

# Personal Data Protection Policy

Kum Yan Methodist Church

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September 2023 - Version 2

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# 1 Introduction

## 1.1 Policy information

Document Owner	
This policy was prepared by the Data Protection Officer (“DPO”) appointed by Kum Yan Methodist Church. This policy was approved by the Local Church Executive Committee (“LCEC”).	
Organisation and Scope of policy	
This policy applies to all the staff, including clergy and lay, volunteers as well as contractors in Kum Yan Methodist Church.  A copy of this policy shall be made available to any individual upon request.	
Policy operational date	
01/08/2015	
Version and Date approved by the Local Church Executive Committee	
Version 2.0	14/09/2023
Document Change History	
This 2.0 version includes two new obligations (on data breach notification and data portability) which came into law following passage in Parliament in Nov 2020.	

## 1.2 Introduction to Personal Data Protection Act

1.2.1 The Singapore Personal Data Protection Act 2012 (No. 26 of 2012) (“PDPA” or the “Act”) was established to govern the collection, use and disclosure of individuals' personal data by organisations.

1.2.2 The PDPA takes into account the following concepts:

**Consent** – Organisations may collect, use or disclose personal data only with the individual's knowledge and consent (with some exceptions);

**Purpose** – Organisations may collect, use or disclose personal data in an appropriate manner under a given set of circumstances, and only if they have informed the individual of purposes for the collection, use or disclosure;

**Reasonableness** – Organisations may collect, use or disclose personal data only for purposes that would be considered appropriate to a reasonable person in the given circumstances

1.2.3 The PDPA defines two main groups of obligations:

- a. The Data Protection Provisions: These govern the collection, use and disclosure of personal data by organisations and set out eleven main obligations relating to personal data.
- b. The Do Not Call Provisions (“DNC Provisions”): These govern the sending of messages, faxes and voice calls to Singapore phone numbers by organisations.<sup>1</sup>

1.2.4 The PDPA prescribes eleven main obligations:

- a. Accountability Obligation;
- b. Consent Obligation;
- c. Purpose Limitation Obligation;
- d. Notification Obligation;
- e. Accuracy Obligation;
- f. Protection Obligation;
- g. Retention Limitation Obligation;
- h. Access and Correction Obligations;
- i. Transfer Limitation Obligation;
- j. Data Breach Notification; and
- k. Data Portability\*

\*This will take effect when the Regulations are issued. Information correct as of May 2021.

1.2.5 The PDPA does NOT apply to:

- a. Personal data about an individual that is contained in a record that has been in existence for at least 100 years
- b. Personal data of a deceased individual (after 10 years from death), except
  - the need to make reasonable security arrangements to protect such data
  - compliance with requirements in relation to disclosure.

1.2.6 For further guidance do refer to documents issued by the Personal Data Protection Commission (“PDPC”). These are available on the PDPC website at <http://www.pdpc.gov.sg/resources>.

1.2.7 Do note that this policy document does not supersede guidance provided by the PDPC.

### **1.3 Purpose of Policy**

1.3.1 The Kum Yan Methodist Church (“KYMC” or “organization” or “we” or “us”) is committed to safeguarding the personal data entrusted to it by individuals.

1.3.2 KYMC manages individual’s personal data in accordance with PDPA and other applicable laws of Singapore.

1.3.3 The purpose of this Personal Data Protection Policy (the “Policy”) outlines the principles and practices adopted by KYMC in protecting personal data in compliance with the PDPA.

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<sup>1</sup> DNC Provisions do not apply to charitable organisations like KYMC unless KYMC is contacting an individual for solicitation of business. Reference PDPA Part IX

## 1.4 Definitions

S/No	Term	Definition
1.	<b>Personal data</b>	<p>Personal data is defined in the PDPA as "data, whether true or not, about an individual who can be identified-</p> <ol style="list-style-type: none"> <li>a. from that data; or</li> <li>b. from that data and other information to which the organisation has or is likely to have access." <p>Personal data includes, but not limited to:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• National Registration Identity Card ("NRIC") Number</li> <li>• Nationality</li> <li>• Passport Information</li> <li>• Date of Birth</li> <li>• Email Address</li> <li>• Home Address</li> <li>• Telephone number</li> <li>• Photograph / Video Footage</li> <li>• Bio data (including Medical, Educational, Financial, finger prints and voice recordings)</li> <li>• Signature</li> </ul> </li></ol>
2.	<b>Individual</b>	<p>Individual means a natural person, whether living or deceased.</p> <p>For KYMC, Individuals include, but not limited, to the following: -</p> <ul style="list-style-type: none"> <li>• Staff (either paid or not paid. Unpaid staff include volunteers, lay person holding office or represents KYMC in any way);</li> <li>• Members;</li> <li>• Worshippers;</li> <li>• Donors;</li> <li>• Students;</li> <li>• Beneficiaries; and</li> <li>• Visitors.</li> </ul>
3.	<b>Purpose</b>	<p>The term "purpose" refers to objectives or reasons the organization relating to the collection, use and disclosure of personal data.</p>

## 2 Policy Statement

### 2.1 KYMC will: -

- comply with regulatory requirements as stated in the PDPA;
- respect Individuals' rights;

- be open and honest to the Individuals whose data are held by us; and
  - provide training and support for staff and volunteers who handle personal data, so that they may confidently comply with this Policy.
- 2.2 KYMC recognizes that our primary commitment with reference to the Data Protection Act is to ensure Individuals' personal data are not misused and may result in harmful consequences. We strive to achieve this by ensuring personal data are: -
- obtained fairly and lawfully and shall not be processed unless certain conditions are met;
  - obtained for specified and lawful purposes and not further processed in a manner incompatible with that purpose;
  - adequate, relevant and not excessive;
  - accurate and up-to-date;
  - kept for no longer than necessary; and
  - protected by appropriate security and kept with trusted and authorized parties.
- 2.3 KYMC is also committed to being open and transparent and will respond to any legitimate enquiries from Individuals regarding usage, storage and accuracy of their personal data in a timely manner.

### **3 Responsibilities**

#### **3.1 KYMC's Local Church Executive Committee (LCEC)**

- 3.1.1 KYMC's Local Church Executive Committee (LCEC) is the responsible authority for ensuring KYMC complies with the following legal obligations: -
- Develop and implement its data protection policies and practices;
  - Appoint a Data Protection Officer ("DPO");
  - Develop processes to receive and respond to complaints that may arise with respect to the application of PDPA;
  - Communicate information about its data protection policies and practices to its staff; and
  - Make information available on request about its data protection policies and practices and its process to receive and respond to complaints.
- 3.1.2 Each department, ministry or sub-unit of KYMC which manages personal data is responsible for formulating their respective operational procedures in compliance with this Policy (including induction and training) to ensure that good data protection practices are established and implemented.
- 3.1.3 Significant breaches of this Policy shall be dealt according to KYMC's disciplinary procedures.

#### **3.2 Data Protection Officer ("DPO")**

- 3.2.1 DPO is appointed by the LCEC to have oversight of personal data protection (including collection, usage, disclosure, access & storage and disposal)
- 3.2.2 Retain oversight of all personal data access or correction requests and ensure that they are processed in accordance with this Policy.
- a. Review and examine such arrangements and provide necessary recommendations.

- b. Verify the identity of the individual before responding to the request for access or correction and keep a record of such requests and responses for future reference and verification.
  - c. Report any breach of security to Pastor-In-Charge/ LCEC and assist in investigation. Report incident to CAC DPO.
  - d. Follow up on complaints – verification, report to LCEC for follow-up.
- 3.2.2 Assist LCEC in developing policies for handling personal data that are in compliance with the PDPA and are suitable to the organization's needs;
- 3.2.3 Communicate internal data protection policies and processes to staff and volunteers and any other individuals given access to personal data.
- 3.2.4 Ensure that staff and volunteers keep abreast of and abide by any developments in PDPA implementation in CAC.
- 3.2.5 Liaise with the PDPC on data protection matters. Represent KYMC in matters concerning personal data protection to external parties
- 3.2.6 Assess, review and modify, if necessary, any processes and documents pertaining to PDPA
- 3.2.7 Conduct audit checks, training, updates and changes to KYMC PDPP.
- 3.2.8 Handle personal data related queries or complaints
- 3.2.9 Appoint a Deputy DPO to act on his/her behalf his/her absence.
- 3.3 KYMC Staff, Lays, Clergies, Volunteers and Contractors (collectively referred to as "all staff")**
- 3.3.1 All staffs, paid or unpaid, including lay and clergy office bearers as well as volunteers and contractors shall comply with this Policy.
- 3.3.2 All staffs shall familiarize themselves with the Policy procedures that relate to the personal data that they may manage in KYMC.
- 3.3.3 Staffs shall seek approval from the DPO when there is a need to consider using personal data in a manner not consistent with this Policy, or an official disclosure request is received. The considerations, approval and disclosures shall be documented and filed.

## **4 Data Collection, Usage and Disclosure**

### **4.1 Purpose Limitation**

- 4.1.1 KYMC collects, uses and discloses personal data for the following purposes: -
- Human resource administration;
  - Education and training;
  - Event organization and management;
  - Missions organization and management;
  - Fundraising, donations and activities for charitable causes;
  - Tenancy management;

- Service intermediation(insurance and banking);
- Members services;
- Queries and requests handling;
- Meet regulatory requirements (Charity portal declaration); and
- Advertising and communication.

4.1.2 KYMC shall only collect personal data relevant to the purpose of the collection or if it is mandatory in order to accomplish the purpose. Individuals shall be informed of the purpose of collecting optional data (e.g. to improve services rendered).

## **4.2 Collection of information**

4.2.1 Personal data is to be collected by fair and lawful means, without misleading or deceiving individuals as to the purposes for the collection of personal data about them. The avenues by which KYMC may collect personal data include, but are not limited to:

- Application form(s) submitted by an individual to KYMC, such as membership application forms or other forms relevant to events and activities organised or managed by KYMC;
- Where an individual contacts staff or representatives of KYMC to make enquiries or in relation to pastoral care, whether such contact is by email, voice calls, or otherwise;
- Where an individual attends at the Church Office for the purpose of making enquiries or to make requests relating to pastoral care or any events, activities, courses or programs organised, conducted or managed by KYMC;
- Where an individual makes a donation to KYMC;
- Where an individual makes a request to KYMC to contact that individual for any purpose;
- Where an individual submits that individual's personal data for the purpose of employment;
- Where an individual submits that individual's personal data for the purpose of volunteering at KYMC events, activities, programs or courses.

## **4.3 Consent**

4.3.1 KYMC shall seek consent from the Individual to collect, use or disclose the Individual's personal data, except in specific circumstances where collection, use or disclosure without consent is authorised under this Act or required by law.

4.3.2 Consent may be collected through written documentation (e.g. consent form, written note) or electronically (email consent, electronic form). In situations when consent cannot be conveniently obtained in written form or electronically, KYMC may opt to obtain verbal consent and such process shall be approved by DPO.

4.3.3 KYMC may not be able to fulfill certain services if Individuals are unwilling to provide consent to the collection, use or disclosure of certain personal data.

## **4.4 Deemed Consent**

4.4.1 KYMC may deem the Individual has consented to collection, usage and disclosure of their personal data in situations where the Individual provided information for obvious purposes.



4.4.2 KYMC may deem the Individual's consent were obtained for personal data collected prior to 2<sup>nd</sup> July, 2014 for the purpose of which the personal data was collected, unless consent for such usage and disclosure is withdrawn, or if we rely on the legitimate interests exception to collect, use and disclose personal data of an individual without consent where the identified legitimate interests outweigh any adverse effect on the said individual. The consent may include for KYMC's usage and where applicable include disclosure.

4.4.3 KYMC need not seek consent from staff (including volunteers and part-time workers) for purposes related to the staff's work in KYMC. However, staff's consent shall be obtained if such purpose is unrelated to their work. Staff shall be informed that their personal data may be disclosed to public and arrangements may be made to limit such disclosure with mutual agreement.

#### **4.5 Withdrawal of Consent**

4.5.1 Any Individual may withdraw or limit their consent to the use and disclosure of their personal data at any time, unless such personal data is necessary for KYMC to fulfil its legal obligations. KYMC shall within a reasonable time frame comply with the withdrawal request and inform the Individual if such withdrawal will affect the services and arrangements between the Individual and KYMC. KYMC may cease such services or arrangements as a result of the withdrawal.

#### **4.6 Notification Obligation**

4.6.1 KYMC shall collect this personal data directly from the Individuals. However, KYMC may also collect Individual's personal data from third parties provided the consent was obtain from the Individual or required by law.

4.6.2 Prior or during collecting personal data, KYMC shall made known to the Individual the purpose for which the personal data was collected, except when such personal data is provided by an Individual for an obvious purpose. (E.g. Individual provided personal data to register for an event, as such the purpose is for that event participation).

#### **4.7 Accuracy Obligation**

4.7.1 KYMC shall make reasonable effort to ensure that Individuals' information it keeps are accurate and complete. KYMC relies on Individuals' self-notification of any changes to their personal data that is relevant to KYMC.

#### **4.8 Data Disclosure and Transfer of Personal Data to External Parties**

4.8.1 KYMC may disclose Individual's personal data to the following group of external organizations for appropriate purposes and subjected to compliance of applicable laws: -

- Methodist Chinese Annual Conference
- agents, contractors, data intermediaries or third party service providers who provide services, such as telecommunications, mailing, information technology, payment, payroll, insurance, training, storage and archival, to the organization;
- banks and financial institutions;
- KYMC's professional services providers such as 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 relevant government;
- charity organizations; and
- any relevant person related to achieving the intended purposes.

4.8.2 KYMC may transfer personal data to a country or territory outside Singapore when required for operational or administrative purposes. Such transfer shall be done in a manner that is secure

and appropriately aligned with PDPA requirements.

## **5 Security and Storage**

### **5.1 Protection Obligation**

KYMC shall adopt security arrangements that are reasonable and appropriate to the circumstances, while taking into consideration the nature of the personal data, the form in which the personal data is collected (physical or electronic) and the possible impact to the Individual concerned if an unauthorized person were to obtain, modify or dispose of the personal data. Each departments shall determine such arrangement appropriate for their operating unit. The DPO shall review and examine such arrangements and provide necessary recommendations.

#### **5.1.1 Storage of personal data**

KYMC shall take reasonable and appropriate security measures to protect the storage of personal data such as: -

- Marking confidential on documents with personal records clearly and prominently;
- Storing hardcopies of documents with personal records in locked file cabinet systems;
- Storing electronic files that contains personal data in secured folders; and
- Archived paper records and data backup files may be stored in off-site facilities or service providers provided such facilities are secured.

#### **5.1.2 Protection of personal data**

All personal data held must be secured and protected against unauthorized access and theft.

KYMC shall ensure that: -

- KYMC IT networks that host personal data are secured and protected against unauthorized access;
- Personal computers and other computing devices that may access to personal data are password protected. Passwords are managed in accordance with industry best practices;
- Personnel and other files that contains sensitive or confidential personal data are secured and only made available to staff with authorized access; and
- Ensure that IT service provider complies with security standards in line with industry practices.

In the event of a security breach, the DPO shall be notified. The DPO shall investigate if such breach is a malicious act and shall take appropriate action after consulting with KYMC's management, LCEC Chairperson and Governance Chairperson.

### **5.2 Retention Limitation Obligation**

5.2.1 KYMC shall retain Individual's personal data only for as long as it is reasonable to fulfill the purposes for which the personal data was collected, or as required by law.

5.2.2 KYMC shall establish a personal data retention schedule and ensures that personal data managed are processed regularly. KYMC may anonymize collected personal data or destroy records containing personal data according to the retention schedule.

5.2.3 KYMC shall ensures the disposal of personal data are performed appropriately with little possibility to recover the information from disposal process. Such method may include shredding paper records and permanently delete electronic records.

## **6 Access and Correction of Personal Data**

### **6.1 Access to Personal Data**

6.1.1 Individuals whose personal data are kept by KYMC shall be allowed to access to their personal data. KYMC shall disclose such information, including the usage and disclosure history of the personal data that has occurred within a year of the date of request. Individuals may make request from KYMC for such disclosure and correction by writing to KYMC in accordance to clause 6.3.

### **6.2 Correction of Personal Data**

6.2.1 KYMC is committed to ensure that all personal data kept are accurate and up-to-date. To achieve this, KYMC recognizes Individual's participation in informing KYMC of any changes, error or omission in their personal data is essential. KYMC shall provide facilities and processes to allow Individuals to submit corrections to their personal data.

6.2.2 KYMC shall notify all other organizations of such corrections, if the Individual's personal data was disclosed by KYMC to that organization one year prior to this correction. Such notification shall take place except if KYMC deems the personal data is no longer relevant or needed by the organization for the purpose that KYMC's disclosure was made earlier.

### **6.3 Access and correction process**

6.3.1 The DPO will have oversight of all personal data access or correction requests and ensures that they are processed in accordance with this Policy.

6.3.2 Request for personal data access or correction by Individuals, including any enquires and complains shall be submitted to KYMC in writing to the DPO at the following address and contact information: -

Kum Yan Methodist Church  
No.1 Queen Street  
Singapore 188534  
Tel: 6337 6196

OR email to: [DPO@kumyan.org.sg](mailto:DPO@kumyan.org.sg)

6.3.3 All KYMC staff shall forward any personal data access or correction request to the DPO in a timely manner.

6.3.4 KYMC may request for additional information from the requestor to aid in the investigation. The DPO shall verify the identity of the Individual before responding to the request for access or correction. KYMC may respond to the requestor via telephone call, written note or electronic mail. In any case, the DPO shall make a record of such requests and responses for future reference and verification.

### **6.4 Openness Obligation**

6.4.1 KYMC shall develop and publish data protection policy statements to inform staff, including part time staff and volunteers, declaring the manner that their personal data are collected, used and disclosed. Such statement shall be made available to staff upon request, or may be published in an appropriate manner that KYMC deems fit.

6.4.2 KYMC shall also publish a data protection policy statement for other parties (non-staff) and such statement shall be published on KYMC's web site.

## 7 CCTV, video recording and photography

7.1 CCTV, video footage and photos may constitute personal data if an identifiable individual is captured.

- Appropriate notices are put up at the church entrance, to clearly state the use and purpose of CCTV video surveillance.
- Notices are put up at entrance to event areas, to inform visitors and volunteers that photographs and videos taken may be used by KYMC for communication purpose in print or electronic media.
- For special event, it should be stated in the invitation that photographs of attendees will be taken at the function for publicity on print and electronic media. Appropriate notice should also be put up at the reception or entrance to inform the attendees on the event day.
- If photos and videos are taken out of the context of the above, KYMC must obtain individual's consent before using them.

7.2 Only authorized staff of KYMC are allowed to access the video recording and photographs. Where in doubt, seek the advice of the DPO.

## 8 KYMC website

8.1 As with most websites, when you visit KYMC website or use an application on KYMC website, KYMC may record anonymous information such as IP address (where not used to identify a specific individual), time, date, referring URL, pages accessed and documents downloaded, type of browser and operating system.

8.2 KYMC also uses "cookies". A cookie is a small file that stays on your computer until, depending on whether it is a sessional or persistent cookie, when you turn your computer off or it expires. Cookies may collect and store your personal data. You may adjust your internet browser to disable cookies. If cookies are disabled you may still use KYMC website, but may be limited in the use of some of the features.

8.3 KYMC websites may contain links to or from other websites. KYMC is not responsible for the privacy practices of other websites. This privacy policy applies only to KYMC.

8.4 We encourage you to read the privacy policies of other websites you link to from KYMC's website.

## 9 Policy Review

9.1 This Policy shall be maintained and updated by the DPO and reviewed by the LCEC Chairperson and Governance Chairperson at least bi-yearly. LCEC Chairperson shall submit its recommendation to LCEC and LCEC shall be the approving authority to adopt the proposed revised Policy.

**END OF POLICY DOCUMENT**

## **APPENDIX 1**

### **Privacy Policy and Consent to Use of Personal Data**

By interacting with, submitting information to or signing up for any organised activity offered by Kum Yan Methodist Church, you agree and consent to Kum Yan Methodist Church collecting, using, disclosing and sharing of your personal data, for the purpose of our church administration, services, programmes, ministries, activities and any other purpose that is reasonably related to carrying out the aforesaid.

Kum Yan Methodist Church respects personal data and privacy, and will only share such information with third parties on a required basis that is compliant with our PDP policies.

Should you wish to withdraw or limit your consent, please inform our Data Protection Officer at :

Kum Yan Methodist Church  
No. 1 Queen Street,  
Singapore 188354

Email: [DPO@kumyan.org](mailto:DPO@kumyan.org)

## Appendix 2

### Withdrawal of Consent Form

I would like to withdraw my consent to the collection, use or disclosure of my personal data by Kum Yan Methodist Church ("KYMC").

By submitting this form, I understand that:

- (a) KYMC and its representatives and agents will no longer collect, use or disclose my personal data for the purposes of contacting me about KYMC's services, activities and programmes#;
- (b) This withdrawal of consent to the collection, use or disclosure of my personal data by KYMC, is made in conjunction with \*my withdrawal of membership / transfer of official Membership with KYMC / my personal decision.

Name:

NRIC/FIN No.:

Signature:

Date:

*\*Delete the inapplicable*

*# Unless such collection, use or disclosure, as the case may be, without my consent is required or authorized under the Personal Data Protection Act or other written law.*

### Appendix 3

#### **Amendment /Update of Personal Data currently with Kum Yan Methodist Church Form**

I would like to \*amend/update my personal data currently stored with Kum Yan Methodist Church (KYMC) and would like KYMC to contact me on a regular basis for updates on its services and programmes.

Name:

NRIC/Fin No:

Telephone (Home/Mobile):

Mailing Address:

Email Address:

By submitting this form, I understand and consent that KYMC shall \*amend/update my personal data as soon as practicable#.

Signature:

Date:

*# My response here does not affect my other consents given to KYMC and its right at law in respect of my personal data. Leaving any of the above modes of contact blank will not be treated as a withdrawal of any other consent I may have previously provided to KYMC.*

*\*Delete the inapplicable*

## Appendix 4

### Inspection Of Personal Data Form

I would like to inspect my personal data stored with Kum Yan Methodist Church (KYMC)

By submitting this form, I understand that:

- (a) KYMC will provide me with my personal data that is kept by KYMC;
- (b) KYMC will provide me with information about the ways in which my personal data has been or may have been used or disclosed in the year before the date of this request<sup>#</sup>.

Name:

NRIC/FIN No.:

Signature:

Date:

<sup>#</sup> Note that KYMC shall not accede to your request if the provision of that personal data or other information could reasonably be expected to:

- (a) threaten the safety or physical or mental health of an individual other than yourself;
- (b) cause immediate or grave harm to the safety or to the physical or mental health to yourself;
- (c) reveal personal data about another individual;
- (d) reveal the identity of an individual who has provided personal data about another individual and the individual providing the personal data does not consent to the disclosure of his identity; or
- (e) be contrary to the national interest (Section 21(3) of the Personal Data Protection Act (2012)).