

FEEDBACK AND COMPLAINT NOTICE

Orange Credit Pte Ltd (“OCPL” or, as appropriate in the context, “we”, “us” or “our”) is a company registered under the Laws of Singapore. OCPL respects the protection of your Personal Data and values the relationship we have with you.

Personal Data means data, whether true or not, about an individual who can be identified from that data, or from that data and other information to which the organisation has or is likely to have access.

This Feedback and Complaint Notice describes how you can provide your feedback and/or complaints to us on OCPL’s Personal Data protection policies and practices or on how OCPL has used and shared your Personal Data.

Submitting Feedback on Personal Data Protection Policies & Practices

If you have any feedback concerning our Personal Data protection policies and practices, please send your feedback by e-mail or post to:

Email address: dataprotection@orangecredit.com.sg
Mailing address: Data Protection Officer
 Orange Credit Pte Ltd
 810 Geylang Road
 #01-91 City Plaza
 Singapore 409286

Submitting a Complaint on Use and/or Sharing of Personal Data

If you have a complaint on how OCPL has used and/or shared your Personal Data, you may submit your complaint to the Data Protection Officer by completing the Form and sending it by e-mail or post to the contact details provided above.

OCPL takes all complaints that it receives on OCPL’s use and sharing of your Personal Data seriously and we will look into and investigate your complaint. To assist us in looking into, investigating and responding to your complaint, it is important that you provide us with adequate and sufficient details when you fill in the Form.

We might need to contact you to request for more information or documentation in order to assist us or to facilitate us looking into or investigating your complaint. For this reason, we would need you to provide us with your contact details when you fill in the Form so that we can contact you for this purpose and also to respond to your complaint once we have finished looking into and/or investigating your complaint.

Once we receive your complaint, we will acknowledge receipt of your complaint within seven working days. We will use reasonable endeavours to respond to your complaints in writing within 45 days from the date of our acknowledgement to you of our receipt of your complaint. If we are unable to respond to your complaint within 45 days, we will inform you of the estimated time when we would be able to respond to your complaint.

At any time, you may contact our Data Protection Officer to enquire about the status of your complaint, or if you have any queries whatsoever about our Personal Data protection policies and practices.

Complaint Form

Orange Credit Pte Ltd (or, as appropriate in the context, “we”, “us” or “our”) respects the protection of the Personal Data of individuals and values the relationship we have with you. For this reason, we would like to know if you have a complaint about how we have used and/or shared your Personal Data.

We take complaints that we receive seriously and will look into and investigate any complaint that we receive. Please fill in this form to let us know about your complaint concerning our use and/or sharing of your Personal Data.

Your provision of details that are as complete as possible is important for us to be able to effectively look into and investigate your complaint. Providing detailed and complete information will also assist us to better improve our Personal Data protection policies and practices. For this reason, please provide us with as much detail as possible.

You may submit this form to us by email or post:

Email address: dataprotection@orangecredit.com.sg
 Mailing address: Data Protection Officer
 Orange Credit Pte Ltd
 810 Geylang Road
 #01-91 City Plaza
 Singapore 409286

Orange Credit Pte Ltd will use reasonable endeavours to respond to your complaints in writing within 45 days from the date of our acknowledgement to you of our receipt of your complaint.

If we are not able to respond to your complaint within 45 days, we will contact you and inform you of the estimated time when we would be able to respond to your complaint.

Personal Particulars

Full Name: _____

NRIC/FIN/Passport Number: _____

Contact Number: _____ (Mobile)
 _____ (Office)

Email Address: _____

Mailing Address: _____

*Please provide at least a mailing address or email address at which we can send you our response on your complaint.

Relationship with Orange Credit Pte Ltd

Please indicate your relationship with Orange Credit Pte Ltd:

- I am an employee, representative, agent or officer of one of Orange Credit Pte Ltd's vendors / service providers / business partners / customers. My company is _____ (name of company).
- I previously applied for employment with Orange Credit Pte Ltd in _____ (please specify year and month, if possible) / I was employed by Orange Credit Pte Ltd from _____ to _____ (please specify time period of employment).
- Others: _____

Complaint

Please describe your complaint on Orange Credit Pte Ltd's use and/or sharing of your Personal Data. *(If you are able to identify the relevant personnel or departments within Orange Credit Pte Ltd who dealt with your Personal Data, please include the details. Please also attach all relevant documentation to this Form.)*

Preferred Mode of Response

Please indicate your preferred mode of communication of our response to you:

- By registered mail/ordinary mail at my mailing address given above
- By email at my email address given above

Declaration

I confirm that all statements made on this Form are true, accurate and complete to the best of my knowledge and belief. I acknowledge that I may be requested to provide documentation or further details to assist or facilitate Orange Credit Pte Ltd in looking into, investigating and responding to my complaint and agree to provide such documentation or further details as requested for by Orange Credit Pte Ltd.

Signature: _____

Date: _____ (DD/MM/YYYY)