



WEBSITE DATA PROTECTION NOTICE

Personal Data Protection Policy of IT EASY CO PTE LTD

This is the Personal Data Protection Policy of IT EASY CO PTE LTD, which sets out how we and our affiliated associations (“Organisation”, “us”, “we” or “our”) comply with the provisions of the Personal Data Protection Act of Singapore (“PDPA”). This Personal Data Protection Policy outlines:

- Our policies on how we manage your Personal Data;
- The types of Personal Data we collect, use, disclose, and/or retain;
- How we collect, use, disclose, and/or retain your Personal Data; and
- The purpose(s) for which we collect, use, disclose, and/or retain your Personal Data.

The purpose of this Policy is to inform you of how-to IT EASY CO PTE LTD (manages Personal Data which is subject to the personal data protection principles under the Singapore Personal Data Protection Act (No. 26 of 2012) (“the Act”) or similar personal data protection principles applicable to companies which provide company formation and administration services.

Each department in IT EASY CO PTE LTD has different channels for collecting personal data but is committed to complying with this Policy in its collection, use, and disclosure of personal data to ensure accountability and uniformity in protecting your personal data. Although this Policy is in common use, each department is responsible to you to the extent of its own collection, use, and disclosure of your personal data and its own actions.

You agree and consent to us, the Organisation, and our authorised service providers and third parties to collect, use, disclose, and/or retain your Personal Data in the manner set forth in this Personal Data Protection Policy.

This Personal Data Protection Policy supplements but does not supersede or replace any other consent you may have previously provided to us nor does it affect any right we may have at law in connection with the collection, use, disclosure, and/or retention of your Personal Data.

From time to time, we may update this Personal Data Protection Policy without prior notice to ensure that our Policy is consistent with any regulatory changes. The updated Policy will supersede earlier versions and will apply to personal data provided to us previously. Should any revisions be made to this Personal Data Protection Policy, updates will be published on our website www.iteasyco.com

This Personal Data Protection Policy forms a part of the terms and conditions governing your relationship with us and should be read in conjunction with such terms and conditions (“Terms and Conditions”). In the event of any inconsistency between the provisions of the Personal Data Protection Policy and the Terms and Conditions, the provisions of the Terms and Conditions shall prevail.

Your Personal Data

The Personal Data we collect depends on the purposes for which we require the data and what you have chosen to provide. In this Personal Data Protection Policy, “Personal Data” refers to any data and/or information about you from which you can be identified, either (a) from that data; or (b) from that data and other information to which we may have legitimate access. Examples of such Personal Data include but are not limited to:

- Your name, NRIC, passport or other identification numbers, telephone number(s), mailing address, email address, and any other information relating to you which you have provided in any forms you may have submitted to us, or in other forms of interaction with you;
- Your photos;
- Your employment history, education background, and income levels;
- Personal data of your family members, such as next of kin, spouses, and children;
- Information relating to payments, such as your bank account number or credit card information;
- Information about your usage of and interaction with our website and/or IT services, including computer and connection information, device capability, bandwidth, statistics on page views, and traffic to and from our website.

Collection of Your Personal Data

We ensure that individuals are informed of the purpose of data collection and given clear options to consent or object. Consent is obtained in writing, electronically, or by other verifiable means unless an exception under the PDPA applies.

(a) You knowingly and voluntarily provide in connection with your engagement with us for IT solutions, 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 without consent is permitted or required by the PDPA or other laws.

We shall seek your consent before collecting any additional personal data and/or before using your personal data for a purpose which has not been notified to you (except where it is permitted or authorised by law).

Generally, we may collect your Personal Data directly or indirectly through the following ways:

- When you access our websites or perform an online registration/transaction related to IT services;
- When you interact with any of our employees;
- When you submit an application to us for services;
- When you respond to our request for additional Personal Data;
- When you ask to be included in an email or other mailing list;
- When you request that we contact you through various communication channels, for example, through social media platforms, messenger platforms, face-to-face meetings, telephone calls, emails, fax, and letters;
- When your images are captured via photographs or videos taken by us or our representatives when you are within our premises or attend events organised by us;
- From your family members or friends who provide your personal data to us on your behalf;
- When you respond to our initiatives or promotions;
- When we seek information about you and receive your personal data in connection with your relationship with us, for example, if you are a customer or business partner, when you submit your Personal Data to us for any other reason.

If you provide us with any personal data of a third party (e.g., information of spouse, children, relatives, employees, or any other authorised parties), by submitting such information to us, you agree that you have obtained their prior permission.

Minor: If you are a child, minor, or not of legal age, please inform and seek the consent of your parent or guardian before providing your personal data to us. If you are a parent or guardian and you have reason to believe your child or ward has provided us with their personal data without your consent, please contact us to request the erasure of their personal data.

Note: Unsolicited personal data will be deleted immediately if received in physical copy or email or returned to the data subject.

Purposes for the Collection, Use, and Disclosure of Your Personal Data

Generally, we may collect, use, disclose, and/or retain your Personal Data for the following purposes:

- To provide you with IT services
- To assist you with your enquiries, requests, and feedback;

- To process payment for your services rendered or any other purchases;
- To improve customer services, such as resolving complaints and handling requests and enquiries;
- For security and safety purposes, protecting our platforms from unauthorised access or usage and monitoring for security threats (your image may be captured by security cameras);
- To conduct research, surveys, and interviews;
- To keep you updated on our events;
- To comply with applicable laws and regulations;
- For job application and related matters, engaging you as a consultant or matters relating to training;
- Preventing, detecting, and investigating crime, including fraud and money laundering;
- Conducting any promotions, offers, contests, etc.;
- To comply with our legal or regulatory obligations (e.g., Infocomm Media Development Authority, Ministry of Manpower);
- For our legitimate business interests, provided that this does not override your interests or rights.

Collection, Use and Disclosure of Personal Data (Employees and Job Applicants)

Job Applicants: Personal data will be collected and used for:

- Assessing and evaluating your suitability for employment in any current or prospective position
- Verifying your identity and the accuracy of your personal details and other information provided

Employees: Personal data will be collected and used for:

- Performing obligations under or in connection with your contract of employment, including payment of remuneration and tax
- All administrative and human resources matter, including payroll, access to premises and systems, leave processing, insurance and benefits administration, claims, investigations, and policy development
- Managing and terminating employment, monitoring internet and email usage, resolving grievances
- Assessing suitability for continued employment or appointment
- Ensuring business continuity in case of termination
- Performing obligations related to provision of our goods or services
- Facilitating mergers, acquisitions, or corporate restructuring
- Compliance with applicable laws, customs, and regulations

- Submission to relevant government agencies for security purposes

The purposes listed above may continue to apply even after the termination or alteration of your relationship with us, for a reasonable period thereafter.

Note: As an individual, your consent is deemed under the PDPA to cover these circumstances:

- Where the collection, use, or disclosure of personal data is reasonably necessary to conclude or perform a contract or transaction.
- Where individuals have been notified of the purpose of the intended collection, use, or disclosure of their personal data and are given a reasonable opportunity to opt-out (and have not opted out).

OR you allow us to collect, use, or disclose personal data without having to obtain consent from the individuals in these circumstances:

- Where it is in the legitimate interests of the organisation and the benefit to the public is greater than any adverse effect on the individual.
- Where it is for business improvement purposes. As a business organisation, we are committed to safeguarding any such data that may be used.

In addition, IT EASY CO PTE LTD (collects, uses and discloses your Personal Data for the following purposes, depending on the nature of your relationship with us:

a) If you are a client of IT EASY CO PTE LTD.

- Assessing and processing any applications or requests made by you for products and services offered by IT EASY CO PTE LTD (including professional services, customization services, system enhancements and system upgrades services).
- Requesting feedback or participation in surveys, as well as conducting market research and/or analysis for statistical, profiling or other purposes for us to review, develop and improve the quality of our products and services;
- Facilitating the continuation or termination of the relationship and the provision of services to you in accordance with the mandate that you have agreed with us;
- Client relationship management, including sending information relating to our services and business, services offered by third parties, event invitations, newsletters or publications;

b) If you are an existing employee of IT EASY CO PTE LTD:

- Providing remuneration, reviewing salaries and bonuses, conducting salary benchmarking reviews, appraisals and evaluation;
- Staff orientation and entry processing;

- Administrative and support processes relating to your employment, including its management and termination, as well as staff benefits, including manpower, business continuity and logistics management or support, processing expense claims, medical insurance applications, medical services, leave administration, training, learning and talent development, and planning and organizing corporate events;
- Providing you with tools and/or facilities to enable or facilitate the performance of your duties;
- Compiling and publishing internal directories and emergency contact lists for business continuity;
- Conducting analytics and research for human resource planning and management, and for us to review, develop, optimize and improve work- related practices, environment and productivity;
- Conducting analytics and research for human resource planning and management, and for us to review, develop, optimize and improve work- related practices, environment and productivity;
- Administering cessation or termination processes; and/or
- Any other purpose reasonably related to the above said.

c) If you submit an application to us as a candidate for an employment position:

- Managing and verifying your application;
- Performing background checks, and verifying all your employment details and qualifications;
- Providing or obtaining employee references and for background screening;
- Assessing your suitability for the position applied for; and/or
- Any other purposes relating to any of the above.
- If you have provided 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, IT EASY CO PTE LTD (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.
- When the need arises for Personal Data to be collected, used or disclosed for purposes other than the ones originally consented for, we will obtain your fresh consent in that regard, where necessary, in accordance with the Act.

- As IT EASY CO PTE LTD. (relies on your Personal Data to provide products and services to you, you should ensure that all Personal Data submitted to us is complete, accurate, true and correct.

Withdrawing Consent

The consent you provide for collection, use, and disclosure of personal data will remain valid until you withdraw it in writing. You may withdraw consent and request us to stop using and/or disclosing your personal data for any or all purposes by submitting your request in writing or via email to our Human Resources Department.

Upon receipt of your request, we may require reasonable time (depending on complexity) to process your request and notify you of consequences, including any legal implications. Generally, we will process your request within ten (10) business days.

Please note: withdrawing consent may limit our ability to process your job application or continue employment-related processes. You may cancel the withdrawal of consent by informing us in writing. Withdrawal does not affect our right to process personal data that were permitted or required by law.

Protection and Accuracy of Personal Data

We implement reasonable administrative, physical, and technical measures to protect your personal data from loss, unauthorized access, disclosure, alteration, or misuse. While no method is completely secure, we strive to maintain security.

You should update your personal data if there are changes, by informing the Human Resources Department in writing or via email.

Third-Party Consent

If you provide personal data of third parties (e.g., emergency contacts, family members, referees), you must ensure that prior consent has been obtained for collection, use, or disclosure of their personal data.

Marketing/Optional Purposes

From time to time, we may contact you via mail, electronic mail, telephone (call or SMS-Text), facsimile, or social media platforms to inform you about our IT solutions/services and events that we think may be of interest to you. We may also analyse and/or profile your purchases, transactions, and/or likes or dislikes to send you relevant or targeted news (including events and product launches), promotion, and marketing information from us (and/or our affiliates or related entities) about our IT products.

You can let us know at any time if you no longer wish to receive marketing materials (by informing us through our email sales@iteasyco.com and we will remove your details from our

direct marketing database. Please note that we may still send you non-marketing messages such as surveys, customer-service notices, and other service-related notices.

Disclosure of Your Personal Data

We may disclose your Personal Data to the following groups of external organisations for purposes mentioned above, subject to the requirements of applicable laws:

- Our professional advisers such as our auditors;
- Relevant government regulators, statutory boards, or authorities or law enforcement agencies to comply with any laws, rules, guidelines, and regulations or schemes imposed by any government authority;
- Third parties who are appointed to provide services to us, e.g., **IT hardware supplier, data hosting service provider, and security service provider;**
- Business partners that provide any membership services and benefits; and
- Any other person in connection with the purposes set forth above.

Non-Disclosure

We do not sell, trade, or otherwise transfer your personally identifiable information to third parties. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you as long as these parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect our and others' rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

International Transfer of Information

Information that you give us may be stored and processed and transferred between any of the countries in which we operate to enable us to use the information in accordance with this Privacy Policy.

Use of Cookies

We may collect or analyse anonymised information from which individuals cannot be identified ("Aggregate Information"), such as the number of users and their frequency of use, the number of page views (or page impressions) that occur on our website, and common entry and exit points into our website. We make use of "cookies" to store and track Aggregate Information about you when you enter our websites.

Third-Party Sites

Our website may contain links to other websites operated by third parties independent of us. We are not responsible for the privacy practices or policies of such third-party websites.

Protection of Your Personal Data

We maintain appropriate administrative, technical, and physical safeguards to protect your Personal Data against loss, misuse, and unauthorised access, disclosure, alteration, and destruction. We also train our employees to properly handle personal data. However, you should be aware that no method of transmission over the internet or method of electronic storage is completely secure.

Retention of Personal Data

We will not retain any personal data longer than necessary for the fulfilment of the purpose for which it was collected or as required or permitted by applicable laws. We will cease to retain personal data, or remove the means by which personal data can be associated with individuals when it is no longer necessary for any business or legal purposes.

Access and Correction of Your Personal Data

You may request access or make corrections to your personal data held by us. We will need sufficient information from you to establish your identity and to understand the nature of your request so that we can respond to your request. Any request for access to personal data should be made in writing using the form provided on our website and submitted to the Data Protection Officer at admin@iteasyco.com

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. If we are unable to respond to your request within thirty (30) days after receiving your request, we will inform you in writing within thirty (30) days of the time by which we can 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 unless we are not required to do so under the PDPA.

Complaint Process

If you have any complaint or grievance regarding how we are handling your Personal Data or about how we are complying with the PDPA, we welcome you to contact us with your complaint or grievance.

Please contact us through the following methods with your complaint or grievance:

- Name of DPO: Jin Chengzhi
- Contact Number: +65-91018933
- Email Address: george@iteasyco.com

We will certainly strive to deal with any complaint or grievance that you may have speedily and fairly.

Contacting Us

If you have any questions or feedback relating to your Personal Data or our Policy and

- a) Would like to withdraw your consent to any use of your Personal Data as set out in this Policy; or
- b) Would like to obtain access and make corrections to your Personal Data records, you can contact our Data Protection Officer (DPO) via email george@iteasyco.com Queries and complaints received are responded with 5 working days in relation to complaints, the response includes an explanation of remedial action where relevant.

If personal data is disclosed to public agencies, courts and law enforcement agencies when required for the purposes of investigations or proceedings, the DPO will send the request to the DP Committee for formal approval before releasing.

If you withdraw your consent to any or all use or disclosure of your Personal Data, depending on the nature of your request, IT EASY CO PTE LTD. (may not be in a position to continue to provide our products or services to you or administer any contractual relationship in place. Such withdrawal may also result in the termination of any agreement you may have with us. IT EASY CO PTE LTD (legal rights and remedies are expressly reserved in such an event.

You may contact us to inquire about this Personal Data Protection Policy, or to provide feedback, request access to personal data, or withdraw your consent at any time via email to the DPO.

Contact Details:

- DPO: Jin Chengzhi

- Email: george@iteasyco.com

Address: 246 woodlands Industrial Park E5, wood lands Bizhub, Singapore 757305

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Changes to Privacy Policy

We keep our privacy policy under regular review. If we change our privacy policy, we will post the changes on this page so that you may be aware of the information we collect and how we use it at all times. This privacy policy was last updated in 2025.

Governing Law

This Policy shall be governed in all respects by the laws of Singapore according to the Personal Data Protection act.