

Document / Subject					
<b>MSEA External Data Protection Policy</b>					
Document Number	Prepared by	Approved by	Approval date	Version	Page no.
MSEA-DP-EDP-001	Janiice Yeo	Kevin Li Monica Wei	2024-07-01	1.0	1 (8)

## **Short Description:**

---

At Munters Pte Ltd, we prioritise the privacy of our stakeholders and rigorously adhere to the stipulations of the Personal Data Protection Act ("PDPA"). This policy elucidates how we manage personal data responsibly and safeguard it against misuse.

This privacy policy (this "Privacy Policy") explains how Munters Pte Ltd (the "Company") collects and uses your personal data, and the measures that we take to secure your personal data.

For this policy, the terms "we", "us" or "our" shall, unless otherwise indicated, refer to the Company.

Document / Subject MSEA External Data Protection Policy	Page 2 (8)	Date 2024-06-01
--	---------------	--------------------

# Contents

<b>1. Purpose</b> .....	<b>3</b>
<b>2. Scope</b> .....	<b>3</b>
<b>3. Defining Personal Data</b> .....	<b>3</b>
<b>4. Affirmation of Consent to Privacy Provisions</b> .....	<b>4</b>
4.1 Collection of Personal Data .....	4
4.2 Usage of Personal Data.....	5
4.3 Sharing with Third Parties.....	5
4.4 Integrity of Personal Data (Accuracy) .....	6
4.5 Access and Correction of Personal Data .....	6
4.6 Protection of Personal Data.....	6
4.7 Retention of Personal Data.....	7
4.8 Transfer of Personal Data.....	7
4.9 Right to Data Portability .....	7
4.10 Withdrawal of Consent.....	7
4.11 Data Breach Notification .....	8
4.12 Changes to the Policy.....	8
4.13 Feedback and Contact Information .....	8

## 1. Purpose

---

The purpose of this Data Privacy Policy is to ensure Munters Pte Ltd's compliance with the Personal Data Protection Act (PDPA) of Singapore and to protect the personal data of our stakeholders. This policy outlines our commitment to safeguarding personal data from unauthorised access, use, disclosure, or loss.

By promoting transparency and responsible data management practices, we aim to build and maintain trust with our employees, customers, partners, and other stakeholders, ensuring their privacy and supporting their rights regarding their personal data.

## 2. Scope

---

This Data Protection Policy applies to all personal data processed by Munters Pte Ltd in Singapore.

## 3. Defining Personal Data

---

Personal data is defined as any information about an identifiable individual. This includes but is not limited to:

- a) Names
- b) Identification Numbers
- c) Contact Information
- d) Email Address
- e) Delivery Address
- f) Type of Residence
- g) Photographs; and
- h) Any other data we have access to or are likely to access.

Document / Subject MSEA External Data Protection Policy	Page 4 (8)	Date 2024-06-01
--	---------------	--------------------

## 4. Affirmation of Consent to Privacy Provisions

---

Upon the submission of your personal data to us through designated channels, you are affirming your agreement to the stipulations set forth in this Privacy Policy. In the event of your non-acceptance of any condition within this policy, please do not provide your personal data to the Company.

Please note that in such cases, the Company may not be able to process or provide you with any of the services or deal with you in the manner set out below.

Should you be acting as an intermediary by providing personal data of another individual, you hereby assert that you have procured explicit consent for the divulgence of their personal data to our company.

We reserve the right to request a written validation of such consent, or alternatively, to confirm consent directly with the individual concerned.

### 4.1 Collection of Personal Data

At Munters Pte Ltd, we gather personal data to support our business operations. Our collection efforts include obtaining information necessary for:

- 4.1.1 Employment applications and HR documentation.
- 4.1.2 Processing sales and services of air treatment systems, including dehumidification products for commercial and residential use.
- 4.1.3 Executing service contracts, managing customer inquiries, and handling ad-hoc service requests.
- 4.1.4 Conducting financial transactions, invoice processing, and accounts receivable functions.
- 4.1.5 Supporting our sales and service teams with order management, project forecasting, and after-sales service coordination.
- 4.1.6 Client engagement and service provision.
- 4.1.7 Security measures, including surveillance and access control.

Document / Subject MSEA External Data Protection Policy	Page 5 (8)	Date 2024-06-01
--	---------------	--------------------

## 4.2 Usage of Personal Data

The personal data collected is used to:

- 4.2.1 Facilitating HR management tasks such as payroll processing and benefits administration.
- 4.2.2 Updating employee data for business and correspondence needs.
- 4.2.3 Enhancing the efficiency and effectiveness of sales and service delivery processes.
- 4.2.4 Ensuring the accurate fulfilment of customer orders and timely invoicing.
- 4.2.5 Providing full quotations and facilitating contact tracing and delivery.
- 4.2.6 Managing active sales orders and payments.
- 4.2.7 Supporting and nurturing customer relationships through active engagement and after-sales support initiatives.
- 4.2.8 Creating customer accounts in CRM system.
- 4.2.9 Assisting in operational functions such as inventory management, scheduling, and human resources processes.
- 4.2.10 Arranging servicing scheduling and gathering relevant information for analysis and decision-making.
- 4.2.11 Utilising data for conducting financial analysis, project forecasting, and strategic business planning.
- 4.2.12 Processing quotations, orders, and invoices.
- 4.2.13 Making supplier payments online and physically.
- 4.2.14 Recording and verifying data for security purposes.
- 4.2.15 Ensuring responsible handling and protection of personal information and compliance with legal requirements.
- 4.2.16 Facilitating security clearance and registration purposes.

## 4.3 Sharing with Third Parties

Within the operational scope of Munters Pte Ltd, personal data may be shared with external entities as necessary to facilitate our service offerings. This data sharing is crucial for purposes such as confirming registrations for programs, coordinating product deliveries, and ensuring effective maintenance and servicing of our systems.

We undertake such sharing under the condition that all third parties adhere to our stringent data protection standards, provide an undertaking on compliance with the PDPA and applicable personal data protection regulations.

Document / Subject MSEA External Data Protection Policy	Page 6 (8)	Date 2024-06-01
--	---------------	--------------------

#### **4.4 Integrity of Personal Data (Accuracy)**

Munters Pte Ltd is committed to ensuring the precision, completeness, and currency of the personal data gathered. We employ appropriate measures and verification processes to maintain data accuracy. As a client, you are requested to promptly inform us of any updates or modifications to your personal information.

#### **4.5 Access and Correction of Personal Data**

Should you wish to inquire about the usage or disclosure of your personal data, you are to submit a written request. In compliance with the Personal Data Protection Act (PDPA), Munters Pte Ltd grants you the right to access your personal data retained over the past one year and to rectify any inaccuracies or omissions therein. We endeavour to respond to your inquiry within 30 days, at which point we will provide an estimate of the time required to compile the relevant data and the associated costs of processing your request.

#### **4.6 Protection of Personal Data**

We prioritise the security of your personal data with comprehensive measures aligned with the Personal Data Protection Act (PDPA) of Singapore. Our approach includes secure physical storage for sensitive documents, strict access controls, and rigorous compliance with privacy standards. We employ advanced authentication methods to safeguard digital data and adhere to strict consent protocols before sharing any information. Our data handling policies ensure minimal data retention and access is confined to authorised personnel only. We are committed to continuous improvement through regular policy updates and employee training to maintain the highest level of data protection.

Document / Subject MSEA External Data Protection Policy	Page 7 (8)	Date 2024-06-01
--	---------------	--------------------

#### **4.7 Retention of Personal Data**

Munters Pte Ltd adheres to principled and lawful data retention practices. We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, as well as to satisfy any applicable legal, regulatory, tax, accounting, or reporting requirements. Our Document Retention Policy outlines the retention timelines for different categories of personal data, which are determined not only by business needs but also by legal obligations.

Upon determining that the retention of specific personal data is no longer required for business operations or complies with legal regulations, we commit to disposing of it securely. We carry out this process in accordance with established protocols to prevent any potential data breaches or unauthorised access, ensuring that both electronic and physical records are irretrievably destroyed or anonymised.

#### **4.8 Transfer of Personal Data**

In Munters, we recognise that your personal data is a vital asset that requires careful handling. Should there be a legitimate business requirement to transfer your personal data to a foreign jurisdiction, we will first obtain your explicit consent. Additionally, we ensure that any such transfer meets data protection standards that are on par with those mandated by Singapore's Personal Data Protection Act (PDPA).

#### **4.9 Right to Data Portability**

You have the right to request the transfer of personal data you have provided to us to another entity, in a structured, commonly used, and machine-readable format.

#### **4.10 Withdrawal of Consent**

You have the right to withdraw your consent regarding the use of your personal data. Please provide a written notice of your decision to our Data Protection Officer at [msea.dpo@munters.com](mailto:msea.dpo@munters.com). Upon receiving your notice, we will cease using and disclosing your personal data for the purposes you initially consented to, unless required by law to retain certain information.

Please be aware that withdrawing your consent may impact our ability to serve you. For instance, it may prevent us from providing you with certain services or information that could be beneficial to you. We will inform you of the potential consequences of withdrawing your consent at the time of your request.

Document / Subject MSEA External Data Protection Policy	Page 8 (8)	Date 2024-06-01
--	---------------	--------------------

#### **4.11 Data Breach Notification**

We take the security of your personal data seriously. In the unfortunate event of a data breach, we are committed to promptly notifying affected individuals and relevant authorities.

##### **Notification Process:**

- 4.11.1 Upon discovery of a data breach, we will assess the potential impact on your privacy and determine the necessity of notifying you and the relevant regulatory authorities.
- 4.11.2 If it is determined that the breach poses a risk to your rights and freedoms, we will notify you without undue delay. We will provide you with information about the nature of the breach, the likely consequences, the measures taken or proposed to address the breach, and advice on how you can further protect yourself.
- 4.11.3 Notifications will be made through appropriate communication channels, such as email, telephone, or through public announcements, depending on the nature of the breach and the urgency of the situation.

#### **4.12 Changes to the Policy**

Munters Pte Ltd reserves the right to update or amend this data protection policy at any time to reflect changes in our practices, to stay compliant with relevant laws, or to address new issues. We will post the revised policy on our website and update the policy's effective date accordingly.

#### **4.13 Feedback and Contact Information**

For any inquiries or concerns regarding your personal data, please contact our Data Protection Officer at [msea.dpo@munters.com](mailto:msea.dpo@munters.com).