

PRIVACY POLICY

1. Background

- 1.1 The Singapore Network Information Centre (SGNIC) Pte Ltd (“SGNIC”) is committed to protecting the privacy of personal information in the course of its operation and administration of the Singapore country code top-level domain name (the “Registry”). As part of this commitment, we have set out this Privacy Policy to outline the manner in which SGNIC collects, uses, discloses and otherwise manages personal information in its custody.
- 1.2 SGNIC is responsible for the fair and lawful use of personal information in our possession or custody. Should there be a requirement for data to be transferred to others, we shall take reasonable steps to ensure that the personal data continue to enjoy similar levels of protection.

2. Collection and Use

- 2.1 The personal information held by SGNIC is collected for the purpose of meeting its objectives as the manager of the .sg domain, and providing the services necessary for meeting those objectives.
- 2.2 We may collect personal information when you:
- (a) Register .sg domain name (including Internationalised Domain Name – IDN versions: “.新加坡” and “.சிங்கப்பூர்”);
 - (b) Visit our website;
 - (c) Contact us with a comment, question or complaint;
 - (d) Seek employment with us;
 - (e) Apply to be accredited as a registrar; and
 - (f) Provide services to us as a vendor or contractor.
- 2.3 SGNIC limits the collection of personal information to that which is required to perform the functions listed above. SGNIC will obtain your consent to collect, use and disclose the personal information for the purpose specified. The information will not be used for a new purpose unless we obtain consent from you.

Domain Name Registration

- 2.4 When you register for a .sg domain name through your Registrar, you are required to accept the Domain Name Registration Agreement which authorises the Registry to collect, use and disclose information about you. Such information may include your name, personal identification number (e.g. NRIC/FIN), address, telephone number, fax number and email address. The information is necessary for SGNIC to manage and administer the Registry database with accurate details and to implement, execute and enforce the applicable Registry policies, rules and procedures.
- 2.5 We may use your registration information to contact you about issues related to the domain name. We may occasionally send you promotional materials or updates regarding the services we provide. However you may choose to opt-out from receiving such materials.
- 2.6 Where you are not an individual, you acknowledge and agree that SGNIC may contact you with information about goods and services, whether provided by SGNIC or a third party, which SGNIC considers to be of interest to you. Such acknowledgement and agreement by you

shall also constitute consent by you for the purpose of the provisions of the Spam Control Act (Cap. 311A).

Website

- 2.7 We shall make a record of your visits to our website. The record will show your IP address and details of the pages visited. This information is used for preparing general statistics on the usage of our website and prevention/detection of crime. Some of the information may be gathered through the use of “Cookies”. Cookies are small bits of information that are automatically stored on a web browser that can be retrieved by the sites visited. You may be requested to enable these cookies setting on your web browser. Our use of this technology does not mean that we automatically know any information about you. Your acceptance of our cookie in no way gives us access to your computer.
- 2.8 Our website may feature links to other websites. We are not responsible for the content and privacy practices of such websites.

Contact

- 2.9 When you contact us with a comment, question or complaint, you may be asked for information that identifies you along with additional information we need to help us provide support, answer your question or respond to your comment or complaint. We may retain this information to assist you in the future and to improve our services.

Employment

- 2.10 We advertise employment opportunities on our website. In connection with a job application or related inquiry, you may provide us with information that identifies you. We use this information for the purpose of processing and responding to your application for employment.

3. Disclosure

- 3.1 We will not disclose, share, transfer, sell or rent your personal information to any 3rd party other than as set out in this policy or as required by Law.

WHOIS Information

- 3.2 As part of the administration of the .sg Registry, SGNIC operates an electronic lookup-service called “WHOIS” designed to provide information concerning ‘.sg’ domain names. The information allows the public to identify the contact persons/organisations responsible for the domain name and to contact persons/organisations for the resolution of ‘.sg’ domain name issues. Specifically the name of the contact for the domain name will be displayed. For technical contacts, the email address will also be displayed. This is necessary for quick resolution of technical issues pertaining to the domain name. Note that the technical contact may be an organisation instead of an individual. If the contact is an individual, the individual may provide functional information instead of personal/private information so long as the contact can be contacted via the functional information. For example, the email address can be a functional email that can be used to contact the individual instead of the individual’s personal/private email address.

Singapore Domain Name Dispute Resolution Policy (SDRP)

- 3.3 We may provide your information to the Singapore Domain Name Dispute Resolution Policy (SDRP) secretariat to facilitate domain name disputes concerning your domain name.

Service Provider Arrangements

- 3.4 We may transfer or otherwise make available your personal information to third parties who provide services on our behalf. For example, we may use service providers to host our website, send e-mail, conduct customer research, or manage/analyse data.

- 3.5 Before transferring or otherwise making available any personal information to any third party service provider, we shall enter into an agreement with the service provider pursuant to which it is required to use the personal information solely for the purpose of providing the service and to maintain security and privacy measures to safeguard the information. Our service providers are given only the information they need to perform their designated functions, and we do not authorise them to use or disclose personal information for their own marketing or other purposes.

Legal

- 3.6 We may provide your personal information in response to a search warrant or other legally valid inquiry or order, or as otherwise required by applicable law. We may also disclose personal information where necessary for the establishment, exercise or defence of legal claims.

4. Accuracy

- 4.1 We will ensure all personal information collected is accurate and kept up to date. We will make a request to users for updates of personal information if the update is necessary to fulfil the purposes for which the information was collected.

5. Safeguards

- 5.1 We implement appropriate security safeguards to protect personal information against unauthorised access, misuse, disclosure, copying, use, alteration, accidental loss or theft, destruction or damage. These safeguards include technical protection on our systems and training of our staff.

6. Retention

- 6.1 The personal information you provide to us will be retained for such period as may be necessary for carrying out the purposes stated in this Privacy Policy or as otherwise specified at the time of collection.

7. Access and Corrections

- 7.1 If you are requesting access, update or correction of information related to your Domain Name registration, you will need to do so via your Registrar. For other personal information, you may email or write to us at the contact information set out below. We may need further information from you to verify your identity before we can provide you with the personal information we hold.

8. Protection of Minors

- 8.1 Children (users under the age of 21 years) are not eligible to use our services. We request that children do not submit any personal information to us online. If you are under the age of 21 years, you may surf this website only if you have obtained consent from your parents/legal guardian or if you are under the supervision of your parent or legal guardian.

9. Changes

- 9.1 This Privacy Policy may be updated periodically to reflect changes to our personal information practices. The revised Privacy Policy will be posted on this website. We encourage you to refer to this Privacy Policy often for the latest information about our personal information practices.

10. Openness

10.1 Our Privacy Policy is displayed on this website and the policy is set out in the same language medium as the website. We encourage all users to read our Privacy Policy to understand the objective of collecting their personal information.

10.2 For issues regarding our Privacy Policy, please contact:

General Manager
Singapore Network Information Centre (SGNIC) Pte Ltd
10 Pasir Panjang Road
#03-01 Mapletree Business City
Singapore 117438
dnq@sgnic.sg