

PRIVACY STATEMENT

Yolé Ice Cream, Pte. Ltd. collects business information for the purpose of serving the needs of its corporate members. In some situations, we may need to collect personal information from representatives of companies that participate in our activities. This is the Privacy Policy of YOLÉ that sets out how we collect, use, disclose and protect any Personal Data (as defined below) that you give to us.

This Privacy Policy applies to all members, non-members, customers and content providers of YOLÉ, and is designed to meet the requirements of personal data protection laws in Singapore. Please read this Privacy Policy before submitting any information requested by us, or signing up for any products, services or activities offered by us, so that you are aware of and understand the purposes for which we collect, use and disclose your Personal Data.

From time to time, we may review and update this Privacy Policy to ensure that it is consistent with any changes in legal requirements. We encourage you to check this web page and our website from time to time for any updated versions of this Privacy Policy that is posted and date stamped so that you are aware of when the Privacy Policy was last updated.

Collection of Personal Data

The types of personal data that we collect depend on the circumstances of collection and on the nature of the transaction undertaken with us.

The personal data that we may request includes but is not limited to (individually and collectively referred to as “Personal Data”):

- Personal identification information, including name, gender, date of birth, images, photographs, videos, closed circuit television (CCTV) footage, voice recordings
- Business contact information, including postal address, email address, phone number;
- Demographic information such as academic qualifications, occupation, job details, preferences and interests
- Other information as we may notify you, whether for surveys, sale of publications and other service offerings
- Technical and statistical data, such as your IP address, browser type, domain names, access times and referring website addresses, which will automatically be collected by us to maintain quality of the service and to compile general statistics regarding use of our websites

Purpose for Collection and Use of Your Personal Data

The Personal Data you provide helps us to understand your needs, maintain our relationship with you, process transactions, fulfil our delivery obligations for any products, services or activities you undertake with us, and improve our service delivery. In particular, we collect your Personal Data for the following purposes, including without limitation:

- Internal record keeping
- Process relevant information for organizing and conducting our activities, e.g. overseas mission trips

- Improve our products and services and to customize our websites according to your interests
- Develop content of this site and our related network of websites
- Periodically send you email updates about new activities and service offerings or other information of relevance to you using the email address which you have provided. You have the option of opting out from receiving such information
- From time to time, we may use your information to contact you by email, phone, fax or mail to conduct research
- Respond to feedback from you

We may also use and disclose your Personal Data within YOLÉ, and with and to third parties. In order to fulfill the Purposes listed above, in which case, we may:

- Disclose, transfer, and jointly use your Personal Data to and with such third parties in Singapore and overseas, and your Personal Data may also be transmitted to data storage facilities or our offices and appointed agents in Singapore or other countries in connection with our performance of the transaction with you
- Share your Personal Data with our trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your Personal Data except to provide these services to us, and they are required to maintain the confidentiality of your Personal Data

If required or authorized to do so by law or pursuant to a court order, including but not limited to circumstances where use and/or disclosure is:

- Necessary for any investigation or legal proceedings, including but not limited to fraud, intellectual property infringement or privacy
- Necessary for establishing, exercising or defending our legal rights, or obtaining legal services
- Necessary for responding to an emergency that threatens the life, health or safety of an individual

Consent

Your express consent will be sought when collecting your Personal Data. There will also be instances where your consent for the collection or use of your Personal Data will necessarily be implied from the circumstances by nature of the task or transaction, including your interaction with us or in the course of signing up for, or accepting, any of our products, services or activities you have requested.

Where you are supplying the Personal Data of another individual (e.g. information of your spouse, children, parents, and/or employees, etc.), you represent, warrant, undertake and will ensure that the individual whose Personal Customer Data is supplied to us has consented to provide us with their Personal Data for the respective purposes, and is informed of and consents to the terms of this Privacy Policy.

Whilst we will take reasonable steps to accurately record your Personal Data, we require that you provide us with accurate and complete Personal Data, and update such Personal Data provided to us, from time to time. Failure on your part to do so may result in our inability to provide you with information regarding our events and activities.

This Privacy Policy shall supplement any other policies that you may have previously provided consent to us in respect of your Personal Data.

Retention

We will retain your Personal Data for as long as it is necessary to fulfil the purpose for which it was collected, the legal or business purposes of YOLÉ, or as required by relevant laws. When destroying Personal Data, we will take commercially reasonable and technically possible measures to make the personal information irrecoverable or irreproducible in accordance with the applicable laws.

Contacting Us for Withdrawal of Consent, Access and Correction of your Personal Data that is in the possession or under the control of YOLÉ

If you:

- have any questions or feedback relating to your Personal Data or our Data Protection Policy;
- would like to withdraw your consent to any use of your Personal Data as set out in this Data Protection Policy; and/or
- would like to obtain access and make corrections to your Personal Data records,

please do so through one of following ways:

- a. Clicking the 'Unsubscribe' function in the mailer; and/or
- b. Logging into the YOLÉ membership portal;

YOLÉ reserves the right to charge a fee (representing its costs in administering your request) for supplying such information and to refuse requests which, in our opinion, occur with unreasonable frequency.

YOLÉ will also, where you have requested that YOLÉ correct an error or omission in the Personal Data about you that is kept with YOLÉ, correct such data as soon as practicable and send the corrected Personal Data to every organization to which the Personal Data was sent before it had been corrected, unless that organization does not need the corrected Personal Data for any legal or business purpose.

YOLÉ may however choose not to provide you with access to or correct such information, in accordance with the exceptions under the PDPA.

This would include cases where:

- a. YOLÉ is satisfied on reasonable grounds that the correction should not be made;
- b. The request for access is frivolous or vexatious or the information requested is trivial;
- c. The Personal Data is related to a prosecution and all the proceedings related to the prosecution have not been completed;
- d. The Personal Data, if disclosed, would reveal confidential commercial information that could, in the opinion of a reasonable person, harm the competitive position of the organization; and
- e. The Personal Data was collected, used or disclosed for the purposes of an investigation and associated proceedings and appeals have not been completed

Enquiries & Complaints

If you have any questions or complaints relating to your Personal Data, please contact us at info@yole.com, referencing: Privacy Policy.

To protect your privacy and security, we will also require you to verify your identity before we can respond substantially to your request.

Governing Law

This Privacy Policy and your use of this website shall be governed in all respects by the laws of Singapore