



**A New Chapter LLP**

**Privacy Policy**

11 July 2024

## **Privacy Policy**

This privacy policy complies with the Personal Data Protection Act 2012 (PDPA), governing our collection, use, and disclosure of your personal information. This privacy policy applies to the A New Chapter (ANC).

### **Information Collection**

We collect information such as your name, email, and contact number through the following methods: (When you)

- Register on our website or complete a form.
- Complete and update the Personal Data Privacy Act Consent Form.
- Enquire, apply, or enrol for a session or workshop.
- Information is publicly available (e.g. from social media sites).

### **Use of Information**

The information we collect from you may be used in the following ways: (To)

- Personalise your experience: Your information helps us to respond better to your individual needs.
- Improve our website: We continually strive to enhance our website and offerings based on the feedback we receive from you.
- Improve customer service: Your information helps us to respond more effectively to your customer service requests and support needs.
- Process enquiries, applications, or enrolments: Your information assists our customer service in completing your transactions with us.
- Send periodic emails: Your email address may be used to send you information and updates about services that may interest or benefit you.
- Administer contests, promotions, surveys, or other events.
- Enhance the relevance of our advertisements, both printed and online.

### **Information Protection**

Your information, whether public or private, will only be used by the ANC. It will not be sold, exchanged, transferred, or given to any other company without your consent, except for the purpose of delivering the requested service.

If you wish to unsubscribe from receiving emails, you may send us an email, and we will act on it within the next five (5) working days.

We may disclose your information to authorised authorities, when required by law, to respond to legal processes, to protect our customers, to protect lives, to maintain the security of our services, and to protect the rights and property of SCC.

### **Updates**

Our privacy policy may change from time to time, and all updates will be posted on this page.

### **Contact Us**

If you have any questions for our Data Protection Officer, you may:

- Email us at [admin@anewchaptersg.com](mailto:admin@anewchaptersg.com)
- Call our Data Protection Officer at 83928284