



## **Data Protection Policy**

**The purpose of this document (“Data Protection Policy”) is to inform you of how Singapore Taekwondo Federation manages Personal Data (as defined below) which is subject to the personal data protection principles.**

**Please take a moment to read this Data Protection Policy so that you know and understand the purposes for which we collect, use and disclose your Personal Data.**

**By interacting with us, submitting information to us, or signing up for any products and services offered by us, you agree and consent to Singapore Taekwondo Federation, as well as its agents and representatives (collectively referred to herein as "Federation", "us", "we" or "our") collecting, using, disclosing and sharing amongst themselves your Personal Data, and disclosing such Personal Data to the Federation authorised service providers and relevant third parties in the manner set forth in this Data Protection Policy.**

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

The Federation 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 this Data Protection Policy as updated from time to time on our website [[www.stf.sg](http://www.stf.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 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 any form, including forms relating to any of our products and services;
  - (b) when you interact with our staff, including customer service officers, for example, via telephone calls (which may be recorded), letters, fax, face-to-face meetings, social media platforms and emails;
  - (c) when you interact with us via our websites or use services on our websites;
  - (d) when you request that we contact you or request that you be included in an email or other mailing list;
  - (e) when you respond to our promotions, initiatives or to any request for additional Personal Data;
  - (f) when you submit an employment application or when you provide documents or information including your resume and/or CVs in connection with any appointment as an officer, director, representative or any other position;
  - (g) when your images are captured by us via CCTV cameras while you are within our premises, or via photographs or videos taken by us or our representatives when you attend our events;
  - (h) when you are contacted by, and respond to, our representatives and customer service officers, including where you respond to our surveys and questionnaires;

- (i) when we seek information about you and receive your Personal Data in connection with your relationship with us, including for our products and services or job applications, for example, from business partners, other public agencies, your ex-employer and the relevant authorities; and/or
  - (k) when you submit your Personal Data to us for any other reasons.
- 2.2 When you browse our website, you generally do so anonymously but please see paragraph 5 below for information on cookies and other technologies which we have implemented on our website. We do not, at our website, automatically collect Personal Data unless you provide such information to us.
- 2.3 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.
- 2.4 You should ensure that all Personal Data submitted to us is complete, accurate, true and correct. Failure on your part to do so may result in our inability to provide you with the products and services you have requested, or delays in providing you with products and services you have requested, or processing your applications.

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

- 3.1 **Generally**, the Federation collects, uses and discloses your Personal Data for the following purposes:
- (a) managing our relationship with you, including responding to, processing and handling your queries, feedback, complaints and requests;
  - (b) processing registration for events, programmes, trainings or initiatives organised and/or supported by the Federation for which you have signed up;
  - (c) verifying your identity;
  - (d) managing and planning the administrative and business operations of the Federation and complying with internal policies and procedures;
  - (e) facilitating business asset transactions (which may extend to any mergers, acquisitions or asset sales);
  - (f) requesting feedback or participation in surveys, as well as conducting market research and/or analysis for statistical, profiling or other

purposes for us to design our products and services, understand customer behaviour and preferences, and to review, develop and improve the quality of our products and services;

- (g) matching any Personal Data held which relates to you for any of the purposes listed herein;
- (h) preventing, detecting and investigating crime and analysing and managing commercial risks;
- (i) managing the security of our premises and services (including but not limited to carrying out CCTV surveillance and conducting security clearances);
- (j) monitoring or recording phone calls and customer-facing interactions for quality assurance, employee training and performance evaluation and identity verification purposes;
- (k) in connection with any claims, actions or proceedings (including but not limited to drafting and reviewing documents, transaction documentation, obtaining legal advice, and facilitating dispute resolution), and/or protecting and enforcing our contractual and legal rights and obligations;
- (l) conducting any form of investigations including but not related to those relating to disputes, billing, fraud, offences, prosecutions etc;
- (m) meeting or complying with any applicable rules, laws, regulations, codes of practice or guidelines issued by any legal or regulatory bodies which are binding on the Federation (including but not limited to responding to regulatory complaints, disclosing to regulatory bodies and conducting audit checks, due diligence and investigations); and/or
- (n) purposes which are reasonably related to the aforesaid.

3.2 **In addition**, the Federation collects, uses and discloses your Personal Data for the following purposes depending on the nature of our relationship:

- (a) If you are a user of our mobile apps:
  - (i) to maintain your account with us;
  - (ii) to verify and process your personal particulars and payments in relation to provision of goods and services connected to or made available under the app;
  - (iii) to provide you with the goods and services which you have signed up for or purchased;
  - (iv) communicating with you to inform you of changes and development to the Federation policies, terms and conditions and

other administrative information, including for the purposes of servicing you in relation to products and services offered to you;

- (v) resolving complaints and handling requests and enquiries;
  - (vi) conducting market research for statistical, profiling and statistical analysis for the improvement of services provided to you; and/or
  - (vii) purposes which are reasonably related to the aforesaid.
- (b) If you are a volunteer at the Federation or interested in becoming a volunteer at the Federation:
- (i) managing your relationship with us;
  - (ii) sending you information on volunteering opportunities with the Federation and our affiliated organisations;
  - (iii) conducting background checks and due diligence;
  - (iv) sending you updates on the Federation policies; and/or
  - (v) purposes which are reasonably related to the aforesaid.
- (c) If you are interested in employment opportunities at the Federation or submit an application to us as a candidate for employment:
- (i) sending your information on employment opportunities with the Federation;
  - (ii) conducting interviews;
  - (iii) processing your application (including but not limited to pre-recruitment checks involving your qualifications and facilitating interviews);
  - (iv) obtaining references and for background screening;
  - (v) assessing your suitability for the position applied for;
  - (vi) enrolling successful candidates as our employees and facilitating human resource planning and management (including but not limited to preparing letters of employment, name cards and building access passes); and/or
  - (vii) purposes which are reasonably related to the aforesaid.

3.3 Furthermore, where permitted under the relevant data protection principles and/or where you have provided your consent to the Federation separately,

the Federation may also collect, use and disclose your Personal Data for the following “Additional Purposes”:

- (a) providing or marketing services, products and benefits to you, including promotions, product upgrades, loyalty and reward programmes;
- (b) organising roadshows and promotional events and administering contests and competitions;
- (c) matching Personal Data with other data collected for other purposes and from other sources (including third parties) in connection with the provision or offering of products and services;
- (d) sending you details of products, services, special offers and rewards, either to our customers generally, or which we have identified may be of interest to you; and/or
- (e) purposes which are reasonably related to the aforesaid.

If you have provided us with 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, the Federation 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.

- 3.5 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.
- 3.6 You can withdraw your consent for receiving marketing or promotional materials/communication by contacting us using the contact details found below.
- 3.7 Please be aware that once we receive confirmation that you wish to withdraw your consent for marketing or promotional materials/communication, it may take some time for your withdrawal to be reflected in our systems. Therefore, you may still receive marketing or promotional materials/communication during this period of time. 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 have requested or obtained from the Federation.

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

4.1 The Federation 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 entities or parties, whether they are located overseas or in Singapore:

- (a) other public agencies and statutory boards;
- (b) national sports associations/Federation affiliates;
- (c) the Singapore National Olympic Council;
- (d) international federations and regional sporting organisations;
- (e) law enforcement agencies, regulatory authorities (including but not limited to the World Anti-Doping Agency) and relevant government ministries;
- (f) agents, contractors or third party service providers who carry out services for or on behalf of the Federation including third party service providers who provide operational services to the Federation, such as courier services, telecommunications, information technology, payment, printing, billing, processing, technical services, transportation, training and market research services;
- (g) partners or collaborators of the Federation events, programmes or initiatives;
- (h) vendors or third party service providers and our marketing and business partners in connection with marketing promotions, products and services;
- (i) any business partner, investor, assignee or transferee (actual or prospective) to facilitate business asset transactions (which may extend to any merger, acquisition or asset sale);
- (j) our professional advisers such as consultants, auditors and lawyers; and/or any other party to whom you authorise us to disclose your Personal Data.

#### 5. **Use of Cookies**

5.1 When you visit or interact with our sites, services, we or our authorized service providers may use cookies for collecting and storing information to help provide you with a better, faster, and safer web experience. Cookies are small text files placed in the memory of your browser or device when you visit a website.

- 5.2 Cookies can be disabled or removed by tools that are available in most commercial browsers. The preferences for each browser you use will need to be set separately and different browsers offer different functionality and options.
- 5.3 The information collected by us or our authorised service providers may recognise a visitor as a unique user and may collect information such as how a visitor arrived at our sites, what kind of browser a visitor is on, what operating system a visitor is using, a visitor's IP address and a visitor's click stream information and time stamp (for example, which pages they have viewed, the time the pages were accessed and the time spent per web page).
- 5.4 We do not store any of your personal data on any of our cookies. The use of cookies and similar technologies by us on our website has different functions. They are either necessary for the functioning of our services, help us improve our performance, or serve to provide you with extra functionalities.
- 5.5 We offer certain site features and services that are available only through the use of cookies. You are always free to block, delete, or disable these cookies if your browser so permits.
- 5.6 However, if you decline cookies, you may not be able to take advantage of certain site features or services tools. For more information on how you can block, delete, or disable these technologies, please review your browser settings.

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 us as follows:

- Call: 63451491
- Email: stkdf@mail.com
- Write to us at: **Data Protection Officer, Singapore Taekwondo Federation**, 260A, Tanjong Katong Road, S437048.

- 6.2 Please note that if your Personal Data has been provided to us by a third



party (e.g. a referrer or your company), you should contact that organisation or individual to make such queries, complaints, and access and correction requests to the Federation 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, the Federation may not be in a position to continue to provide its products and services to you, or administer any contractual relationship in place, which in turn may also result in the termination of any agreements with the Federation, and your being in breach of your contractual obligations or undertakings. The Federation legal rights and remedies in such event are expressly reserved.

## 7. **Governing Law**

7.1 This Data Protection Policy shall be governed in all respects by the laws of Singapore.