

Data Protection Notice

This Data Protection Notice (“Notice”) sets out the basis upon which DPEX Worldwide Express (S) Pte Ltd (“DPEX”) may collect, use, disclose or otherwise process personal data of our consumers which they have consented to provide, in accordance with the Personal Data Protection Act (“PDPA”). This Notice applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

DPEX recognises both the rights of consumers to protect their personal data, including rights of access and correction, and the needs of DPEX to collect, use or disclose personal data for legitimate and reasonable purposes. You can have our assurance that such data will only be used in accordance with this Notice.

Your Personal Data

Your personal data is collected from online and hardcopy forms for engaging our services for pick up, delivery, logistics and customs clearance, and provided as a consumer of DPEX services.

Some examples of personal data which we may collect from you include:

- a. Name, company name, physical address, telephone numbers, email address and other contact details
- b. Shipping information such as shipping-related contact details like the sender’s, and consignee’s name, physical address, email address and telephone number
- c. information that enables us to verify an individual’s identity
- d. Names, email addresses and telephone numbers of others to whom we are asked to send information
- e. Photographs and other audio-visual information.

Use of Personal Data

Your personal data collected will be used for:

- a. Pick up, delivery and tracking of shipments
- b. Provision of products and services you request, such as logistics, customs clearance and brokerage services
- c. Provision of customer support and response to and communication with you about your requests, questions and comments
- d. Sending you tracking updates
- e. Processing of claims in connection with our services
- f. Compliance with applicable legal requirements

To perform our pick-up and delivery services, we share shipping information with third parties such as senders, consignees and third parties who perform services on our behalf based on our

instructions. These third parties are not authorised by us to use or disclose the information except as necessary to perform services on our behalf or comply with legal requirements.

We also may share the personal information we obtain with our affiliates, franchisees, and DPEX Network Partners, for example, to enhance location based services.

We also may disclose information about you (i) if we are required to do so by law, regulation or legal process (such as a court order or subpoena), (ii) in response to requests by government agencies, such as law enforcement authorities, or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity.

Your personal data is retained only for as long as it is reasonable to fulfil the purposes for which it was collected for or as required by the law.

Security

DPEX has put in place necessary security measures and administrative, physical and technical procedures to minimize the risk of unauthorized access or disclosure and unlawful destruction or alteration, and to ensure the appropriate use of information. Although we take steps to limit access to our facilities and vehicles to authorised individuals, information that is located on the outside of a package or letter may be visible to others.

Data Protection Officer (DPO)

DPEX has an appointed Data Protection Officer (DPO) to ensure that we comply with the Personal Data Protection Act 2012 (PDPA) of Singapore.

The DPO's duties include i) reviewing regularly the policy and practice for handling personal data so as to be compliant with legal requirements and enable DPEX to provide services to its consumers, ii) disseminating data protection policy and practice to consumers and iii) handling queries or complaints relating to the Personal Data Protection Act (PDPA).

The DPO's contact details are as follows:

Contact No : (65) 67818888

Contact name : Serene Seah

Email address : dpo@dpex.com

Protection of Personal Data

Protection of the personal data means

- to keep the data confidential;
- to keep hard copies in locked cupboards or in secure places with limited authorised access;
- to keep soft-copy databases password-protected or encrypted
- to maintain up-to-date antivirus protection;

- to restrict access to authorized persons only, whether internally or to third parties on a need-to-know basis; and
- to destroy personal data when no longer required.

Retention of Personal Data

Personal data shall be retained only for as long as it is reasonable to fulfill the purposes for which the data was collected or as required or permitted by applicable law.

Hard copies of personal data no longer required shall be disposed of by shredding or perforation in such manner as will prevent identification of individuals from them.

Soft copies of personal data no longer required shall be disposed of by deletion in a permanent manner.

Transfer of Data

DPEX may transfer the personal data we collect from you to countries other than the country in which the information originally was collected. Those countries may not have the same data protection laws as the country in which you initially provided the information.

Appropriate steps will be taken by DPEX:

- to ensure it complies with the data protection provisions in accordance with applicable law in respect of the transferred personal data
- And where the personal data is transferred to a third party recipient in a country or territory outside Singapore, the recipient is bound by legally enforceable contractual obligations to provide a standard of protection that is at least comparable to that under the PDPA.

Complaint Procedure

Any complaint relating to the PDPA shall be referred to the DPO. The DPO shall investigate the complaint and provide a timely response and remedial action as required.

For general queries, feedback or complaint, you will get a reply within 2 weeks. For queries that require further investigation or evaluation, do expect a reply in 2 to 4 weeks.

Rights of Providers of Personal Data

Access to Personal Data

If you wish to access your personal data being held by DPEX, please submit your request in writing or via email to our Data Protection Officer and allow us one week to process your request. Should we not be able to respond to your access request within the week, we will inform you in writing of the time by which we will be able to respond to your request, which should not exceed thirty (30) days.

If we are unable to provide you with any personal data, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).

To help protect your privacy and maintain security, personal data records will only be released to you by the DPEX Data Protection Officer upon verification of your identity.

Correction of Personal Data/Update

If you believe that your personal information in DPEX database is incorrect or incomplete, you may write to DPEX Data Protection Officer stating your full name, NRIC no, contact information and the details of your requested correction/update.

We will update any information found to be incorrect within 2 weeks.

Withdrawal of Consent

Any individual may withdraw his/her consent to the use and disclosure of his/her personal data at any time, unless such personal data is necessary for DPEX to fulfil its legal obligations. You may withdraw consent and request us to stop collecting, using and/or disclosing your personal data by submitting your request in writing or via email to our Data Protection Officer at the contact details provided.

Effect of Notice and Changes to Notice

DPEX will regularly review and update our Data Protection Notice. The latest version will be available from our website.

Effective date : 19 November 2021