



# **SB REIT MANAGEMENT PTE LTD PERSONAL DATA PROTECTION POLICY**

(27 June 2018)

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## 1 Overview of Personal Data Protection Act

The Personal Data Protection Act 2012 (“PDPA”, “the Act”) establishes a data protection law in Singapore and the purpose of the Act is to “govern the collection, use and disclosure of personal data by organisations in a manner that recognises both the right of individuals to protect their personal data and the need of organisations to collect, use or disclose personal data for purposes that a reasonable person would consider appropriate in the circumstances”.

The PDPA takes effect in phases starting with the provisions relating to the formation of the PDPC on 2 January 2013. Provisions relating to the DNC Registry came into effect on 2 January 2014 and the main data protection rules on 2 July 2014.

For more information about PDPA, please visit the Personal Data Protection Commission’s website at <http://www.pdpc.gov.sg>.

### 1.1 Key Terms

Some important terms used in the Act are highlighted below:

- i. Individuals
  - Means a natural person, whether living or deceased
- ii. Personal Data
  - Means data, whether true or not, about an individual who can be identified
- iii. Organisations
  - Means any individual, company, association or body of persons, corporate or unincorporated whether or not formed or recognised under the law of Singapore; or resident, or having an office or a place of business, in Singapore
- iv. Collection, use and disclosure
  - *Collection* refers to any act or set of acts through which an organisation obtains control over or possession of personal data
  - *Use* refers to any act or set of acts by which an organisation employs personal data. A particular use of personal data may occasionally involve collection or disclosure that is necessarily part of the use
  - *Disclosure* refers to any act or set of acts by which an organisation discloses, transfers or otherwise makes available personal data that is under its control or in its possession to any other organisation
- v. Purposes
  - The Act does not define the term “purpose”. However, it refers to the objectives or reasons for collecting the collecting, using or disclosing of personal data.

vi. Reasonableness

- The concept of “Reasonableness” requires the organisation to take the view of the situation from the perspective of an individual and consider what the individual would think as fair.

## 1.2 What is personal data?

Personal Data refers to data, whether true or not, about an individual, living or deceased<sup>1</sup>, who can be identified from that given data; or from that data and other information to which Soilbuild has or is likely to have access. Depending on the nature of interaction with the Company, examples of such Personal Data include name, NRIC or FIN number, passport number, contact number (residential and mobile), email address, mailing address, photograph, video image, country, profession, job position, industry, payment information and any other information relating to the individuals which have provided us in any form. However, the data protection provisions in the PDPA (parts III to VI) does not apply to business contact information. This refers to 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 or her personal purposes.

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<sup>1</sup> The PDPA Act shall not apply in respect of —

- (a) data about an individual that is contained in a record that has been in existence for at least 100 years; or
- (b) personal data about a deceased individual, except that the provisions relating to the disclosure of personal data and section 24 (protection of personal data) shall apply in respect of personal data about an individual who has been dead for 10 years or fewer.

## **2 General PDPA Framework**

### **2.1 Purpose of Policy**

The purpose of this Data Protection Policy (“Policy”) is to set out how Soilbuild Group Holdings Ltd. and/or its group of companies, subsidiaries, related companies (including but not limited to SB REIT Management Pte Ltd as the Manager of Soilbuild Business Spare REIT) and joint ventures (individually or collectively referred to as "Soilbuild", the “Group”, "we", "us" or "our"), collectively manage Personal Data (as hereinafter defined) which is subject to the Singapore Personal Data Protection Act 2012. The Policy applies to all business units and departments across Soilbuild and sets out how Personal Data is collected, used or disclosed from an individual or that the individual has provided to us through the Group’s websites or otherwise. This will provide clarity to internal stakeholders on the responsibilities and processes on handling personal data in their day-to-day work. Policies also demonstrate accountability to external parties by informing them on the ways in which the organisation handles personal data.

The Policy is reviewed by the Data Protection Officer on an annual basis, or as and when there are changes in the environment, Act or the Policy, to ensure relevancy and alignment to regulatory development. Any updates or changes to the Policy will be sent to ARC or the Board of Directors for approval.

### **2.2 Roles and Responsibilities**

#### **2.2.1 Senior Management**

The Senior Management provides governance and oversight by specifying the approach and responsibilities over the handling of personal data and communicating that throughout Soilbuild. Key activities carried out by the Senior Management include:

- Appointing the Data Protection Officer (“DPO”)
- Approving the organisation’s Data Protection policies and Data Protection Management Programme (“DPMP”)
- Commissioning Data Protection Impact Assessments (“DPIA”)
- Advocating data protection training
- Allocating resources (e.g. budget, manpower) to data protection
- Providing strategic guidance on the implementation of data protection initiatives
- Providing direction to DPO for the handling of major complaints
- Providing direction to DPO for communication and liaison with the Personal Data Protection Commission (“PDPC”)

## **2.2.2 Data Protection Officer**

The Data Protection Officer (DPO) is responsible for ensuring that the organisation complies with the PDPA. Having an established DPMP would help the DPO meet the following key responsibilities:

- Ensuring compliance with the PDPA when developing and implementing policies and processes for handling personal data;
- Fostering a personal data protection culture among employees and communicate personal data protection policies to stakeholders;
- Handling access and correction requests to personal data;
- Managing personal data protection-related queries and complaints;
- Maintaining Personal Data Inventory and Controls of SBRM
- Alerting management to any risks that might arise with regard to the personal data handled by the organisation; and
- Liaising with the PDPC on personal data protection matters, if necessary.

SB REIT Management Pte Ltd has appointed Ms. Teu Lee Chen, Head of Portfolio Management, to be the PDPA Officer for Soilbuild Business Space REIT Manager.

## **2.2.3 All staff**

Personal data protection should be recognised and practiced by all levels of staff in Soilbuild. Staff are responsible for implementing personal data protection measures and adhering to Soilbuild's data protection policies and processes.

## **2.2.4 External parties**

Soilbuild's personal data protection requirements should be communicated to service vendors and the responsibilities of the service vendors would need to be highlighted with regards to processing of any personal data.

## **2.2.5 Personal Data Inventory and Control**

The Personal Data flow in SBRM is set out in the "Data Inventory and Controls" document and provides information on the collection, use and disclosure of personal data, the individuals and third parties who handle personal data under the organisation's possession or control, as well as a classification of the data to manage user access. The DPO will be responsible for maintaining and updating the document to ensure only the right people have access to the right information.

### **3 Handling of Personal Data**

#### **3.1 Collection, Use and Disclosure of Personal Data**

Soilbuild will not, collect, use or disclose personal data about an individual unless<sup>2</sup> –

- i. The individual gives, or is deemed to have given, his consent under the PDPA Act to the collection, use or disclosure, as the case may be; or
- ii. The collection, use or disclosure, as the case may be, without the consent of the individual is required or authorised under the Act or any other written law

The individual will not be treated as having given consent for the collection, use or disclosure of personal data unless –

- i. The individual has been provided with the following information by Soilbuild –
  - The purpose for the collection use or disclosure of the personal data, as the case may be, on or before collecting the personal data;
  - any other purpose of the use or disclosure of the personal data of which the individual has not been informed under paragraph (a), before the use or disclosure of the personal data for that purpose; and
  - on request by the individual, the business contact information of a person who is able to answer on behalf of the organisation the individual's questions about the collection, use or disclosure of the personal data,
- ii. and the individual provided his consent

An individual is deemed to consent to the collection, use or disclosure of personal data if –

- a) the individual, without actually giving consent, voluntarily provides the personal data to the organisation for that purpose; and
- b) it is reasonable that the individual would voluntarily provide the data

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<sup>2</sup> Soilbuild may collect personal data without consent or from a source other than the individual, only in the circumstances and subject to any condition in the Second Schedule of the PDPA Act.

Generally, Soilbuild may collect an individual's data directly or indirectly including, but not limited, to the following ways which the individual may:

- Register or use any of our services from our websites (including cookies, IP addresses, account registration) and any form of information provided on our online platforms;
- Enter into lease agreements and submissions of required personal data information related to leasing matters;
- Submit information required for due diligence checks on employees, tenants and unitholders;
- Submit information required for our Customer Care Program;
- Submit information required for our Investor Relations Program;
- Purchase or/and engage our products or services through signing of documents and agreements;
- Sign up our mailing lists for email, postal, phone and message alerts, and other forms of marketing channels;
- Enter or respond to our marketing and promotion activities, contests and initiatives;
- Participate in our market research or surveys;
- Participate in our business continuity program and/or emergency evacuation exercises;
- Submit forms relating to our products and services;
- Submit job applications, resume and reference letters;
- Provide personal data when visiting our premises;
- Interact with our representatives or customer service officers during, for example, office, email, phone, letter, face-to-face meeting, submit a comment, recruitments, events, roadshows, exhibitions, conferences, office, product launch etc.;
- Provide information to other organisation (e.g. business directories, credit reference agencies, banks or individuals) which the individual has authorised to provide personal details on his/her behalf;
- Conduct any online transactions with us;
- Download or use any of our mobile applications;
- When the individual's images are captured by us via CCTV surveillance cameras or via photos and videos taken by us or our representatives when he/her is within our premises;
- Submit Personal data for any other reasons.

The individual should ensure that the Personal Data submitted, whether with given consent or not, is true and complete.



If the individual provides Personal Data of a third party (e.g. information of the individual's dependent, spouse, children, parents, proxies, unitholders, and/or the individual's company's Authorised Persons, Directors, Beneficial Owners or Contact Persons, etc.) to Soilbuild, the individual shall be deemed to represent and warrant that the consent of that third party has been obtained for the collection, use and disclosure of the Personal Data for the purposes set out in this Policy.

Soilbuild, its group of companies, subsidiaries, joint venture, related companies, appointed third party service providers and contractual outsourced parties, in Singapore and at overseas, may collect, use and disclose an individual's Personal data to:

- Conduct and complete both online and offline transactions (e.g. signing of sales and purchase agreements, signing of rental agreements, payments etc.);
- Conduct market research and improve customer services (e.g. surveys, performing market analysis, etc.);
- Conduct marketing, advertising, promotion (sending alerts, emails, telemarketing, SMS/WhatsApp marketing etc.);
- Comply with applicable laws, regulations, government authorities and other requirements
- Create and maintain relationship by ways of communication with our stakeholders (e.g. investors, prospect, tenant, occupier, buyer, resident, unitholder, shareholder, employee, candidate, scholar, contractor, website user, online user, app user etc.);
- Assist in the recruitment and selection process, training and development purposes, job evaluation and compensation and benefits initiatives;
- Support security and risk management (e.g. conduct checks against money laundering, terrorism financing, recovery of debts, etc);
- Facilitate management of our facilities, including managing the safety and security of our premises and services (including, but not limited to, issuing visitor passes, operating CCTV surveillance and conducting security clearance, and recording of entrance to and exit from any of our premises);

Soilbuild may use and disclose an individual's personal data to the following parties:

- Our companies within the Group or related parties, which are related to Soilbuild. In the event if Soilbuild buys or sells companies, divisions or businesses within the organization, the individual's personal data may be one of the assets to be transferred and disclosed to the purchaser
- Professional advisors such as our auditors and lawyers;
- Agents, contractors, third party service providers, specialist advisers and contractual outsourced parties who provide Soilbuild the goods and services to perform business, support, operational and/or administrative functions;
- Any other parties which, in Soilbuild's discretion, is expedient for, in accordance to or in connection with the purposes stated above.

### **3.2 Protection of Personal Data**

We have disseminated information to our employees on implementing measures to secure and protect information such as training of our employees on handling Personal Data with respect to confidentiality, securing individual's data, taking steps to prevent misuse, loss, unauthorized access, and disclosure.

- To safeguard the individual's Personal Data, we take reasonable care to ensure that the individual's Personal Data is classified, stored and transmitted adequately with appropriate security technologies via communicating data protection policy, controlling authorized access and scheduling regular audits on data protection process.
- However, we are not immune from cyber-attacks such as hacking, spyware, viruses. As such, we will not be liable for any unauthorized loss, destruction, and disclosure of personal data that arise from such cyber-attack risks.
- If an employee is found to have misused another individual's (including Soilbuild Group's employees) personal data, it will be treated as an employee misconduct case and appropriate disciplinary action will be taken (according to Section 12 of Soilbuild Group's HR Policy).

### **3.3 Retention of Personal Data**

Soilbuild will retain an individual's personal data for as long as it is necessary to fulfil the purpose for business or legal purposes, or in accordance with applicable laws. However, the Group or SB REIT Management Pte Ltd will cease to retain its documents containing personal data, or remove the means by which the personal data can be associated with particular individuals, as soon as it is reasonable to assume that –

- i. the purpose for which that personal data was collected is no longer being served by retention of the personal data; and
- ii. retention is no longer necessary for legal or business purposes

### **3.4 Accuracy of Personal Data**

Soilbuild will strive to obtain accurate personal data by means of verifying the collected personal data against identification documents and reliable sources of information (e.g. ACRA).

### **3.5 Transfer of Personal Data**

Soilbuild shall not transfer any collected personal data to a country or territory outside Singapore, unless exemption has been sought, in writing, from the PDPC.

### **3.6 Access, Updating and Collection of Personal Data**

Any individual(including staff) may request to review, access, change, withdraw his/her consent and feedback/complain to our use of Personal data by contacting the Data Protection Officer(s) as follows:

Attention: Data Protection Officer - Ms Teu Lee Chen

Email: [sbreitdpo@soilbuild.com](mailto:sbreitdpo@soilbuild.com)

Tel: (65) 6542 2882

Address: 23 Defu South Steet 1 Singapore 533847

On request of an individual, Soilbuild will, as soon as reasonably possible, provide the individual with –

- personal data about the individual that is in the possession or under the control of the organisation; and
- information about the ways in which the personal data referred to in paragraph (a) has been or may have been used or disclosed by the organisation within a year before the date of the request.

However, Soilbuild may not provide an individual with the individual's personal data or other information if the provision of information could reasonably be expected to –

- threaten the safety or physical or mental health of an individual other than the individual who made the request;
- cause immediate or grave harm to the safety or to the physical or mental health of the individual who made the request;
- reveal personal data about another individual;
- reveal the identity of an individual who has provided personal data about another individual and the individual providing the personal data does not consent to the disclosure of his identity; or
- be contrary to the national interest.

#### **4 Do Not Call (“DNC”) Registry**

The DNC Registry provisions under the PDPA generally prohibits organizations from sending certain marketing messages to Singapore telephone numbers, including mobile, fixed-line, residential and business numbers, registered with the registry. If the individual has not given us clear and unambiguous consent, evidenced in written or other accessible form, to the sending of the telemarketing messages to his/her telephone number, Soilbuild will check the relevant DNC Register(s) before sending telemarketing messages. If the individual has previously provided Soilbuild consent, unless this is withdrawn, the Group may continue to send marketing and promotional messages to the individual’s telephone number.