

FAITH International Pte Ltd – Data Protection Policy

Last Updated: 18 October 2025

This Data Protection Policy (“Policy”) applies to all personal data collected, used, and disclosed by FAITH International Pte Ltd (“the Company”). The purpose of this Policy is to explain how we manage personal data in compliance with the Singapore Personal Data Protection Act 2012 (PDPA) and other relevant laws governing IT asset disposal and data destruction services.

By submitting your personal data to us, you consent to our collection, use, disclosure, and/or retention of your data in accordance with this Policy. This Policy supplements but does not supersede any prior consents you may have provided. FAITH International Pte Ltd may amend this Policy periodically to reflect changes in legal or operational requirements. The latest version will always be available on our website.

1. Personal Data

“Personal Data” refers to information, whether true or not, that can identify an individual either on its own or when combined with other accessible information.

Examples include your name, company name, identification number, date of birth, contact details, address, email, and other data you have provided through your interactions with us.

2. Collection of 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.

Personal Data is typically collected when you:

- Submit forms related to our products and services.
- Enter into agreements or provide documentation in the course of business with us.
- Communicate with our staff via calls, meetings, social media, or emails.
- Use our website or request inclusion in our mailing list.
- Participate in surveys, feedback sessions, or promotions.
- Appear in CCTV footage or photographs during visits or events.
- Are referred to us by business partners or third parties.
- Engage with us via social media platforms or online channels.

3. Purposes for Collection, Use, and Disclosure of Personal Data

We take reasonable steps to verify and maintain the accuracy of personal data. FAITH International Pte Ltd collects, uses, and discloses personal data for the following purposes:

- Responding to queries, feedback, and service requests.
- Verifying identity and processing payments.
- Managing business operations and ensuring compliance with internal policies.

- Providing updates on products, services, and developments.
- Facilitating business transactions and project management.
- Conducting due diligence, audits, and investigations.
- Complying with applicable laws, regulations, and audit requirements.

Exceptions to Consent: Data may be collected or disclosed without consent when:

- Required for emergencies involving life, health, or safety.
- Necessary in the national interest.
- Required for legal, regulatory, or investigative purposes.

These cases are documented and reviewed periodically under our Data Protection Management Program (DPMP) and Data Inventory Map (DIM).

4. Disclosure of Personal Data

We take reasonable measures to protect personal data against unauthorized disclosure. Where disclosure is necessary for legitimate purposes, it will be made only to authorized parties under confidentiality obligations.

5. Non-Disclosure

We do not sell, trade, or otherwise transfer your personally identifiable information to third parties, except trusted service providers who assist in our business operations and are bound by confidentiality agreements. We may disclose information when legally required to comply with regulations or protect our rights and the safety of others.

6. International Transfer of Information

Where necessary for operational efficiency, personal data may be transferred or accessed from other countries where FAITH International Pte Ltd operates, in compliance with applicable data protection laws.

7. Retention of Personal Data

Personal data will be retained only as long as necessary for business or legal purposes. Once data is no longer required, it will be securely destroyed, anonymized, or deleted in accordance with company procedures.

8. Use of Cookies

Cookies are small text files used to enhance your browsing experience. These do not access or modify other data on your device. You may disable cookies in your browser settings, though certain site features may not function optimally as a result.

9. Data Security

We implement reasonable administrative, technical, and physical security measures to safeguard personal data from unauthorized access, disclosure, modification, or destruction.

10. Links to Other Websites

Our website may contain links to third-party websites. FAITH International Pte Ltd is not responsible for their privacy practices. You are encouraged to review the privacy policies of any external sites you visit.

11. Contacting Us

For questions or feedback about this Policy, or to withdraw consent or request access to your personal data, please contact our Data Protection Officer (DPO):

Email: dpo@faith-intl.com

We aim to acknowledge all queries within five (5) working days and respond in accordance with the PDPA's requirements.

12. Requests Relating to Personal Data

Upon written request and verification of identity, FAITH International Pte Ltd will provide details on:

- The types of personal data held.
- The purposes for which such data has been used or disclosed.
- The parties or categories of parties to whom data has been disclosed.

All such requests and responses will be recorded and retained for accountability and audit purposes in accordance with our DPMP.

13. Changes to This Policy

This Policy is reviewed regularly and updated when necessary. Updates will be published on this page, with the effective date clearly indicated.

14. Governing Law

This Policy shall be governed by and construed in accordance with the laws of Singapore, in line with the Personal Data Protection Act (PDPA).