PRIVACY POLICY

Your privacy is important to us here at PWSG. This Privacy Policy explains how we collect, use, and disclose your personal data. In this Privacy Policy, kindly note that references to "we", "us", "our" and "PWSG" are references to Pacwest Singapore Pte Ltd; its employees; and any entity controlled by, under common control with, or controlling PWSG; and references to our "affiliates" are references to the partners, agents, service providers, and contractors of PWSG.

The types of personal data we collect from you

The type of personal data which we collect from you may vary depending on the nature of our relationship. The personal data that we may be collecting from you can include your:

- Name
- Nationality
- Race
- Birth date
- Age
- Gender
- Marital status
- Residential address
- Telephone number
- E-mail address
- Social media account details, or the details of any account you may have with any website or mobile application
- Geographic location
- Educational history and educational and professional qualifications
- Household Size
- Receipt Images

We may also collect from you the personal data relating to persons connected to you, such as your family, friends, and colleagues. Where you are providing us with the personal data of such persons, please ensure that they have read this Privacy Policy.

The purposes of processing your personal data

PWSG uses your personal data principally:

- To provide to you or offer to you information, assistance, products, and/or services, for example, events and programmes.
- Use your personal data for purposes such as to assess any application or request that you submit to us
- To assess your experience, qualifications, and background and/or to enable our affiliates to make the same assessments;
- To enable our affiliates to provide to you or offer to you information, assistance, events, programmes, products, and/or services
- To maintain our records and files;
- In the course of performing our contractual obligations or enforcing our contractual rights provided for under any contract we have with you or with other parties; to seek your views and to obtain your feedback

- To notify you of events, programmes, and opportunities which may be of interest or benefit to you
- To generate data, statistics, models, and reports for our internal use and/or for disclosure to our affiliates, government entities, and/or to any relevant regulatory authority
- To prevent fraud or crime or to assist the authorities in their investigations
- For purposes relating to security
- As part of any legal proceedings
- To comply with any applicable laws, guidelines, or directives
- To perform any function provided for under the law or pursuant to any relevant regulatory authority.

The sources of your personal data

PWSG collects your personal data through the various means which we engage with you.

- When we meet with you or speak with you over the phone
- Through forms and surveys or when you sign-up or register for an event or programme
- When you join our mailing lists, email lists, or messaging lists
- When you provide us with details in order for us to notify you of any event, programme, product, and/or services
- Via e-mails, short messaging service (or any other analogous form of messaging), mobile applications, social media channels, blogs, and various websites
- Through the use of "cookies" or similar technologies ("cookies" are data files stored on your computer or device which contain information relating to your usage of our websites)
- Through letters
- When we enter into any contract with you
- When you enter our premises or locations under our control
- When you use any space and/or facility that we provide or make accessible to you
- When you participate in our programmes and events and/or the programmes and events of our affiliates
- From your usage of information we provide to you and/or your usage of our products and/or services; and/or from your usage of the products and/or services of our affiliates.

We may also collect your personal data from third parties such as publicly accessible sources:

- Legal databases or records
- Our affiliates
- Regulatory bodies or governmental agencies
- The registry of companies
- Credit reference agencies or similar organisations
- The media
- Marketing consultants
- Individuals connected to you such as your family members, friends, colleagues, and employers past and present
- From such sources that have your consent to share your personal data with us.

Your rights to access and correct your personal data

- It is your obligation to ensure that your personal data is current and accurate and promptly inform us of any changes.
- You have rights over your personal data and PWSG respects these rights

- You have the right to request access to your personal data, to request us to correct your personal data, and to withdraw any consent you grant to us to process your personal data.
- To exercise these rights, please contact us using the contact details provided in this Privacy Policy
- When we receive such requests, we may ask you to provide further information in order for us to verify your identity.
- As part of our commitment to keep your personal data secure, if we are unable to verify the identity of the requestor, we may refuse the request.
- Please note that it may take some time for any change to your personal information to be reflected in our system and during that time, you might still receive communications from us.
- We would also like to inform you that in order for us to provide you with products, services, or information, it may be obligatory for you to provide us with certain types of personal data. Conversely, some personal data may be voluntary or optional. We will inform you of any obligatory personal data. For example, a form may indicate that certain information is obligatory. In the event that you decline to provide obligatory personal data or withdraw your consent to us using such obligatory personal data, our ability to provide you with the relevant products, services, or information may be affected.

Disclosure of your personal data

The confidentiality of your personal data is imperative to PWSG. However, in order to meet the purposes above, there will be instances where we might have to disclose your personal data. The disclosure of your personal data may also involve the transfer of your personal data between different countries or geographic locations. Parties to which we may make such disclosure include our affiliates, sponsors, auditors, consultants, lawyers, and advisors; educational institutes and prospective investors; event organisers; marketing agencies and consultants, social media channels and websites; credit reference agencies; government bodies; any parties which you have given us your consent to disclose your personal data to; or any to which disclosure is provided for under applicable law or required by any relevant regulatory authority. The security of your personal data is of paramount importance to us and we have in place comprehensive security measures to safeguard your personal data.

Retention of Personal Data

We will only retain your personal data for as long as we are either required to by law or as is relevant for the purposes for which it was collected.

We will cease to retain your personal data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purposes for which the personal data was collected, and is no longer necessary for any legal or business purpose.

Third Party Sites

Our online platform, including our official page and other social media pages may contain links to other websites operated by other parties, such as our business affiliates, merchants or payment gateways. We are not responsible for the privacy practices of websites operated by these other parties. You are advised to check on the applicable privacy policies of those websites to determine how they will handle any information they collect from you.

Updates to this Privacy Policy

PWSG may update this Privacy Policy from time to time. We may also inform you of these amendments via e-mail, post, short message service, or other means of communication. To be aware of the latest updates, please be sure to check our website from time to time.

Contact Us

If you have any questions about this Privacy Policy, or wish to access or correct your personal data or withdraw your consent, please contact our Data Protection Officer:

Data Protection Officer, Pacwest Singapore Pte Ltd
E-mail: enquiry@pacificwestfoods.com.my
Address: 7 Wan Lee Road, Singapore 627939