

## **Singapore Personal Data Protection Policy**

This Policy sets out how Allied World Assurance Company, Ltd (Singapore Branch) (collectively with the other subsidiaries of Allied World Assurance Company Holdings, Ltd, “Allied World”, “we”, “us” or “our”) collects, uses and discloses personal data about you so that we can provide you with insurance products and services.

This Policy applies to current and past Allied World policyholders in Singapore or other individuals whose personal data Allied World has collected in relation to services and products offered by Allied World in Singapore; and all individuals whose personal data is collected by us in the course of our activities including service providers, contractors and employees.

### **Your Personal Data**

At Allied World, we are committed to protecting the privacy of your personal data and complying with our obligations under the Singapore Personal Data Protection Act 2012 (“PDPA”). This Policy outlines how Allied World collects, uses, stores and discloses your personal data so that it can arrange and manage the services and products it provides to you.

“Personal data” generally refers to data about an individual who can be identified from that data, in whatever form. It includes information such as name, age, NRIC, FIN or passport number, telephone number or address.

### **How We Collect Your Personal Data**

So that we can provide our services and products to you, we need to collect your personal data from you or your agents. We may also collect it from our agents and service providers; other insurers and insurance related organisations; statutory and regulatory bodies; people who are involved in a claim or who assist us in investigating or handling claims, including third parties claiming under your policy; witnesses and health care practitioners; marketing lists and industry databases; and publicly available sources.

For people already working for us or for those who are looking to work with us, Allied World collects personal data in order to pay you and provide you with other benefits, to ensure that we comply with the law, and generally to establish and manage the employment relationship. We may also use or disclose employee information in the course of proposed business transactions involving all or any part of our business.

### **Why We Collect Your Personal Data**

We collect, use and disclose your personal data so that we can provide you with insurance products and services, including to consider and process your application; to vary, cancel or renew your insurance; to respond to your queries; to deal with and/or process any claims under your policy, including settlement, and to conduct necessary investigations; to complete due diligence and background checks that are either required by law or regulation or have been put in place by Allied World; to respond to your queries and

administer your policy, including correspondence with you; to investigate fraud, misconduct or any unlawful act or omission in relation to your policy; so that we can comply with legal obligations; for research and statistical purposes; for marketing (including, where permitted by law, direct marketing) of other services provided by us; and/or any purpose directly related to the above.

### **Who We Disclose Your Personal Data To**

We may disclose your personal data to others where necessary for the purposes listed above. Parties to whom we may disclose your personal data to include other insurers; reinsurers; intermediaries; insurance associations, federations or similar organisations; related companies; our advisers; external claims data collectors and verifiers; parties that we have an insurance scheme in place under which you purchased your policy; parties involved in claims investigation and management; government and statutory agencies; and/or as otherwise required or allowed by law. The parties that we are disclosing your personal data to may either be located in Singapore or overseas.

### **Your Consent**

This Policy has been prepared by Allied World to explain how Allied World will collect, use and disclose your personal data so that we can provide insurance services and products to you. Whilst we may also ask that you sign an express consent form when taking out a new policy, in the absence of any signed consent, the use or continued use by you of any of Allied World's services shall be deemed as your acceptance and agreement to the provisions of this Policy.

### **Access to Your Personal Data and Complaints**

You may ask to access the personal data we hold about you or seek correction by contacting our Data Protection Officer ("DPO"). Any other enquiries or complaints in relation to your personal data should also be made to the DPO via the following:

**Phone:** (65) 6423 0888

**Email:** [sq.customerservice@awac.com](mailto:sq.customerservice@awac.com)

**By post:** Data Protection Officer  
Allied World Assurance Company, Ltd  
8<sup>th</sup> Floor  
60 Anson Road #08--01  
Mapletree Anson  
Singapore 079914

### **Changes to this Privacy Statement**

Please note that we may update this Policy from time to time and amend it to reflect changes in legislation or other business changes, and your continued use of our products and services is deemed your consent to

such changes. You can review this Policy on our website at <https://www.alliedworldinsurance.com/singapore> to stay informed on how we are protecting your personal data.