

Personal Data Protection Policy

1. Introduction

HWA is committed to its obligations under the **Personal Data Protection Act 2012 (PDPA)**, including the collection, use, and disclosure of personal data for purposes to which an individual has consented.

This Privacy Policy outlines how HWA manages personal data in compliance with the PDPA. It applies to all personal data collected in connection with HWA's activities, events, and services.

2. Personal Data Collected

HWA may collect the following personal data:

- Full name, NRIC, passport number, or other identification numbers.
- Contact details (e.g., telephone numbers, mailing addresses, email addresses).
- Clinical and care records: Health-related data, mobility assessments, and care plans.
- Information submitted through forms, surveys, or other interactions with HWA.
- Any additional data required for the provision of our services.

We rely on individuals to ensure the accuracy, completeness, and correctness of the personal data provided. Inaccurate or incomplete data may result in an inability to deliver services effectively.

3. Purposes for the Collection, Use, and Disclosure of Personal Data

HWA collects, uses, and discloses personal data for the following purposes:

- **Service Provision:**
 - Assessment of suitability for HWA membership, programmes and services.
 - Case management, service planning, and delivery.
 - Contacting clients, family members, significant others, or caregivers regarding services provided and emergencies.
 - Facilitating referrals to external agencies when required.
 - Responding to enquiries, requests, applications, complaints and feedback
 - Sharing information with relevant third parties (Consortium) involved in the client's programme.

- **Engagement and Communication:**

- Contacting individuals about HWA events, training or workshops, and volunteering opportunities.
- Invitations to HWA activities and fundraising events.
- Seek donations from corporations, businesses, and cultivate relationship with existing donors.

- **Operational and Administrative Purposes:**

- Generating reports, statistics, and internal records.
- Programme evaluation, research, and tax-exemption receipt issuance.
- Managing and processing applications for grant or any funding.
- Performing HR activities, including but not limited to: recruitment and selection process, payroll, benefits and performance management.
- Complying with any applicable law, regulations, guidelines or requests by ministries, statutory board and other government agencies to assist in law enforcement, investigations and participate in collaborative effort/initiatives in delivering social service and any related activities.
- Identity verification to prevent unauthorised access to HWA services, sensitive information and to comply with regulatory requirements.

- **Publicity:**

- Use of photographs and video recordings from events for HWA's corporate publications, such as newsletters, annual reports, and online platforms (e.g., website, social media).

4. Consent for Collection, Use, and Disclosure of Personal Data

HWA ensures that personal data is collected, used, and disclosed only with the individual's consent, as required under the PDPA. Where applicable, HWA may disclose personal data to the following parties for the purposes outlined above:

- Partner or supporting government agencies.
- Voluntary Welfare Organisations (VWOs) / Social Service Agencies (SSAs) and Consortium partners involved in joint service delivery.
- Corporate organisations and medical institutions.
- Educational institutions, regulators, and law enforcement bodies.
- Other relevant parties as part of collaborations or programme execution.

Photographs and Video Recordings:

HWA takes photographs and video recordings during events (e.g., AGM, workshops, social integration activities, excursions, fundraising, exhibitions), and interviews for use in corporate reports, publicity materials, and fundraising activities. Participants will be notified in advance through announcements, invitations or social media platforms.

5. Protection of Personal Data

HWA implements reasonable security measures to protect personal data against unauthorized access, disclosure, or misuse. Only authorized personnel have access to personal data for legitimate purposes.

6. Withdrawal of Consent, Access, and Correction of Personal Data

Individuals have the right to:

- **Withdraw Consent:** Request to withdraw consent for the collection, use, or disclosure of their personal data.
- **Access Data:** Request access to their personal data held by HWA.
- **Correction of Data:** Request corrections to ensure accuracy and completeness.

To withdraw your consent please click this link [\(Consent Withdrawal Form\)](#)

To request access data please click this link [\(Access Request Form\)](#)

For further assistance, please contact HWA's **Data Protection Officer** via:

- **Email:** dpo@hwa.org.sg
- **Mailing Address:**
Attention: Data Protection Officer
HWA
16 Whampoa Drive, Singapore 327725

HWA will respond to requests within a reasonable timeframe (at least 3 days), as required under the PDPA.

7. Retention of Personal Data

HWA retains personal data only for as long as it is necessary to fulfil the purposes for which it was collected or as required by law. Unnecessary data will be securely disposed of in accordance with PDPA guidelines.



8. Updates to the Privacy Policy

HWA may update this Privacy Policy from time to time to reflect changes in legal or regulatory requirements or our practices. The latest version will be available here on our website.