

External Data Protection Notice**Vopak Terminals Singapore Pte. Ltd. ("VTS")
Data Protection Notice (the "Notice")**

Updated as of 01 Dec 2024

(1) Overview and Scope

In this Notice, "**we**," "**us**," "**our**" or "**Company**" means Vopak Terminals Singapore Pte. Ltd. ("**VTS**"), "**you**", "**your**" or "**yours**" means the persons to whom this Notice applies. "Personal Data" has the same meaning as that defined in the Personal Data Protection Act 2012 ("**PDPA**"), and means any data or information, whether true or not, about an individual who can be identified either (a) from that data; or (b) from that data and other information to which VTS is likely to have access to.

Vopak Terminals Singapore Pte. Ltd. ("VTS") includes, inter alia, the following organisations and their related entities listed below:

- a. Vopak Terminals Singapore Pte. Ltd.;
- b. Banyan Caverns Storage Services Pte. Ltd. ("BCSS"); and
- c. Any other related affiliates of the entities listed in S/No. a. to b.

Your Personal Data privacy is important to us and we are highly committed to protecting and managing your Personal Data in a responsible manner in line with this Notice.

This Notice sets out the collection, use or disclosure of your Personal Data.

Personal Data excludes Business Contact Information which means an individual's name, designation or title, business telephone number, business address, business electronic mail address or business fax number and any other similar information about the individual, not provided by the individual solely for his personal purposes.

(2) When and what kind of Personal Data do we collect?

VTS may collect, use or disclose the following Personal Data about you:

- (a) when you provide Personal Data by filling in online or hardcopy forms when applying for VTS's services or feedback, asking queries, requests and other submissions;
- (b) If and when you contact VTS through telephone calls, emails, website, or face-to-face meeting(s), we may retain a record of that correspondence;
- (c) when you fill up the employee information form
- (d) If you enter into any contract with VTS or purchase products or services from VTS;
- (e) If and when you respond to any of VTS's communication or other materials.

VTS may collect the following kinds of Personal Data through the different channels mentioned above:

- (a) full name;
- (b) business and/or residential addresses;
- (c) business and/or personal email addresses;

- (d) mobile and business telephone numbers;
- (e) date and country of birth;
- (f) NRIC/ WP / FIN / Passport numbers and copies, when needed;
- (g) nationality, race and ethnicity information;
- (i) marital status and copy of marriage certificate, if applicable;
- (j) emergency contact, next of kin or family information;
- (k) medical report and dietary records;
- (l) legal and financial history;
- (n) financial information and bank account details;
- (o) photos and videos (including CCTV) if applicable; and
- (p) educational and employment history and professional qualifications;
- (q) curricula vitae;

(3) What purposes does VTS Collect, Use or Disclose Personal Data for?

VTS may use the information we collect from you for any of the following purposes:

- (a) For communication with clients, potential clients, and internal stakeholders concerning services, capabilities, and outreach initiatives.
- (b) For recruitment and evaluation purposes when applying for a job with VTS, including assessing job suitability, background checks and referrals.
- (c) For evaluating tenders and proposals, assessing and vetting vendors, and conducting background checks and pre-qualification verifications.
- (d) For executing non-disclosure agreements, service agreements, and other contractual documents.
- (e) For applying for structural and building approvals, as well as other licenses and administrative permits;
- (f) To improve VTS's services through customers' feedback, including feedback gathered from survey responses;
- (g) For setting up and managing corporate accounts and devices.
- (h) For staff-related functions, including but not limited to; payroll, administrative tasks, leave management, benefits administration, training and development, season parking, repatriation, and travel arrangements.

- (i) For maintaining records and tracking information related to various administrative processes.
- (j) For banking and financial administration, including managing corporate credit cards and processing claims.
- (k) For compliance, audit, and other regulatory purposes.
- (l) For data analysis and business planning purposes.
- (m) For communications, sales and marketing efforts, lead generation and publicity purposes;
- (n) For vendor and service provider management and communications purposes, including provision of medical and insurance services,
- (o) To apply for employee/dependents work/long-term stay visas at the Ministry of Manpower and Immigration and Checkpoints Authority (IA)
- (p) For security and access controls, safety surveillance, monitoring, reporting and communication purposes, especially in emergency situations;
- (q) For onsite visits arrangement, verifying identities, and coordinating logistics, including the issuance of security clearance passes and other necessary access passes.
- (r) For internal approval and reporting and/or accounting purposes; and
- (s) Purposes incidental to each or all of the above.

We may also contact you by any means of communication for which you have given us contact details, including but not limited to email, telephone and post, for the purpose of getting your feedback or for providing you with information which we believe could be of interest to you or your organisation.

By your submission of your Personal Data to us, you consent to the onward disclosure of your Personal Data to these agents or service providers (as set out above under *"What purposes does VTS collect, use or disclose Personal Data for?"*) and the processing of your Personal Data by these agents or service providers.

We only collect, use or disclose such Personal Data in accordance with this Privacy Policy. If you are acting as an intermediary or otherwise on behalf of a third party or supply us with information regarding a third party, you undertake that you are an authorised representative or agent of such third party and that you have obtained consent from such third party to our collection, use or disclosure of their Personal Data. Because we are collecting the third party's Personal Data from you, you undertake to make the third party aware of all matters listed in this Privacy Policy by referring them to our website.

(4) Consent for the collection, use or disclosure of your Personal Data

You consent to the collection, use or disclosure of your Personal Data for the above-mentioned purposes and agree to be bound by the obligations it imposes on you, when you accept this Privacy Policy. You accept this Privacy Policy when you continue to browse VTS's website.

In this regard, you should ensure that all Personal Data submitted to us is complete, accurate and true at the time of submission. Failure on your part to do so may result in our inability to provide you with services you have requested.

If you do not consent to any of the above business purposes, VTS may also be unable to meet the purposes for which the information was collected.

(5) Does VTS disclose Personal Data to third parties?

On occasion, VTS may use third-party partners, agents and service providers to assist us in the use of your Personal Data. You consent to such use of your Personal Data by continuing to browse VTS's website.

VTS will not transfer Personal Data to entities outside its organisation in or outside Singapore unless there are safeguards to ensure that the transferred Personal Data will be accorded a level of protection which is comparable to the protection under the PDPA or VTS has obtained your explicit consent.

(6) For how long does VTS retain your Personal Data?

VTS will cease to retain Personal Data, as soon as it is reasonable to assume that the purpose for collection of such Personal Data is no longer being served by such retention, and such retention is no longer necessary for legal or business purposes.

(7) Does VTS use cookies to collect Personal Data?

When you visit VTS's website, VTS may collect or analyse anonymised information from which individual information will not be identified. The information collected may include the number of users and the amount of time they stay on our website, which countries they are from, and what mode of device they are currently using to view our website, as well as domain information that helps us to learn our client's profile and the frequency of viewing. We use this information to improve our website's content and navigation.

Some parts of this website may use cookies which enable us to track usage patterns, enforce security, and offer you customised content. A cookie is a small text file that our server places on your computer hard drive as a unique identifier.

Please note that our cookies do not have an expiration date and do not collect personally identifiable information.

You may disable the use of cookies by selecting the appropriate settings on your browser. This may however result in you being unable to experience the full functionality of the website.

(8) How does VTS protect your Personal Data?

The Personal Data that we hold about you may be stored in on-premises servers located in VTS's Singapore office, or on cloud servers managed by third-party service providers and vendors. VTS implements a variety of security measures to maintain the safety of your submitted information. All electronic storage and transmission of Personal Data is secured and stored on managed servers with controlled access and appropriate security technologies.

Although every reasonable effort has been made to ensure that all Personal Data will be protected, VTS cannot be responsible for any unauthorised use or misuse of such information and damage arising from risks which are inherent in all internet communications.

Your Personal Data will only be disclosed for the express purpose of delivering the service requested and shall not be sold, nor shall it be disclosed to any other company for any other reason whatsoever without your consent.

(9) Links to third-party websites from VTS's website

Our websites may contain links to other external websites. We are not responsible for the privacy policies and practices of these websites taken care of by third parties. We strongly encourage you to check the privacy policy of each website that you visit. Some of these third-party websites may have our logo or trademark acknowledged on their website. However, these websites are not operated and maintained by us. Please contact the owner of the respective websites should you have any questions on their privacy policies.

(10) Access and Correction of Personal Data

Please contact us via sgdpo@vopak.com should you wish to have access to or seek to update, correct or withdraw the consent to collect, use or disclose your Personal Data. Your email should identify yourself and state which Personal Data and information about its use and/or disclosure is requested.

We will respond to your request as soon as reasonably possible. Should we not be able to respond to your request within 30 days after receiving your request, we will inform you in writing within 30 days of the time by which we will be able to respond to your request. If we are unable to provide you with any Personal Data or to make a correction requested by you, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under PDPA).

(11) Further Information

If you are concerned about the handling of your Personal Data, or if you have any complaints or queries related to your Personal Data or our Privacy Policy, please contact VTS's Data Protection Officer at sgdpo@vopak.com

VTS reserves the right to change this Privacy Policy with or without notice from time to time.