (b) verifying your identity;
- (c) responding to, handling, and processing queries, requests, applications, complaints, and feedback from you;
- (d) managing your relationship with us;
- (e) processing payment or credit transactions.

- (f) sending your marketing information about our services including notifying you of our marketing events, initiatives and promotions, and membership or rewards schemes;
- (g) conducting market research;
- (h) complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority;
- (i) handling your job application;
- (j) any other purposes for which you have provided the information;
- (k) transmitting to any unaffiliated third parties including our third party service providers and agents, and relevant governmental and/or regulatory authorities, whether in Singapore or abroad, for the aforementioned purposes; and
- (l) any other incidental business purposes related to or in connection with the above.

5. WHO DO WE SHARE YOUR PERSONAL DATA WITH?

In the course of providing you with our services, your Personal Data may be disclosed to the following third parties for the purposes listed above (which are non-exhaustive):

- (a) agents, contractors or third party service providers who have been engaged by the German Centre to provide services such as business centre services, data processing, training, market research;
- (b) German Centre's affiliates and/or subsidiaries within and/or outside Singapore;
- (c) business partners of the German Centre;
- (d) cloud hosting and IT service providers of the German Centre;
- (e) banks, credit card companies and their respective service providers;
- (f) professional advisors engaged by the German Centre such as lawyers and auditors;
- (g) relevant government authorities or law enforcement agencies; and
- (h) any party to whom you authorise us to disclose your Personal Data.

Your Personal Data may be transferred, stored and/or processed in a country or territory outside Singapore. We will take appropriate steps to ensure that any party in a country or territory outside Singapore to whom we transfer Personal Data is bound by legally enforceable obligations to provide to the transferred Personal Data a standard of protection which is at least comparable to the protection under the PDPA.

6. HOW DO WE MANAGE, PROTECT AND STORE YOUR PERSONAL DATA?

We have appointed a Data Protection Officer who will oversee and ensure management of Personal Data in accordance with the PDPA. The contact details of our Data Protection Officer are listed below.

6.1 PROTECTION

We always ensure a high degree of security in the collection or processing of your Personal Data. We use effective technical and organizational measures to ensure the security of your Personal Data. These measures protect your Personal Data against manipulation, loss, destruction and access by unauthorized persons. You should be aware, however, that no method of transmission over the internet or method of electronic storage is completely secure. While security cannot be guaranteed, we are constantly seeking to improve our measures for your security and always adapt them to new technological trends.

6.2 ACCURACY AND CORRECTION

We endeavour to ensure that your Personal Data is accurate and complete if the Personal Data is likely to be used by the German Centre to make a decision that affects you or is likely to be disclosed by the German Centre to another organisation.

To help us maintain the accuracy of your Personal Data, if there is any change or update in your Personal Data, or if you wish to correct any of your Personal Data which we have, please write to our Data Protection Officer at the contact details below. We will correct or update your Personal Data as soon as reasonably practicable.

6.3 RETENTION

We will only retain Personal Data for as long as the retention is required for (i) the purposes for which such Personal Data was collected, or (ii) as required for legal and business purposes.

We will cease to retain your Personal Data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the Personal Data was collected, and is no longer necessary for legal or business purposes.

7. WHAT ARE YOUR RIGHTS?

7.1 RIGHT TO WITHDRAW CONSENT

The consent that you provide for the collection, use and disclosure of your Personal Data will remain valid until such time it is being withdrawn by you in writing. You may withdraw consent and request us to stop using and/or disclosing your Personal Data for any or all of the purposes listed above by submitting your request in writing or via email to our Data Protection Officer at the contact details provided below.

Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact on our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and

liabilities to us. In general, we shall seek to process your request within ten business days of receiving it.

Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our Services to you or continued access to website and we shall, in such circumstances, notify you before completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us in writing in the manner described above.

Please note that withdrawing consent does not affect our right to continue to collect, use and disclose Personal Data where such collection, use and disclose without consent is permitted or required under applicable laws.

7.2 RIGHT OF ACCESS AND CORRECTION

If you wish to make (a) an access request for access to a copy of the Personal Data which we hold about you or information about the ways in which we use or disclose your Personal Data, or (b) a correction request to correct or update any of your Personal Data which we hold about you, you may submit your request in writing or via email to our Data Protection Officer at the contact details provided below.

Please note that a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing your request.

We will respond to your request as soon as reasonably possible. Should we not be able to respond to your request within thirty days after receiving your request, we will inform you in writing within thirty days of the time by which we will be able to respond to your request. If we are unable to provide you with any Personal Data or to make a correction requested by you, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).

8. WHO SHOULD YOU APPROACH?

If you have any feedback or enquiries relating to your Personal Data or if you wish to know more about our data protection policies and practices, please contact us at the following:

Name: Jeypreiya Kuppusamy
Email Address: jeypreiya.kuppusamy@germancentre.sg
Telephone: +65 6562 8020
Fax: +65 6562-8029
Postal Address: German Centre for Industry and Trade Pte Ltd, 25 International Business Park # 05-108 German Centre, Singapore 609916

This Privacy Policy shall be governed in all respects by the laws of Singapore. For more information about the PDPA, please visit <http://www.pdpc.gov.sg>.

This Privacy Statement was last updated on 27 October 2020.