

Privacy Policy

By accessing this Mobile application (as defined below) you accept all the terms and conditions of this Privacy Policy.

You agree to permit SMRT to collect and use data and information originated by you and made accessible to SMRT in the course of, or as a result of your use of this Mobile application. In particular, by permitting SMRT to collect and use data and information originated by you and made accessible to SMRT in the course of, or as a result of your use of this Mobile application, you will be deemed to have given your permission for disclosures referred to herein. If you do not agree with the terms and conditions of this Privacy Policy, you must immediately cease using and accessing this Mobile application and any content, services or products contained in or available from this Mobile application for which you need to provide personal information.

What does this Privacy Policy cover?

This Privacy Policy covers our use of data and information originated by you and made accessible to SMRT in the course of or as a result of your use of this Mobile application. For the purposes of this Privacy Policy, "this Mobile application" means **SMRTConnect**, which may link to other SMRT websites or SMRT Mobile applications.

This Privacy Policy relates to this Mobile application. Other SMRT websites or SMRT mobile applications may contain privacy policies which are different from this Privacy Policy. In addition, specific terms and conditions may apply to specific content, services or products contained in or available from such other SMRT websites or SMRT mobile applications. In the event such additional or specific terms are inconsistent with the terms contained in this Privacy Policy, the additional or specific terms shall prevail. When using SMRT mobile applications or SMRT websites, please check the privacy policy of each mobile application or SMRT website, and do not assume that this privacy policy applies to all SMRT mobile applications and SMRT websites.

Who is responsible for the personal information collected on this Mobile application?

SMRT Corporation Ltd, a company registered in Singapore with company registration number 200001855H whose registered office is at 251 North Bridge Rd Singapore 179102, controls the personal data collected on this Mobile application.

Special Notice - if you are a child or a minor

SMRT Corporation Ltd does not knowingly collect personal information from children or minors (being persons under 21 years old or as defined under law, whichever is the lower limit). If

SMRT Corporation Ltd becomes aware that it has inadvertently received personal information from a child or minor, it will delete that information from its records. If you are a child or minor and you wish to ask a question or use this Mobile application in any way which requires you to submit your personal information, please get your parent or guardian to do so on your behalf.

Information collection and use

We collect and use data and information originated by you and made accessible to SMRT in the course of or as a result of your use of this Mobile application (which may include your name, address, telephone number and email address) in order to:

- respond to queries or requests submitted by you
- process orders or applications submitted by you
- administer or otherwise carry out our obligations in relation to any agreement you have with us
- anticipate and resolve problems with any products or services supplied to you
- better tailor and improve the features of products and services
- create products or services that may meet your needs

facilitate the provision of updates, product support and other services to you (if any) in relation to this Mobile application. SMRT may use such data and information to improve its products and services, provided that such data or information shall be in a form that does not personally identify you. We may use third parties for the fulfillment of our obligations hereunder. However, except as set out in this Privacy Policy, we will not disclose any personally identifiable information without your permission unless we are legally entitled or required to do so (for example, if required to do so by legal process or for the purposes of prevention of fraud or other crime) or if we believe that such action is necessary to protect and/or defend our rights, property or personal safety and those of our users/customers etc.

In the event our company, or part thereof, is acquired by another company, that company may use your personal data in accordance with this Privacy Policy.

We may receive personal data about you from third parties. In such event, we may add this data to the data we already received from you for the purposes described in this Privacy Policy.

Providing you with additional information and sharing your information

From time to time we would like to use your personal information for purposes other than as set out in the above section. We believe that these additional uses will be of benefit to you. However, we understand that you may not wish us to use your information in this way. We will

not use your information for the purposes set out below if you have indicated that you do not wish us to use your information in this way when submitting the information.

Additionally, if at any time you wish us to stop using your information for any or all of the below purposes, please let us know (see contact information below). We will take the necessary steps to stop the use of your information for such purposes with immediate effect. In such cases we will, however, continue to use your personal data for the purposes set out in the above section for as long as necessary to achieve such purposes.

From time to time we will use the information you supply to us for:

- market research and tracking of sales data
- informing you about our products and services, which may include contacting you by telephone
- giving the information to SMRT affiliate offices and companies, which may be located outside Singapore, to enable them to send you information which may be of interest to you.

In addition, from time to time we would like to give your name, address and e-mail and any other personal data you supply to us to carefully selected third parties, which may be located outside Singapore. These third parties may use this information for:

- market research and tracking of sales data
- sending you information about their products and services
- giving the information to their affiliate offices and companies to enable them to send you information which may be of interest to you.

Collection of non-personal information

We may automatically collect non-personal information about you such as the type of internet browsers you use or the Mobile application from which you linked to our Mobile application. We may also aggregate details which you have submitted to the Mobile application (for example, your age and the town where you live). You cannot be identified from this information and it is only used to assist us in providing an effective service on this web site. We may from time to time supply third parties with this non-personal or aggregated data for uses in connection with this Mobile application.

The use of cookies

We may store some information (commonly known as a "cookie") on your mobile phone when you look at our Mobile application. We are able to read these cookies for information purposes when you revisit our Mobile application. The type of information we collect as a result of a cookie being accepted by you is specific to your mobile phone and includes the IP address, the date and time the mobile phone visited the Mobile application, what parts of our Mobile application were looked at and whether the web pages requested were delivered successfully. This information is anonymous; it represents a computer rather than a person.

We use the cookie information to improve our knowledge of the use of our Mobile application and to enable us to be able to ascertain whether the Mobile application is operating at an optimal level. This allows us to enhance our web offerings to you and to provide an enjoyable and an innovative online experience.

You can erase or block this information by changing the settings on mobile phone (please refer to your help screens or manuals). If you do erase or block this information you may not be able to utilise some features of the Mobile application.

Chat rooms, notice boards, newsgroups

If at any time this Mobile application offers any chat rooms, notice board facilities, newsgroups etc we may collect the information that you disclose. Such information will be used in accordance with this Privacy Policy. Please note that we cannot be responsible for other parties' use of the personal information, which you make available to such third parties through any chat room, notice board, newsgroup etc on this Mobile application. Please be careful about what personal information you disclose in this way.

E-mail, Feedback and Forum Facilities

If at any time this Mobile application offers any email, feedback or forum facilities, we may collect the information, which you disclose. Such information will be used in accordance with this Privacy Policy.

Keeping our records accurate

We aim to keep our information about you as accurate as possible. If you would like to review or change the details you have supplied us, please contact us as set out below.

Security of your personal data

We have implemented technology and policies with the objective of protecting your privacy from unauthorised access and improper use and will update these measures as new technology becomes available, as appropriate.

Use of your personal information submitted to other websites and Mobile applications

We cannot be responsible for the privacy policies and practices of other websites and Mobile applications even if:

- you accessed the website or third party Mobile application using links from our Mobile application; or
- you linked to our Mobile application from a third party website or Mobile application.

We recommend that you check the policy of each site you visit and contact the owner or operator of such website or Mobile application if you have any concerns or questions.

Submission of others personal information

From time to time this Mobile application may ask you to provide personal details of your family or friends, for example, so that we can send them details of our products and services. Before providing such information, please ensure that you have obtained their consent to their personal data being used in this way. We will not use these details in any manner which is incompatible with this Privacy Policy.

Will this privacy policy change?

From time to time we may make changes to this Privacy Policy. If we make any substantial changes to this Privacy Policy and the way in which we use your personal data, we will post these changes on this page and will do our best to notify you of any significant changes. Please check our Privacy Policy on a regular basis.

How you can contact us

If you would like to contact SMRT about our Privacy Policy, you can do so [here](#).