



ISS Personal Data Protection Notice

This Data Protection Notice ("Notice") explains how **ISS** (Institute of Safety Singapore Pte Ltd.) manages the collection, usage, and disclosure of personal data. We operate in strict accordance with the **Personal Data Protection Act (PDPA)**. This Notice applies to all personal information currently in our care or under our control.

1. Understanding "Customer" and "Personal Data"

Within this document, a "**customer**" refers to any individual who:

- Contacts us to inquire about our services.
- Enters (or may enter) into a service contract with us.
- Attends courses at the **ISS Academy**.
- Acts as a subcontractor (e.g., tutor, auditor, or technical expert) for ISS.
- Engages with us as a stakeholder or business partner.

"**Personal data**" refers to any information, whether accurate or not, that can identify an individual either on its own or when combined with other information available to ISS.

2. Information We Collect

Depending on your relationship with ISS, we may collect:

- **Contact Details:** Full name, job title, phone numbers, and residential or office addresses.
- **Identification:** ID numbers or passport details.
- **Professional Background:** CVs, academic transcripts, training certifications, and past auditing or teaching experience.
- **Financial Data:** Credit card or banking information for service and course payments.
- **Voluntary Input:** Any opinions, feedback, or information shared during interactions.

3. Usage and Disclosure of Information

ISS generally collects data only when provided voluntarily. We will seek your explicit consent for any new purposes unless the law allows otherwise. We use your data to:

- Deliver requested services and manage our relationship with you.
- Generate quotes, proposals, and subcontractor agreements.
- Verify identities and process financial transactions.
- Satisfy regulatory, accreditation, and legal requirements.
- Address inquiries, complaints, or feedback.
- Distribute marketing materials and event notifications (where permitted).

Third-Party Sharing: We may share your data with authorized third-party service providers or agents who perform functions on our behalf. These obligations remain in effect for a reasonable period even after your formal relationship with ISS ends.

4. Withdrawing Your Consent

Your consent remains valid until you withdraw it in writing. To stop the collection or use of your data, please email info@issg.sg.

- **Processing Time:** We aim to process withdrawals within **ten (10) business days**.
- **Consequences:** Please note that withdrawing consent may limit our ability to provide certain services. This withdrawal does not override our legal right to retain data required by law.

5. Accessing and Correcting Your Data

You have the right to review the information we hold or request corrections to inaccuracies by emailing info@issg.sg.

- **Access:** You may request a copy of your personal data, subject to identity verification.
- **Corrections:** We will update or amend inaccurate data unless legal obligations require us to keep the original record.
- **Timeline:** We respond to requests as soon as possible, typically within **thirty (30) days**.



6. Security and Safeguards

ISS employs robust administrative and technical measures—including encryption, endpoint protection, and up-to-date antivirus software—to prevent unauthorized access or disclosure. Access is restricted to authorized personnel and partners on a "need-to-know" basis under strict confidentiality agreements. However, please be aware that no electronic storage or internet transmission is 100% secure.

7. Data Retention and Accuracy

- **Retention:** ISS keeps personal data only as long as necessary to fulfill the original business purpose or to satisfy legal and accreditation rules.
- **Accuracy:** We rely on you to ensure your information is correct. Please notify us at info@issg.sg if your details change.

8. Updates to This Notice

ISS reserves the right to modify this Notice at any time. The "Last Updated" date will indicate when changes occurred. Continued use of ISS services implies acceptance of the updated terms.

Contact Us For any privacy-related questions, please contact: info@issg.sg