

PRIVACY POLICY STATEMENT

1) OVERVIEW

- a) Lo Hock Ling & Co. is committed to protecting the privacy of the personal information of its officers, employees, suppliers, business partners, members and their clients pursuant to the Personal Data and Protection Act (PDPA). We value the trust of the public and those we deal with, and recognise that maintaining this trust requires transparency and accountability in how we treat personal information that is shared with us. This Privacy Policy Statement (“Policy”) has been adopted as a guide on how we collect, use and disclose the personal information acquired in the course of conducting our business and fulfilling our professional responsibilities.
- b) This Policy applies only to the specific web-pages of Lo Hock Ling & Co. Users should take note that the firm’s website may contain links to other sites, that are governed by different privacy statements. We encourage users to review the privacy policy of each web site visited before disclosing any personal information.
- c) We adhere to the requirements of the PDPA and our professional standards, and when we conduct our business operations, we frequently gather and use personal information. We seek consent to use this information when it is collected and will carefully protect such information to the best of our ability.
- d) Personal information is defined as any information that can be used to distinguish, identify or contact a specific individual, including information about age, income, opinions or beliefs, home location and family. However, business contact and other information about individuals that is available in the public domain, such as names, addresses and telephone numbers published in directories, are not considered personal information. Such public information is not subject to privacy legislation and therefore is excluded from this policy and is not subject to the same protections as is the case with personal information. However, we do not disclose personal information about our officers, employees, suppliers, business partners, and our clients without consent.
- e) We follow these policies when collecting, maintaining and using personal information:

2) COLLECTION AND USE OF PERSONAL INFORMATION

- a) We may collect and use your personal data for any or all of the following purposes:
- b) performing obligations in the course of or in connection with our provision of the services requested by you;
- c) verifying your identity;
- d) responding to, handling, and processing queries, requests, applications, complaints, and feedback from you;
- e) We may disclose your personal data where such disclosure is required for performing obligations in the course of or in connection with our provision of services requested by you.

3) CONSENT

- a) We generally do not collect your personal data unless:
- b) 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 you (or your authorised representative) have been notified of the purposes for which the data is collected, and have provided written consent to the collection and usage of your personal data for those purposes, or
- c) collection and use of personal data without consent is permitted or required by the PDPA or other laws. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorised by law).
- d) The purposes listed in the above clauses may continue to apply even in situations where your relationship with us (for example, pursuant to a contract) has been terminated or altered in any way, for a reasonable period thereafter (including, where applicable, a period to enable us to enforce our rights under any contract with you).

4) WITHDRAWING YOUR CONSENT

- a) 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 by submitting your request in writing or via email to our Data Protection Officer at pdpa@lohocklingco.com.sg or mail to Lo Hock Ling & Co. at 101A Upper Cross Street #11-22, People’s Park Centre, S058358.
- b) 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.
- c) 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.

If you have any questions regarding this Policy, please contact us at pdpa@lohocklingco.com.sg.