

Privacy Policy

1. Personal Data

- 1.1 "Personal Data" refers to any data, about an individual who can be identified from that data; or from other information to which we have or are likely to have access to, including data in our records as may be updated from time to time.
- 1.2 Examples of Personal Data include name, PRN (Pharmacist Registration Number), PSS Membership number, NRIC, passport or other identification number, telephone number(s), mailing address, email address and any other personal information relating to individuals through any documents submitted, or provided via other forms of interaction.

2. Collection of Personal Data

- 2.1 Generally, Personal Data can be collected in the following ways:
- (a) When you submit an application form
 - (b) When you interact with our administrative officers, via telephone calls, letters and emails
 - (c) When you use our services, for example, Website or Continuing pharmacist education
 - (d) When you request that we contact you, or be included in a mailing list
 - (e) When you respond to our initiatives or to any request for additional Personal Data
 - (f) When we receive references from our business partners and third parties, where you have been referred by them
 - (g) When you submit your Personal Data to us for any other reasons.
- 2.3 If you provide us with any Personal Data relating to a third party (e.g. information of your employees), by submitting such information to us, you represent to us that you have obtained the consent of the third party to provide us with their Personal Data for the respective purposes.
- 2.4 You should ensure that all Personal Data submitted to us is complete, accurate, true and correct. Failure to do so may result in our inability to provide you with the services requested.

3. Purposes for the Collection, Use and Disclosure of Your Personal Data

- 3.1 The PSS collects, uses and discloses your Personal Data for the following purposes but not limited to:
- (a) Responding to your queries and requests
 - (b) Managing the administrative operations and complying with internal policies and procedures
 - (c) Matching any Personal Data which relates to you for any of the purposes listed herein
 - (d) Resolving complaints and handling requests and enquiries
 - (e) Providing announcements and responses
 - (f) Monitoring interactions for quality assurance, employee training and performance evaluation
 - (g) Organising events

- (h) Legal purposes (including but not limited to obtaining legal advice and dispute resolution) and
- (i) Meeting or complying with any applicable rules, laws, regulations, codes of practice or guidelines issued by any legal or regulatory bodies which are binding.

3.2 In addition, PSS collects, uses and discloses your Personal Data for the following purposes:

- (a) Application of membership or continuing pharmacist education that you have subscribed to
- (b) Facilitating matters related to your subscription to PSS membership
- (c) Daily operations (including but not limited to billing, customer service, customer verification, support and troubleshooting)
- (d) Processing of payment instructions, direct debit facilities and/or credit facilities requested by you
- (e) Generating internal reports (including but not limited to annual, operational and management reports)
- (f) Administering fee adjustments, refunds and waivers
- (g) Communicating to you details of any upcoming society events and updates; and
- (h) Organising events and projects.

3.3 If you have provided your Singapore telephone number(s), you can be assured that we will not use or disclose it for telemarketing purposes.

3.4 You have a choice to withdraw your consent for receiving any form of communications from PSS. You may contact us using the contact details found below.

3.5 Once we receive confirmation that you wish to withdraw your consent to receiving communications from us, it may take up to 30 working days for your withdrawal to be updated in our database. Therefore, you may still receive communications during this period of time.

4. Disclosure of Personal Data

4.1 PSS takes reasonable steps to protect your Personal Data against unauthorised disclosure. Subject to the provisions of any applicable laws, your Personal Data may be disclosed, for the purposes listed above (where applicable), to the following:

- (a) PSS employees and Executive Council members on matters related to PSS
- (b) Agents, contractors or third party service providers who provide operational services to PSS, such as courier services, telecommunications, information technology, payment, printing, billing, payroll, processing, technical services, event organizers
- (c) External banks, credit card companies and their respective service providers
- (d) Our professional advisers such as auditors and lawyers
- (e) Relevant government regulators, statutory boards or authorities or law enforcement agencies to comply with any laws, rules, guidelines and regulations or schemes imposed by any governmental authority
- (f) Any other party to whom you authorise us to disclose your Personal Data to.

5. Use of Cookies

5.1 PSS uses cookies on its website for the following purposes:

- (a) Enable certain features and functions on our websites, e.g. remembering your user-id, favourite choices, browsing and other service preferences
- (b) Building up a profile of how you and other users use the website
- (c) Improving the efficiency of our website
- (d) Administering services to you
- (e) Establishing usage statistics

5.2 You may choose to accept or decline cookies. Most internet browsers automatically accept cookies, and you have the option of turning off the processing of cookies. This may however result in the loss of functionality, restrict your use of the website and/or delay or affect the way in which it operates.

6. Withdrawal of Consent, Access and Correction of your Personal Data

6.1 Should you:

- (a) have any questions or feedback relating to your Personal Data or our Data Protection Policy;
- (b) would like to withdraw your consent to any use of your Personal Data as set out in this Data Protection Policy; or
- (c) would like to obtain access and make corrections to your Personal Data records, please contact Pharmaceutical Society of Singapore as follows:

Email: admin@pss.org.sg

Write in to: Secretariat
Pharmaceutical Society of Singapore
Alumni Medical Centre, Level 2
2 College Road
Singapore 169850

6.2 Please note that if your Personal Data has been provided to us by a third party (e.g. a referrer), you should contact that organisation or individual to make such queries, complaints, and access and correction requests.

6.3 If you withdraw your consent to any or all use of your Personal Data, depending on the nature of your request, Pharmaceutical Society of Singapore may not be in a position to continue to provide its services to you, which in turn may also result in the termination of membership.