

Personal Records, Privacy & Site Policy

1. Purpose of a Personal Records, Privacy & Site Policy

WF Industrialopolis Pte Ltd (also referred to as 'WFI', 'we', 'us' or 'our' in this Statement) is a trading name of WF Industrialopolis Pte Ltd. Protecting the security and privacy of your personal data is important to us. On this website, WFI, in its role of data controller is collecting and storing personal data. This privacy policy explains how we use any personal information we collect from you when you use this website.

WFI manages your personal data under the Personal Data Protection Act 2012 (Cap. 26) ("PDPA"). Under PDPA, Personal Data is information 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. The Act recognises the rights of individuals to protect their personal data and the needs of organisations to collect, process, use or disclose personal data for business and legal purposes.

This privacy policy was last updated on 30th November 2022.

2. Disclaimer

Specifically, if you opt to submit or send us any application, report, dispute, claim, information, email, or any other form of correspondence, you will be deemed to have provided explicit personal consent or, where applicable, obtained third party consent, to provide information including Personal Data to WFI for our reasonable collection, processing, use and disclosure. You also provide personal or representative consent to this information disclosure by any or both of us to the following parties and to subsequent disclosure among same parties of any and all information including, without limitation, Personal Data that may have been possessed or collected in connection with your application, report, dispute, claim, information, email or any other form of correspondence:

- a) WF Industrialopolis Private Ltd.
- b) Appropriate government regulatory bodies or public agencies (including inter alia, the MOM and the State Courts);
- c) Authorized parties (including inter alia, employers, SNEF, NTUC or any other union, NTUC U Care Centre and Migrant Workers' Centre);
- d) Any third party engaged to maintain, repair, or enhance this website or otherwise perform services (such as financial, risk management and compliance, external and internal audit, IT services, data analytics, marketing, customer or other research, surveys, polls, and focus group discussions) for us for any purpose deemed appropriate by any or both of us.

3. What information do we collect about you?

We collect information about you when you register with us or place an order with us for products or services. You may browse our website without providing any information. However, if you wish to register with us or place an order for products or services, we will ask you for your personal information in order to process the registration and/or the order. We regret that we will not be able to complete your registration or process your order if you do not provide the information required. We may also collect website usage information using cookies (see section

below on Cookies). When you submit your information, you are deemed to be giving your consent to the collection, use and disclosure of that information for purposes as set out in this Privacy Policy.

4. How will we use the information about you?

We collect information about you to verify and process your order, to communicate with you and to manage your account. With your consent, we will also contact you by phone, email, post, or SMS/MMS about promotional offers and sending you newsletters, marketing and/or promotional materials in relation to electronic, technological and engineering products, services, systems and software offered by us and/or our related companies, and information regarding our activities, announcement, campaigns, events and survey relating to our goods and services. We may also use the information for marketing research and statistical analysis.

We use your information collected from the website to personalise your repeat visits to our websites using cookies (see section below on Cookies). Each time you use the site we will also collect information including domain name/IP address, referring URL, browser and platform, time of visit, pages visited, and any searches performed. This information may be used to help us improve the performance of our website and for assessing the suitability of or requirements for certain services.

We may monitor and record telephone conversations with you and use them for staff training, quality, and security purposes. We may also disclose the information in compliance with any legal obligation, the requests of law enforcement and regulatory officials, or orders of court, or in order to enforce or apply our terms of use, or to protect the rights, property, or safety of the element14 group, our customers, or others. This includes exchanging information with other organisations for fraud protection and credit risk reduction.

By providing us with your information, you irrevocably consent to the collection, use and disclosure of your personal data by us for the purposes described herein. For the avoidance of doubt, you agree that this paragraph constitutes valid notification of purpose and consent for the collection, use and disclosure of personal data by us as required under Section 20 of the Personal Data Protection Act 2012 (No. 26 of 2012, Singapore) (“**PDPA**”). For purposes of this paragraph, “personal data” shall mean data, whether true or not, about you who can be identified (a) from that data; or (b) from that data and other information to which we have or are likely to have access.

1. **Click-stream data.** A visit to one of our websites or use of our mobile or web-based applications result in data that is transmitted from your browser to our server being automatically collected and stored by us or by third parties on behalf of us. This data can include the following:
 - i. the visitor's IP address;
 - ii. the date and time of the visit;
 - iii. the referral URL (the site from which the visitor has come);
 - iv. the pages visited and action taken on our website or mobile or web-based applications; and
 - v. information about the device, mobile carrier and browser used (browser type and version, operating system, etc).

- b) **Unique application numbers.** Certain services include a unique application number. This number and information about your installation of the application (for example, the operating system type and application version number) may be sent to us when you install or uninstall that service or when that service periodically contacts our servers, such as for automatic updates.

- c) **Local Storage.** We may collect and store information (including Personal Data) locally on your device using mechanisms such as browser web storage (including HTML 5) and application data caches. Such information may include your Wishlist.

5. Marketing

We would like to send you information about the products and services we offer which may interest you if you have consented to the same. If you have allowed us to send marketing information to you, you may opt out at any time. If you no longer want us to contact, you for marketing purposes please contact us by email at or let us know what type of marketing you no longer wish to receive by telephone on +65 6377 4068.

6. Cookies

Cookies are tiny text files stored on your computer or other mobile or handheld device (such as smartphones or 'tablets') when you visit certain web pages. Cookies are essential to the effective operation of our website and to enable you to shop with us online. Cookies are also used to tailor the products and services offered and advertised to our customers, both on this website and elsewhere. The information collected by cookies themselves cannot be used to identify you personally, except in limited circumstances if it is combined with other information as described below in relation to performance cookies.

Cookies do lots of different things, like letting you navigate between pages effectively, storing your preferences, and generally improving your experience of a website. If our website did not use cookies, you would appear to be a new visitor every time you moved to a different webpage; for example, after entering your log in details and moving to another page the website wouldn't recognise you and would ask you to log in again.

Some other examples of what cookies can do include:

- saving the contents of your shopping basket as you proceed through the checkout process;
- remembering your account log in details so you can see information relating to your orders and manage your account;
- recording the areas of our website that you have visited and for how long, as well as which products you viewed and purchased. We use this information to help us improve our website so that it is easy to use and so we can improve the services we provide to our customers. It also helps us to recommend relevant products and offers on our website.

Cookies are 100% safe. Cookies do not harm your computer, they do not contain any information that itself could be used by others to identify you personally (although the information may be combined with other information to identify you in limited circumstances as described below in respect of performance cookies) and they do not contain any confidential information, such as your email address or payment details.

At WFI the cookies we may use fall into three different types:

1. **Strictly necessary cookies** - Some cookies are strictly necessary to allow you to move about the website easily or to provide you with certain features you have requested, such as remembering your basket contents and identifying you as being logged onto the site.

2. **Performance Cookies** - these collect information about how you use our website e.g. which pages you visit and if you experience any errors. These cookies do not collect information that itself identifies a visitor, although they may collect the IP address of the device used to access the site and some of the information collected may be used in conjunction with other data you have provided on registration if it appears you may have had problems with the site or an order. All information collected is used to help us understand how our visitors use our website, what interests our users, and to measure how effective our pages are so that we can improve how we present our content to you. These cookies help to improve the performance of the website, providing a better experience for you.
3. **Functionality Cookies** - these cookies are used to remember settings about choices you have made on the website such as the language preference you have chosen for the site and your marketing preferences and allow us to provide services you have asked to use and to improve your visit.

Some of the cookies used on our website are set by third party organisations that we use for different services. For example, we use external analytics services by specialist suppliers and these suppliers may set cookies on our behalf in order to report back to us. We may also sometimes embed video or other content from websites such as YouTube and these sites may set their own cookies.

We use cookies to make our website easier to use and so that we can provide the best possible service. Cookies are an essential part of how our website works, and to ensure it works properly for you, we recommend that they are enabled. If you disable cookies, some parts of the website will not work. However, if you would like to disable or block cookies from this website you can do so via your browser settings.

7. Disclosure of your Personal Data

We may share your information with the following:

- other related companies and certain third-party service providers. These related companies and third-party service providers will only use your information in connection with the provision of our products and services or to help us to improve our website or services. Examples include fulfilling orders, delivering packages, sending postal mail and email, removing repetitive information from customer lists, analysing data, providing marketing assistance, providing search results and links (including paid listings and links), processing credit card payments, and providing customer service. They will do so as our data processors and will handle your information on our behalf and in accordance with our instructions. Some of these processors may be based outside Singapore and your information may therefore be transferred and handled outside Singapore. Where this applies, we will take reasonable steps to ensure adequate protection of your information. When you submit your information, you are deemed to be giving your consent to the possible transfer of your information outside Singapore;
- To relevant authorities upon their official requests;
- To any other party to whom you authorize us to disclose your personal data;
- credit reference agencies and other similar companies, in order to carry out credit reference searches (if you want to open a credit account), for fraud prevention and to pursue debtors, and we may also obtain information about you from such companies, if necessary, in connection with your account or purchasing activity with us;
- any companies or persons that we might in the future sell our business or part of our business to.

- To the extent necessary to comply with laws, regulations, guidelines, directions and other similar requirements

8. Security

Access to stored data and information you provide is password protected and access to passwords is limited. Firewall technology is used to prevent unauthorised access and servers are backed up daily, with archives stored in a secure location.

Our website uses SSL (“Secure Socket Layer” technology), the de facto standard for internet security. SSL is an open protocol for secure data communications across computer networks. Broad support for this protocol promotes interoperability between products from many organisations. It provides an environment in which e-commerce can be conducted and data can be safely encrypted and protected. SSL provides a straightforward method for adding strong security to existing applications and network infrastructures. SSL is application protocol independent and provides:

- encryption, which creates a secure channel to prevent others from tapping into the network,
- authentication, which uses certificates and digital signatures to verify the identity of parties in information exchanges and transactions, and
- message integrity, which ensures that messages cannot be altered en route.

WF Industrialopolis will keep your Personal Data for as long as it is necessary to fulfil the purpose for which it was collected or processed and to satisfy our business and legal purposes. We may keep personal data with reference to the statute of limitation for claims or others. Certain information may be retained for longer if we are required to do so by law.

9. Third Party Sites

Our website may contain links to other websites. If you follow a link to any of these websites, please note that they have their own privacy policies and that we do not accept any responsibility or liability for such policies. Please check such policies before you submit any personal data to these websites.

10. How to Contact us

Please contact us if you have any questions about our privacy policy or information, we hold about you or to request access to or correction of your personal information on a no charge basis. You can contact us by email at elynna@wf-industrial.com or hr@wf-industrial.com or by writing to us at WF Industrialopolis Pte Ltd, 27 New Industrial Road, Novelty Techpoint, #06-06, Singapore 536212.

We will require you to provide certain information to confirm your identity and process your request; WF reserves the right to decline any request for access (unless as required under applicable laws).

11. Your Consent and Rights

- a) By using our service, making an application, or visiting our website, you consent to the collection and use of your information and other activities as outlined in this policy.
- b) Under the Personal Data Protection Act (the “PDPA”), individuals have the right: (a) to check whether we hold personal data about you and to access such data; (b) to require us to correct as soon as reasonably

practicable any data relating to you that is inaccurate; (c) to ascertain our policies and practices in relation to personal data and the kind of personal data held by us; and (d) to object to the use of your personal data for marketing purposes and we shall not use your personal data for marketing purposes after you communicate your objection to us.

- c) You may exercise your opt-out right by notifying us if you wish to object to the use of your personal data for direct marketing purposes. Please send requests for such objections, access to data, correction of data, information regarding policies and practices and kinds of data held, questions or complaints to WF Industrialopolis Data Protection Officer; Address: 27 New Industrial Road, #06-06 Novelty Techpoint, Singapore 536212; Email: elynna@wf-industrial.com / hr@wf-industrial.com You may also call +65 6377 4068 for more details.
- d) In accordance with the terms of the PDPA, we have the right to and may charge a minimum fee for processing any data access request.

12. Effect of Notice and Changes to Policy

- a) This Policy applies in conjunction with any other notices, contract and consent that apply in relation to the collection, processing, use and disclosure of your Personal Data by us.
- b) We may revise this Policy without prior notice for business or legal purposes. You may determine if any such revision has taken place by referring to the date of the policy. Your continued use of our services constitutes your acknowledgement and acceptance of the revisions.

13. Governing Law

This Privacy Policy shall be governed in all respects by the law of Singapore.