

Personal Data Protection Act

Total Swiss Biotechnology Pte Ltd (hereinafter “**Total Swiss**”) is committed to protecting the privacy and security of your personal information. In compliance with Singapore’s **Personal Data Protection Act 2012 (PDPA)**

This Data Protection Policy Notice is designed to help you understand how we collect, use, disclose and/or process the personal data you have provided to us. It sets out the basis which Total Swiss (“we”, “us”, or “our”) may collect, use, disclose or otherwise process personal data of our Business Partners in accordance with the Personal Data Protection Act (“PDPA”).

PERSONAL DATA

1. As used in this Notice:

“**Business Partner**” means an individual who has applied and is approved to be our distributor for the supply of our goods or services.

“**Personal data**” means any information, whether true or not, that relates to an identified or identifiable business partner.

2. The type of personal data which Total Swiss may collect from you include but not limited to the following:

- Full name,
- NRIC number, Passport number, Foreign Identification Number (FIN) and photocopies of the foresaid identification documents
- Business entity name and registration number
- Home addresses & email address
- Home telephone and mobile numbers
- Nationality
- Gender

Personal Data Protection Act

- Date of birth
- Marital status
- Occupation
- Educational background
- Photographs and videos containing your image
- Dietary restrictions
- Signatures
- Business Partner number
- Financial information such as credit/debit card numbers or bank account information
- Your testimonials

COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

3. We generally do not collect your personal data unless (a) it is provided to us voluntarily by you directly or via a third party who has been duly authorised by you to disclose your personal data to us (your “authorised representative”) after (i) you (or your authorised representative) have been notified of the purposes for which the data is collected, and (ii) you (or your authorised representative) have provided written consent to the collection and usage of your personal data for those purposes or (b) collection and use of personal data without consent is permitted or required by the PDPA or other laws. We shall seek your consent before collecting any additional personal data and using your personal data for a purpose which has not been notified to you (except where permitted or authorized by law).

4. The personal data which Total Swiss may have collected or may be collecting from you may be collected, used, disclosed and/or

Personal Data Protection Act

processed for various purposes, depending on the circumstances for which we may/will need to process your personal data, including:

- (a) to verify your identity;
- (b) handling and processing your queries, requests, applications, complaints, and feedback;
- (c) processing payment and/or credit transactions;
- (d) sending you marketing information about our products or services including notifying you of our marketing events, sales campaigns, lucky draws, Business Partners' rewards and other promotions;
- (e) complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority;
- (f) any other purposes for which you have provided the information;
- (g) transmitting to any unaffiliated third parties including our third-party service providers and agents, and relevant governmental and/or regulatory authorities, whether in Singapore or abroad, for the aforementioned purposes; and
- (h) any other incidental business purposes related to or in connection with the above.

5. All personal data collected by Total Swiss will be held and processed in any country where we have operations. We generally do not transfer your personal data to countries outside of Singapore. However, if we do so, we will obtain your consent for the transfer to be made and we will take steps to ensure that your personal data continues to receive a standard of protection that is at least comparable to that provided under the PDPA.

6. We may disclose your personal data to third party service providers, agents and other organisations we have engaged to

Personal Data Protection Act

perform any of the functions listed in clause 4 above for us.

7. The purposes listed in the above clauses may continue to apply even in situations where your relationship with us (for example, pursuant to Business Partner's T&C) has been terminated or altered in any way, for a reasonable period thereafter.

WITHDRAWING YOUR CONSENT

8. The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing. You may withdraw consent and request us to stop using and/or disclosing your personal data for any or all of the purposes listed above by submitting your request in writing or via email to **customerservice@totalswiss.com.sg**.

9. Upon receipt of your written request to withdraw your consent, we will process your request within **ten (10) business days** of receiving it.

10. Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our products or services to you and we shall, in such circumstances, notify you before completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us in writing in the manner described in clause 8 above.

11. Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclose without consent is permitted or required under applicable laws.

ACCESS TO AND CORRECTION OF PERSONAL DATA

Personal Data Protection Act

12. If you wish to make (a) an access request for access to a copy of the personal data which we hold about you or information about the ways in which we use or disclose your personal data, or (b) a correction request to correct or update any of your personal data which we hold about you, you may submit your request in writing or via email to our Data Protection Officer at the contact details provided below.

13. Please note that a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing your request.

14. We will respond to your request as soon as reasonably possible. Should we not be able to respond to your request within **thirty (30) days** after receiving your request, we will inform you within thirty (30) days. 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 the PDPA).

PROTECTION OF PERSONAL DATA

15. To safeguard your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we apply appropriate measures to secure all storage and transmission of personal data. Disclosing of personal data both internally and to our authorised third-party service providers is only on a need-to-know basis.

16. You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

Personal Data Protection Act

ACCURACY OF PERSONAL DATA

17. We generally rely on personal data provided by you (or your authorised representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data by informing our Data Protection Officer in writing or via email at the contact details provided below.

RETENTION OF PERSONAL DATA

18. We may retain your personal data for as long as it is necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws.

19. We will cease to retain and/or remove your personal data as soon as it is reasonable to assume that such retention no longer serves the purpose for which the personal data was collected and is no longer necessary for legal or business purposes.

DATA PROTECTION OFFICER

20. If you have any enquiries or feedback on our personal data protection policies and procedures or if you wish to make any request, you may contact our Data Protection Officer:

Data Protection Officer

Total Swiss Biotechnology Pte Ltd

Address : 146B Paya Lebar Road, #04-01 Ace Building, Singapore 409017

Contact Number : 1800-876-8888

Email : customerservice@totalswiss.com.sg

EFFECT OF NOTICE AND CHANGES TO NOTICE

Personal Data Protection Act

21. This Notice applies in conjunction with any other notices, contractual clauses and consent clauses that apply in relation to the collection, use and disclosure of your personal data by us.

22. We may revise this Notice from time to time without any prior notice. You may determine if any such revision has taken place by referring to the last updated date of this Notice. Your continued use of our products and services constitutes your acknowledgement and acceptance of such changes.

Last Updated: 16 September 2024