

REQUEST FOR INFORMATION NOTICE

Orange Credit Pte Ltd is a company registered under the Laws of Singapore. Orange Credit Pte Ltd (“OCPL” or, as appropriate in the context, “we”, “us” or “our”) 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 Request for Information Notice describes how you can submit a request to us to request for information on what Personal Data of yours OCPL has and how OCPL has used and disclosed your Personal Data within the last one year before the date of your request.

Submitting a Request for Information

To submit a request for information on what Personal Data of yours OCPL has and how OCPL has used and shared your Personal Data within the last one year before the date of your request, please complete the form and send it to the Data Protection Officer 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

OCPL may charge a fee to cover the administrative costs of responding to your request for information, such as any printing or postage costs and any reasonable costs that OCPL incurs specifically in order to retrieve the relevant information to respond to your requests. OCPL will inform you about the fee to be paid upon our receipt of your request for information.

Please pay the fee by cheque made payable to “Orange Credit Pte Ltd” and send it to the above mailing address. Please enclose a copy of your form with the cheque so that we will know that the cheque is payment for your request for information. Please note that cash is not an acceptable mode of payment of the administrative fee.

Once we receive payment of the administrative fee, we will respond to your request for information within 30 days from the date of our receipt of payment of the administrative fee.

In certain circumstances, we might require more time to respond to your request for information. If this is so, we will contact you within 30 days from the date of our receipt

of payment of the administrative fee and inform you of our estimated time of our response.

If we require more information from you in order to respond to your request, we will contact you within 30 days from the date of our receipt of payment of the administrative fee to obtain the necessary information from you.

Please note that there are some circumstances under which OCPL will not accede to your request for information. These circumstances include:

1. You have requested for opinion data that is kept solely for an evaluative purpose;
2. You have requested for documents related to a prosecution when all proceedings relating to the prosecution have not been completed;
3. You have requested for Personal Data which is subject to legal privilege;
4. You have requested for Personal Data the disclosure of which would reveal confidential commercial information that could harm the competitive position of OCPL ;
5. Your request relates to Personal Data that is collected, use or disclosed for the purposes of an investigation where the investigation and associated proceedings and appeals have not been completed;
6. In OCPL's discretion:
 - (a) your request would unreasonably interfere with the operations of OCPL because it is repetitious or systematic;
 - (b) the burden or expense of responding to your request would be unreasonable to OCPL or disproportionate to your interests;
 - (c) your request is for information that does not exist or cannot be found;
 - (d) your request is for information that is trivial; or
 - (e) your request is otherwise frivolous or vexatious.

The full list of exceptions and circumstances is available in the Fifth Schedule of the Personal Data Protection Act 2012 (see the Attorney General's Chambers' website in the section Singapore Statutes Online <http://statutes.agc.gov.sg>).

In the event that any of the above circumstances apply to your request for information, we will contact you within 30 days from the date of receipt of payment of the administrative fee and inform you of the reason for OCPL not being able to respond to your request for information.

If you have any queries concerning our Request for Information Notice, please contact the Data Protection Officer whose contact details are set out above.

Form for Request for Information

Date of Request: _____ (DD/MM/YYYY)

Personal Particulars

Full Name: _____

NRIC/FIN/Passport Number: _____

Contact Number: _____ (Mobile)

_____ (Office)

Email Address: _____

Mailing Address: _____

Scope of Request

Please indicate the scope of your request for information:

- I would like to know what Personal Data of mine, as described below, Orange Credit Pte Ltd has (To facilitate our response, please specify clearly and in detail the Personal Data requested, including further information, if any, such as the associated incident or transaction, the circumstances under which the Personal Data was collected or held, etc.).

Details:

- I would like to know how Orange Credit Pte Ltd has used and disclosed my Personal Data in the last one year before the date of my request.

To assist us in our response, please let us have the following information:

- Date around which or period within which the requested Personal Data was collected (if known): _____
- The name of the Orange Credit Pte Ltd staff member who collected the requested Personal Data (if known): _____

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 had applied for employment with Orange Credit Pte Ltd in _____ (please specify the year and month, if possible) / I was employed by Orange Credit Pte Ltd from _____ to _____ (please specify the time period of employment).
- Others: _____

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

Administrative Fee

We will contact you through your preferred mode of communication to inform you of the administrative fee that we will charge for responding to your request.

The administrative fee is to cover the administrative costs of responding to your request for information, such as any printing or postage costs and any costs that Orange Credit Pte Ltd specifically incurs to retrieve the information to respond to your request.

Please make payment of the administrative fee, within 14 days of our notification to you, by cheque made payable to "Orange Credit Pte Ltd" and send it to:

Data Protection Officer
Orange Credit Pte Ltd
810 Geylang Road
#01-91 City Plaza
Singapore 409286

Please enclose a copy of your form with the cheque so that we will know that the cheque is payment for your request for information. Please note that cash is not an acceptable mode of payment of the administrative fee.