

IT Service Management Forum (itSMF) - Singapore Chapter

Personal Data Protection Policy

Version 1.0

Updated: 5th November 2014

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Objective

The purpose of this document is to set the guidelines and procedure to protect Members' and Guests' personal information and the ways in which we collect, use, disclose and retain Member and Guest information in order to operate itSMF Singapore Chapter's (hereinafter referred to as "itSMF-SG") activities and operations.

Definitions

Term	Definition
Member	means both paid individual membership member of the itSMF Singapore Chapter or paid Corporate membership member of the itSMF Singapore Chapter or a non-member that subscribes to the itSMF Singapore Chapter mailing list.
Guest	means a person that has registered and attended an Event held by the itSMF Singapore Chapter and has provided personal details and does not fall into the Member category above.

Application of Policy

When a Member or Guest joins itSMF-SG, he/she agrees to the terms of this policy as updated from time to time. itSMF-SG reserves the right, to change, modify, add, or remove portions of this policy at any time in order to improve its services and/or meet other requirements. The current version of this policy will be published on the itSMF-SG website. This policy applies to all itSMF-SG Members, Guests and all participants of itSMF-SG activities and programmes and to all our suppliers, service providers, contractors, associates and affiliates.

Types of Personal Data collected

The personal information collected by itSMF-SG is used to operate itSMF-SG website, mailing list, events and other professional development activities. When an individual registers as a Member or Guest, itSMF-SG will collect identifying information, such as (but not limited to) the name, membership number, address, telephone number, email address, NRIC number, age and employer details.

The payments are processed with cash, cheques or third-party online payment systems. itSMF-SG does not collect or store any credit card information.

Use of Personal Data

itSMF-SG uses personal data to administer itSMF-SG activities, to evaluate and improve our services and to enhance members' experience, including sending information on itSMF-SG and its supported news, announcements, activities, promotions, products and services, events, sponsorship opportunities, surveys and other information it feels might be of interest to Members and Guests. Where itSMF-SG has a valid email address from its Members and Guests, it will generally communicate with them by email.

itSMF-SG will not collect, use or disclose Members' and Guests' data for other purposes without obtaining further consent from the individuals, except where authorized or required by law or the courts.

Sharing and Disclosure of Personal Data

itSMF-SG does not buy or sell personal data or uses it for activities other than stated above. itSMF-SG may share Members' and Guests' data with selected partners, if necessary and they are contractually obligated to maintain confidentiality, in order to administer membership, to develop and promote itSMF-SG's services, to improve its services to members and to enable its service providers to complete their services to itSMF-SG and its Members and Guests. Recipients of such information will also be restricted to using the information for the purpose for which it was disclosed and for no other unauthorized purposes.

Protection and Retention of Personal Data

Members' and Guests' data will only be collected, used and disclosed, and will only be retained as long as required to fulfil the purposes for which it was collected, or as may be required by law. When no longer required, personal information is destroyed, anonymized, pseudonymised or disposed. When a Member's account has not been renewed, itSMF-SG reserves the right to destroy the member's account and related details at its discretion.

itSMF-SG has put in place reasonably adequate safeguards to protect its Members' and Guests' data. It limits access to the data for employees, volunteers and service providers whom it reasonably believes need to have access to in order to do their jobs.

Withdrawal of Consent

The collection and handling of certain personal information is necessary to maintain the membership. The Members and Guests may, however, opt out of the collection and/or handling of their personal information for other purposes — including opting out of receiving marketing and promotional material from itSMF-SG and its partners — by choosing to unsubscribe from electronically-received publications, or by contacting us in person at the address below by emailing us at secretariat@itsmf.org.sg. If a Member or Guest opt out as mentioned above, he/she will no longer receive any communications from itSMF-SG in relation to these marketing and promotional offers but will continue to receive communications from the itSMF-SG for all members' meetings, annual reports and communications connected to membership obligations and rights.