

Welcome to Kindness Parcel. By using our website, you confirm that you have read and agree to the terms of this **Privacy Policy** and our **Terms of Service**.

This Privacy Policy explains how Kindness Parcel Pte. Ltd. collects, uses, discloses, and protects your personal data in compliance with the Singapore Personal Data Protection Act (PDPA).

This policy applies to all users of our website and services, including event hosts ("Hosts") and their guests ("Guests").

1. We collect personal data that you provide to us when you use our services:
  - For Event Hosts, we collect:
    - Your full name, celebrant's name
    - Your email address
    - Bank name and account number
    - Event details (e.g., event name, date) and participants names and email address
    - Your chosen charity
    - Communications you send to us
    - Split
  - For Guests, we collect:
    - Your full name
    - Your email address
    - Your monetary contribution details
    - Your message to the Host
    - Communications you send to us
  - Voluntary Provision & Deemed Consent Generally, we collect personal data that you knowingly provide to us. However, please note that under the PDPA, you may be deemed to have given consent if you voluntarily provide your personal data to us for a specific purpose (such as sending us an email inquiry) and it is reasonable that you would provide the data for that purpose.
  - Automatic Data Collection:
    - When you visit our website, we may automatically collect technical data, such as your IP address, browser type, operating system, and cookie information.
2. We use your personal data for the following purposes:
  - To Provide Our Services: To create and manage your e-invitation, send invitations to Guests, process contributions, and facilitate the split of funds between the Host's gift and the chosen charity.

- To Process Transactions: To securely process your contributions via our third-party payment gateways. We do not store your full credit card information.
  - To Communicate with You: To send you updates about an event, respond to your support requests, and provide you with information about our services.
  - To Improve Our Platform: To analyse website usage, troubleshoot problems, and improve the user experience.
  - To Comply with Legal Obligations: To meet our legal and regulatory requirements.
3. How we share and disclose your Personal Data We only share your personal data in the following limited circumstances. We do not sell your personal data to third parties for marketing purposes.
- With the Event Host: If you are a Guest, we will share your name and your message with the Host so they know who contributed.
  - With the Chosen Charity (and for Tax Receipts): We will share necessary donation information with your selected charity. If that charity is an approved Institution of a Public Character (IPC), you will have the option to provide your NRIC/FIN to claim a tax deduction. We will only collect and transfer this NRIC/FIN with your explicit consent for this specific purpose. If you do not consent, you will not be able to receive a tax receipt.
  - With Third-Party Service Providers: We share data with trusted partners who perform services for us, such as:
    - Payment processors (e.g., Stripe, Hit Pay) to handle contributions.
    - Cloud hosting providers to store our data.
    - Email service providers to send communications. These providers are contractually bound to protect your data and only use it for the purposes we specify.
  - For Legal Reasons: We may disclose your data if required by law, court order, or a government authority in Singapore.
  - International Transfers: Your personal data may be stored and processed on servers located outside of Singapore (e.g., by our cloud hosting provider). When we do this, we will ensure that the data is protected to a standard that is at least comparable to the protection under Singapore's PDPA.
4. Your Rights (Access, Correction, and Withdrawal) Under the PDPA, you have the right to:
- Request Access: You can request a copy of the personal data we hold about you.
  - Request Correction: You can request to correct any inaccurate or incomplete data we hold about you.
  - Withdraw Consent: You can withdraw your consent for us to collect, use, or disclose your personal data at any time.

If you withdraw your consent, we may no longer be able to provide our services to you.

To exercise any of these rights, please contact us at

## 5. Your Marketing & Opt-Out Choices

You have the right to control whether you receive marketing communications from us.

If you have previously agreed to receive our newsletters or other promotional emails, you may opt-out at any time. The simplest way to do this is by clicking the "**Unsubscribe**" link found at the bottom of every marketing email we send.

Alternatively, you can contact us at @ kindnessparcelsg@gmail.com

Please note: Even if you opt-out of marketing, you will still receive essential transactional emails related to your account, your events, and your contributions (such as event invitations, contribution confirmations, or password reset emails).

## 6. Data Security and Retention We are committed to ensuring that your personal data is secure. To prevent unauthorized access or disclosure, we have put in place reasonable administrative, technical, and physical security measures to safeguard the data we collect.

To protect your sensitive information (like payment details) when you submit it through our website, we use industry-standard Secure Socket Layer (SSL)/TLS encryption. In the unlikely event of a data breach that is likely to result in significant harm to you, or that affects a significant number of individuals, we will notify you and the Personal Data Protection Commission (PDPC) in accordance with our legal obligations.

We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected.

If your Kindness Parcel account is cancelled or terminated, we will cease to *actively* use your personal data as soon as reasonably practicable.

However, we must retain copies of your data as is reasonably required for purposes such as:

- Compliance with applicable laws and regulations in Singapore (e.g., accounting, tax, or anti-money laundering laws);
- Resolving any actual or potential legal disputes;
- Our own financial and archival purposes; and
- Enforcing our Terms of Service.

Specifically, regarding financial and donation records, we generally retain such data for a period of 5 years (or longer if required by law) to comply with the Singapore Income Tax Act and other accounting regulations.

## 7. Children's Personal Data

We do not knowingly collect personal data from children under the age of 18 without parental consent. As a Host, you may voluntarily provide information about your child, such as their name, for the purpose of an event invitation. By providing this information, you represent that you are the parent or legal guardian and you give your consent for us to use this data for the sole purpose of that event. If you are a parent or guardian and believe your child has provided us with personal data

without your consent, please contact us and we will take steps to delete that data as soon as reasonably practicable.

8. Cookies Our website uses "cookies" to enhance your experience. Cookies are small files stored on your device. You can set your browser to refuse cookies, but some parts of our website may not function properly if you do.

9. Links to Third-Party Websites: Our service (e.g., links to charities) may contain links to other websites. This Privacy Policy does not apply to those third-party sites. We are not responsible for their privacy practices.

10. We may update this Privacy Policy from time to time. We will notify you of any significant changes by posting the new policy on our website and updating the "Last Updated" date.

11. If you have any questions or concerns about this Privacy Policy or our data protection practices, please contact our Data Protection Officer (DPO) at [kindnessparcelsg@gmail.com](mailto:kindnessparcelsg@gmail.com).

12. Governing Law This Privacy Policy shall be governed in all respects by the laws of Singapore. You agree to submit to the exclusive jurisdiction of the Singapore courts.