

FEEDBACK AND COMPLAINT NOTICE

ST Electronics (Info-Software Systems) Pte Ltd (“**STEE-InfoSoft**”) is part of the group of direct and indirect subsidiaries worldwide whose parent company is Singapore Technologies Engineering Ltd, referred to collectively as “**ST Engineering Group**”.

STEE-InfoSoft respects the protection of the Personal Data of individuals and values the relationship we have with you. For this reason, we would like to know if you have any feedback and/or complaints about our Personal Data protection policies and practices and we take your feedback and complaints seriously.

This Feedback and Complaint Notice describes how you can provide your feedback and/or complaints to us on STEE-InfoSoft’s Personal Data protection policies and practices or on how STEE-InfoSoft has used and shared your Personal Data.

Submitting Feedback on STEE-InfoSoft’s Personal Data Protection Policies and Practices

If you have any feedback concerning any of our Policies and Notices concerning our Personal Data protection practices, please send your feedback to the Data Protection Officer by e-mail or post to:

E-mail address: dpo.elect@stengg.com
Mailing address: Data Protection Officer
Singapore Technologies Electronics Limited
24 Ang Mo Kio Street 65
Singapore 569061

If you are sending your feedback by post, please attention your correspondence to the “Data Protection Officer”.

Submitting a Complaint on STEE-InfoSoft’s use and/or sharing of your Personal Data

If you have a complaint on how STEE-InfoSoft has used and/or shared your Personal Data, you may submit your complaint to the Data Protection Officer by completing the Form and sending it by e-mail or post to the contact details provided above.

If you are sending your feedback by post, please attention the Form to the “Data Protection Officer”.

Once we receive your complaint, we will acknowledge receipt of your complaint within 3 working days.

STEE-InfoSoft takes all complaints that it receives on STEE-InfoSoft’s use and sharing of your Personal Data seriously and we will look into and investigate your complaint. To assist us in looking into, investigating and responding to your complaint, it is important that you provide us with adequate and sufficient details when you fill in the Form.

It may be necessary for us to contact you to request for more information or documentation in order to assist us or to facilitate us looking into or investigating your complaint. For this reason, we would need you to provide us with your contact details when you fill in the Form so that we can contact you for this purpose and also to respond to your complaint once we have finished looking into and/or investigating your complaint.

STEE-InfoSoft will use reasonable endeavours to respond to your complaints in writing within 45 days from the date of our acknowledgement to you of our receipt of your complaint. If we are not able to respond to your complaint within 45 days, we will contact you and inform you of the estimated time when we would be able to respond to your complaint.

At any time, you may contact our Data Protection Officer to enquire about the status of your complaint, or if you have any queries whatsoever about our Personal Data protection policies and practices.

Complaint Form

ST Electronics (Info-Software Pte Ltd (“**STEE-InfoSoft**”) (or, as appropriate in the context, “**we**,” “**us**” or “**our**”) respects the protection of the Personal Data of individuals and values the relationship we have with you. For this reason, we would like to know if you have a complaint about how we have used and/or shared your Personal Data. We take complaints that we receive seriously and will look into and investigate any complaint that we receive.

Please fill in this form to let us know about your complaint concerning our use and/or sharing of your Personal Data. Your provision of details that are as complete as possible is important for us to be able to effectively look into and investigate your complaint. Providing detailed and complete information will also assist us to better improve our Personal Data protection policies and practices. For this reason, we would greatly appreciate it if you provide us with as much detail requested for in this form as possible.

You may submit this Form to us by email or post, with attention to the “Data Protection Officer”:

E-mail address: dpo.elect@stengg.com
Mailing address: Data Protection Officer
Singapore Technologies Electronics Limited
24 Ang Mo Kio Street 65
Singapore 569061

STEE-InfoSoft will use reasonable endeavours to respond to your complaints in writing within 45 days from the date of our acknowledgement to you of our receipt of your complaint. If we are not able to respond to your complaint within 45 days, we will contact you and inform you of the estimated time when we would be able to respond to your complaint.

Personal particulars

Name: _____

NRIC number/ FIN number/ Passport number: _____

Contact number: _____ (HP) _____ (Office)

Mailing address: _____

E-mail address: _____

*Please provide at least a mailing address or email address at which we can send you our response on your complaint.

Relationship with STEE-InfoSoft

To assist us in responding to your request, please indicate your relationship with STEE-InfoSoft:

- I am an employee, representative, agent or officer of one of STEE-InfoSoft’s service providers / business partners / customers. Please identify service provider/business partner/customer:

- I have previously applied for employment with STEE-InfoSoft in _____ (please specify year and month, if possible)/ I was employed by STEE-InfoSoft from _____ (please specify time period of employment)
- Others: _____

Complaint

Please describe your complaint on STEE-InfoSoft's use and/or sharing of your Personal Data:

Details of Personal Data concerned: (Please provide particulars)

If you are able to identify the relevant personnel or departments within STEE-InfoSoft who dealt with you concerning your Personal Data, please include these details.

Please attach all relevant documentation to this Form.

Preferred mode of response

Please indicate your preferred mode of communication of our response to you:

- By registered mail/ordinary mail at my mailing address given above
- By email at my email address given above

Declaration

I confirm that all statements made on this Form are true, accurate and complete to the best of my knowledge and belief. I acknowledge that I may be requested to provide documentation or further details to assist or facilitate STEE-InfoSoft in looking into, investigating and responding to my complaint and agree to provide such documentation or further details as requested for by STEE-InfoSoft.

Signature:

Date: