

Raffles Money Change Personal Data Protection Policy

We at Raffles Money Change Pte Ltd (“RMC”) are committed to protect and safeguard the personal data we collected from you, subject to compliance with the requirements under existing laws.

This policy outlines how we collect, use, disclose and process the personal data you have provided us in accordance with the Personal Data Protection Act 2012 (the “Act”).

1 What is the personal data?

Personal data as defined under the Act as follows:

Interpretation

2 (1)

“personal data” means 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 the organisation has or is likely to have access

Common examples of personal data could include individual full name, passport number, identification number, contact information, bank account number and email address.

2 Collection of Personal Data

RMC only collects personal data as may be required by laws and regulations. We are required to obtain your consent under the following provisions of the Act:

Consent required

13. An organisation shall not, on or after the appointed day, collect, use or disclose personal data about an individual unless —

(a) the individual gives, or is deemed to have given, his consent under this Act to the collection, use or disclosure, as the case may be; or

(b) the collection, use or disclosure, as the case may be, without the consent of the individual is required or authorised under this Act or any other written law.

3 Purposes for collection, use, disclosure of personal data

For this we draw your attention to the relevant section of the Act, as follows:

Limitation of purpose and extent

18. An organisation may collect, use or disclose personal data about an individual only for purposes —
- (a) that a reasonable person would consider appropriate in the circumstances; and
 - (b) that the individual has been informed of under section 20, if applicable.

Generally, the appropriate circumstances for which we may collect, use or disclose your personal data include, but not limited to, the following:

- (a) processing your application for account opening;
- (b) processing your remittance and/or money change transaction/s;
- (c) carrying out your instructions or responding to your enquiries;
- (d) conducting due diligence or other screening activities in compliance with the laws/regulations;
- (e) verifying any of the information you provided in order to effect, administer transactions and managing our customer relationship;
- (f) preventing, detecting and investigating fraud, misconduct, any unlawful action or omission, whether relating to your application or any other matter relating to your account;
- (g) disclosing to:
 - (i) the banks/agents to help us process your transactions and validate customer information; or
 - (ii) any judicial, administrative or regulatory body, any government or public or government agency upon production of authorised request letter.

5 Update of personal data

Kindly update your personal data upon any changes in your data that you have previously provided to RMC.

6 Access and correction of your personal data

You may request access and/or make corrections to your personal data record with us by informing us.

7 Withdrawal of Consent

You may withdraw your consent to the collection, use or disclosure of your personal data but this may result in your account with us being immediately terminated.

8 Policy update

RMC reserves the right to amend the terms of this policy to take into account new regulations/laws or changes in our policies due to changing business environment.

9 Contact us

If you have any queries, you may reach us in any of our contact information.

10 Applicable law

The provisions of the Act reproduced and referred to herein do not constitute all the provisions or relevant provisions of the Act nor are they intended to be construed as legal interpretations of the law.

For the entire provisions of the Act you may obtain a copy from the publishers or access the following link:

<http://statutes.agc.gov.sg/aol/search/display/view.w3p;page=0;query=Id%3A%22f0470ce5-17fb-45ba-b80a-e023eef0cd8c%22%20Status%3Ainforce;rec=0;whole=yes>