REN EMPLOYMENT SERVICES PTE LTD
PERSONAL DATA PROTECTION POLICY

1. Introduction

REN Employment Services Pte Ltd ("REN", "we", "us" or "our") respects the privacy of our customers, migrant domestic workers (MDWs), job applicants and other individuals whose personal data we collect.

We are committed to protecting personal data in accordance with Singapore's Personal Data Protection Act 2012 (PDPA) and other applicable laws.

This Policy explains how we collect, use, disclose, protect and manage personal data that is reasonably necessary for the relevant purposes, or permitted and required by law in the course of providing our employment agency services.

2. Personal Data We Collect

Depending on the services required, we may collect personal data including:
(a) Name, NRIC, FIN, passport details, nationality and date of birth;
(b) Residential address, contact number and email address;
(c) Employment history, qualifications, training records, photographs and work experience;
(d) Household information, family composition and caregiving requirements;
(e) Medical or health-related information where necessary for employment, insurance or caregiving arrangements;
(f) Salary, payment, insurance and employment-related records; and
(g) Other information reasonably necessary for the services requested, or to comply with applicable laws, government regulations and relevant embassy or consular requirements.

3. Purposes of Collection, Use and Disclosure

REN may collect, use and disclose personal data for the following purposes:
(a) Assessing employers' household and caregiving needs;
(b) Matching employers with suitable MDW candidates;
(c) Arranging interviews, recruitment and employment placements;
(d) Preparing and submitting Work Permit applications and related documentation;
(e) Arranging medical examinations, insurance, security bonds, travel and other employment-related requirements;
(f) Processing payments, refunds and employment-related transactions;
(g) Providing post-placement support, counselling, mediation and replacement services;
(h) Managing employment renewals, transfers, cancellations and repatriation arrangements;
(i) Responding to enquiries, complaints and requests for assistance;
(j) Complying with legal, regulatory and government requirements; and
(k) Maintaining business and service records for legitimate operational purposes.

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4. Consent

We will obtain consent for the collection, use and disclosure of personal data where required by applicable laws, including relevant embassy or consular requirements. Where permitted or required by law, personal data may be collected, used or disclosed without consent.

Consent may be obtained through application forms, agreements, electronic communications or other appropriate means. Individuals may withdraw their consent by contacting our Data Protection Officer, **Ms Jess Ang**, at jess@renes.sg.

We will explain the likely consequences of withdrawal and process the request in accordance with applicable laws. Withdrawal of consent may affect our ability to provide certain services or fulfil legal obligations.

5. Disclosure of Personal Data

Where reasonably necessary, REN may disclose personal data to:
(a) The Ministry of Manpower (MOM) and other relevant government authorities;
(b) Overseas recruitment agencies and authorised recruitment partners;
(c) Prospective employers or MDW candidates for recruitment and matching purposes;
(d) Insurance companies and insurance intermediaries;
(e) Medical providers, training centres and other employment-related service providers;
(f) Banks, payment processors, IT service providers and professional advisers; and
(g) Other parties where disclosure is required or permitted by law.

We will take reasonable steps to ensure that personal data is disclosed only for appropriate purposes and protected against unauthorised access or misuse.

6. Overseas Transfer of Personal Data

As part of our recruitment services, REN may need to share relevant personal data with overseas recruitment partners and service providers.

Where personal data is transferred outside Singapore, we will take appropriate steps to ensure that it receives a standard of protection comparable to that required under the PDPA, unless an applicable legal exception applies.

7. Protection of Personal Data

REN will implement reasonable administrative, physical and technical measures to protect personal data against unauthorised access, collection, use, disclosure, modification, loss or disposal.

Such measures may include:
(a) Restricting access to authorised personnel;
(b) Securing physical documents and electronic records;
(c) Using appropriate passwords and access controls;
(d) Providing staff guidance on confidentiality and proper handling of personal data; and

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(e) Taking reasonable precautions when sharing documents electronically.

Employees and authorised representatives must handle personal data responsibly and use it only for legitimate business purposes.

8. Accuracy of Personal Data
We will make reasonable efforts to ensure that personal data is accurate and complete where it is used to make decisions affecting individuals or disclosed to other organisations.

Employers and MDWs are encouraged to inform REN of any changes to their personal information.

9. Retention of Personal Data
REN will retain personal data in secure physical or electronic records for as long as necessary to fulfil the purposes for which it was collected, comply with applicable legal or regulatory requirements, or meet legitimate business needs.

When personal data is no longer required for these purposes, we will take reasonable steps to ensure its secure disposal or anonymisation in accordance with applicable laws.

10. Access and Correction Requests
Individuals may contact REN to request access to their personal data or correction of inaccurate or incomplete information.

We will review and respond to such requests in accordance with the PDPA.

Where permitted by law, REN may charge a reasonable fee for processing an access request. Any applicable fee will be communicated before the request is processed.

11. Marketing Communications
REN may use personal data to provide information about our services, promotions or events where permitted by law.

Individuals may request to stop receiving marketing communications by contacting REN or using the opt-out method provided.

We will comply with applicable PDPA and Do Not Call requirements.

12. Personal Data Breaches
REN will take reasonable steps to investigate and contain any suspected personal data breach.

Where a breach is notifiable under the PDPA, we will notify the Personal Data Protection Commission and affected individuals as required by law.

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We will also take appropriate corrective measures to reduce the risk of similar incidents.

13. Data Protection Officer
For enquiries, requests or concerns relating to personal data, individuals may contact REN's Data Protection Officer:

REN Employment Services Pte Ltd
Attention: Jess Ang
Email: jess@renes.sg
Contact Number: 8904 1815

Address:
Blk 713 Ang Mo Kio Avenue 6
#01-4032
Singapore 560713

We will review and respond to data protection enquiries in accordance with applicable laws.

14. Updates to This Policy
REN may review and update this Policy from time to time to reflect changes in our operations, legal requirements or data protection practices.

The latest version will be made available through our official communication channels.

15. Governing Law
This Policy shall be governed by the applicable laws of Singapore, including the Personal Data Protection Act 2012.

Nothing in this Policy shall limit any rights or obligations that cannot lawfully be excluded under applicable legislation.

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