

Personal Data Protection Policy IEEE Asia-Pacific Limited

Your personal data is important

Your personal data is important to us and it is our policy to respect the confidentiality of information and the privacy of individuals. This Policy outlines how IEEE Asia-Pacific Limited (“**IEEE APAC**”) manages Personal Data (as defined below) which is subjected to the Singapore Personal Data Protection Act (No. 26 of 2012) (“**PDPA**”).

With effect from 01 July 2014, this policy forms a part of the terms and conditions governing your relationship with IEEE APAC and its affiliates, as well as and any third party acting on its or their behalf (collectively “**IEEE**”, “**we**” or “**us**”) (“**Terms and Conditions**”) and should be read in conjunction with those Terms and Conditions.

By providing or submitting personal data to us, accessing, using or viewing any of IEEE’s websites, services, functions or contents, you are deemed to have agreed to the Terms and Conditions of this policy and consent to our collection, use and disclosure of your personal data for the Purposes (as set out below).

IEEE may from time to time update its data protection policies to ensure that it is consistent with future developments, industry trends and/or changes in legal or regulatory requirements.

What kind of personal data do we collect?

We may collect and hold personal data such as biodata, contact details, account information and your preferences, queries, requests and feedback, including but not limited to the following persons/entities:

- Board of Directors
- Customers and members;
- Job applicants and Employees;
- Service Providers; and
- Other people who we may come into contact.

How do we collect your personal data?

The ways in which we may collect your personal data include (but are not limited to) collecting directly or indirectly from you or your authorized representatives.

Following are the situation when your personal data is collected or captured into our system:-

- when you sign up for IEEE membership; when you sign up for alerts / newsletters
- when you visit our websites, attending events, courses, conferences, meetings etc.;
- when you apply a job with us when you participate in our marketing, promotional events or a competition;
- when you use our IEEE products or services;
- when you contact us with your queries, requests or feedback;
- when you do transaction with us;
- when you participate in our market research or surveys.

What are the purposes for when we collect your personal data?

IEEE collects, uses and discloses your Personal Data for one or more of the following purposes (each, a “**Purpose**” and collectively, the “**Purposes**”) directly or indirectly.

Generally, we may use your personal data for the following purposes:

- updating membership directories and member's profile information on IEEE memberNet;
- transacting with you, including contacting you on and Processing your orders, subscription or membership;
- providing you with support or other services that you have ordered or requested;
- responding to and handling your inquiries, feedback or requests for information;
- providing you with notices of new product releases and service developments, including registrations for newsletters, and compliance with licensing and other terms of use of products and services;
- sharing your Personal Data with a successor or acquiring entity as part of a merger, acquisition, reorganisation or other transaction involving all or substantially all of IEEE's assets;
- communicating with you on conferences and events, and the content, logistics, payment, updates, and additional information of such conferences and events;
- meeting or complying with IEEE's internal policies and procedures and any applicable rules, laws, regulations, codes of practice or guidelines, orders or requests issued by any court, legal or regulatory bodies (both national and international); and
- legal purposes (including but not limited to enforcing our legal rights, drafting and reviewing documents, obtaining legal advice and facilitating dispute resolution).

Your Personal Data is retained to the extent one or more of the Purposes for which it was collected remains valid and for other legal or business purposes for which retention may be necessary.

How do we use, disclose and/or transfer your personal data?

We will only use, disclose and/or transfer your personal data for the purposes you have been notified of and consented to or which are permitted under the IEEE Privacy Policy, Personal Data Protection Act 2012 in Singapore or applicable laws and regulations.

IEEE uses (and, where specified, shares) your personal information for the following purposes:

To engage in transactions

IEEE may use personal information such as name, physical address, telephone number, e-mail address and company/institution to engage in transactions with you, including contacting you about your order, subscription or membership.

To process transactions

IEEE may use financial/credit card and payment information to process your order. IEEE may need to share some of this information with delivery services, credit card clearing houses, and other third parties to complete the transaction.

To provide support or other services

IEEE may use your personal information to provide you with support or other services that you have ordered or requested. In addition, IEEE may use your personal information to respond to your inquiries or requests for information.

To tailor marketing to your needs and respond to your requests

IEEE may use your personal information to provide you with notices of new product releases and service developments. IEEE also may use your personal information to respond directly to your requests for information, including registrations for newsletters or other specific requests, or pass your contact information to the appropriate IEEE distributor or reseller for further follow-up related to your interests.

To provide online forums and social networks

Some services available on the Web sites permit you to participate in interactive discussions, post comments, opportunities, or other content to a bulletin board or exchange, or otherwise engage in networking activities. Some of these services are moderated; all may be accessed for technical reasons. IEEE does not control the content that users post to these forums or social networks. You should carefully consider whether you wish to submit personal information to these forums or social networks and tailor any content you submit appropriately and in

accordance with the relevant terms of use. You should also review any additional terms and conditions that may govern your use of these services, including terms related to sharing your personal information and receiving communications.

To administer product downloads

IEEE may contact you if you download products to confirm certain information about your order (for example, that you did not experience problems in the download process), discuss the downloaded products or provide marketing or sales information about related products and services. We also may use this information to confirm compliance with licensing and other terms of use and may share it with your company/institution.

To select content, improve quality and facilitate use of the Web sites

IEEE may use your personal information, including the information gathered as a result of site navigation and electronic protocols and cookies (including third-party cookies), to help create and personalize Web site content, facilitate your use of the Web sites (for example, to facilitate navigation and the login process, avoid duplicate data entry, enhance security, keep track of shopping cart additions and preserve order information between sessions), improve Web site quality, track marketing campaign responsiveness and evaluate page response rates.

To assess usage of IEEE products and services

IEEE may track your usage of IEEE products and services (e.g. IEEE Xplore) to determine your level of usage, and those usage statistics may be made available to IEEE's content licensors and your company/institution.

To communicate with you about a conference or event

We or our business associates may communicate with you about a conference or event hosted or co-sponsored by IEEE or one of our business associates. This may include information about the event's content, event logistics, payment, updates, and additional information related to the event. Information you provide when registering for or participating in a conference managed or co-sponsored by parties other than or in addition to IEEE may be shared with those parties, and the treatment of such information is further subject to the privacy policies of those parties. IEEE and its conference co-sponsors may contact you after the event about the event and related products and services. Please note that IEEE conference co-sponsors, exhibitors and other third parties may directly request your personal information at their conference booths or presentations. Providing your information to them is optional, and you should review their privacy policies to address your particular needs and concerns about how they will treat your personal information.

To comply with legal requirements

IEEE may disclose your personal information to comply with laws, court orders, litigation or other legal process, and/or in response to requests from governmental authorities within or

outside your country of residence. We may also disclose information about you if we determine that disclosure is reasonably necessary to enforce our rights or protect our operations or users.

As part of a merger or acquisition

IEEE may disclose your personal information to a successor or acquiring entity as part of a merger, acquisition, reorganization or other transaction involving all or substantially all of IEEE's assets.

IEEE may share your personal information with agents, contractors and volunteers of IEEE in order to perform the functions listed above.

Where personal data is disclosed or transferred to organizations outside of IEEE who handle or obtain personal data as service providers to IEEE, we require such organizations to acknowledge the confidentiality of such personal data, undertake to respect any individual's right to privacy and comply with the Act and this Policy and use such personal data only for our purposes and otherwise follow our reasonable directions with respect to this data.

In addition, where personal data is transferred overseas and we may need to process or deal with your personal data outside Singapore, we will ensure that such transfer is in compliance with the Act and this Policy or is permitted under applicable data protection and privacy laws and regulations.

What type of channels do we share your personal data?

Membership directories

IEEE memberNet is an online directory and search tool that allows members to connect with other members. This tool can be utilized by members seeking peers who share a common technical interest, membership or affinity. IEEE memberNet is only available to active IEEE members. Each member has control over the profile information that can be displayed about them in memberNet. All profile information can be made searchable to the rest of the IEEE membership via the memberNet opt-in preferences.

Sharing of membership information

From time to time, we may share the IEEE membership e-mail lists, in part or as a whole, with other engineering societies and carefully selected third-party organizations who may provide you with information on technical products and services related to your profession or that we otherwise believe is useful to our members. In addition, the mailing lists may be used in connection with informing you about IEEE services, products, conferences, meetings, and events. You may instruct us to not share your e-mail address with third parties by indicating this preference on your membership application when you join IEEE, on your renewal form when you renew your membership, or by setting the preferences via your member profile page. Your choice to opt-out of third party mailings is effective until the next annual renewal date and you must select the mailing lists opt-out option on your renewal form to keep the opt-out in effect.

How do we manage, protect and store your personal data?

In Singapore, we have appointed Data Protection Officers (“DPOs”) to oversee our management of personal data in accordance with the Act.

We regard breaches of your privacy seriously and we have implemented measures to secure and protect your information, such as training our employees who handle your personal data to respect the confidentiality of such personal data and your privacy, storing personal data in a combination of secure computer storage facilities and paper based files and other records, taking steps to protect the personal data we hold from misuse, loss, unauthorized access, modification or disclosure.

However, it is not for us to perfectly secure your personal data from cyber-attacks, such as hacking, spyware and viruses. Accordingly, you will not hold us liable for any unauthorized disclosure, loss or destruction of your personal data arising from such risks.

Cookie

A cookie is a small piece of information sent by a web server to store with a web browser so that it can later be read back from that browser. Cookies on IEEE's websites may collect a unique identifier, user preferences, and profile information and membership information. IEEE also uses cookies to collect general usage and volume statistical information that does not include personally identifiable information. You can set your browser to alert you when a cookie is being used or when you receive a cookie, and accept or reject the cookie. You can also set your browser to disable or refuse all cookies or accept only cookies returned to the originating servers. You can generally adjust or disable the cookie feature on your browser without affecting the ability to use IEEE's websites, except for certain functions or in some cases where cookies are used as an essential security feature necessary for completing transactions.

Data Security

IEEE APAC will take reasonable efforts to protect Personal Data in our possession or our control by making reasonable security arrangements to prevent unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks. Your Personal Data in our possession or our control shall be kept confidential. In order to carry out the purposes listed, we may share your Personal Data with our Affiliates and third parties whether in Singapore or elsewhere. When doing so, we will require them to ensure that your Personal Data disclosed to them are kept confidential and secure.

IEEE APAC may Transfer my Personal Data to, and store my Personal Data at: (a) a central database located at The Institute of Electrical and Electronics Engineers, Inc. (“**IEEE Inc.**”) or a third-party provider; and/or (b) IEEE's affiliates which may be located in countries not having the same level of data protection as Singapore.

How do we keep personal data accurate and up-to-date and how to exercise your right to correct the personal data we hold of you?

Personal data we hold about you are accurate and up-to-date. We realize that such personal data changes frequently with changes of address and other personal circumstances.

To update your personal data, please sign in with your IEEE Account on the [IEEE website \(www.ieee.org\)](http://www.ieee.org), you will notice that your name will appear in the top right corner. Place your mouse over your name to display a drop-down menu of options for managing your account.

Click on the first link for "[My Account](#)" to update your profile for the following:

- **Manage your personal profile:**
 - o Personal Information: title, suffix, preferred shipping address name, gender and birthdate
 - o Contact Information: mailing address, email, phone numbers, IM screen names and website
 - o Biography: limit of 1000 characters (including spaces)
- **Manage Communications Preferences:** method, promotions and campaigns, third party mailings, membership directories, annual election communications, local section & chapter communications.
- **Manage memberNet:** opt-in, add or remove information displayed in memberNet, add a picture to your profile. Click on the link within a specific area within your account to add/remove information

Once your selection has been updated, click on "Save" to finalize the change to your account.

If you are not a member of IEEE or do not have an IEEE Account, please contact our Data Protection Officer at < ieeepo@ieee.org > for assistance.

How to exercise your right to access the personal data we hold of you?

Customization of online services

There are IEEE online services for members that allow for the customization of end user preferences. The user interfaces for some of these services may allow members to create customized views that grant them access to information relating to Society memberships and subscriptions, connecting with their local section, finding upcoming conferences, reading the latest IEEE news, and more.

To access these services, your IEEE Account is required for authentication and authorization purposes. Depending on the service, you may be allowed to choose and configure portlets to be displayed when you log in, and you may be able to customize whether and how online directories and search tools share your membership status or information with other IEEE members.

IEEE memberNet customization

You may customize whether and how IEEE memberNet, IEEE's online directory and search tool, shares your membership status with other IEEE members.

How to withdraw my consent?

Opting out

From time to time, IEEE may send you emails containing information about products or services that may be of interest to you. If you do not wish to receive further e-mails from IEEE that are promotional in nature, you may follow the opt-out instructions included in the e-mail. Some non-marketing communications are not subject to general opt-out, such as communications related to your IEEE membership; product downloads; sales transactions; product and service updates; event registrations; changes to the IEEE Constitution, By-Laws or Policies; election information for IEEE Societies and administrative bodies; and surveys.

You may also send email to our Data Protection Officers at <ieeepo@ieee.org> to request for withdrawal of your consent previously given.

What if you have a complaint?

If you consider that any action of IEEE Asia-Pacific Limited breaches the Act or this Policy, you can raise your concern to the Data Protection Officer by completing the Complaint Form. To help us to deal with your complaint, please provide a full written explanation of your concerns. We will act promptly in response to a complaint.

Who should I contact?

You can contact the DPOs at:-

Attention to:	Karen Lim and Ewell Tan
Email:	ieeepo@ieee.org
Telephone Number:	+65 67782873

Updates to this Policy

This Policy will be reviewed from time to time to take account of new laws and technology, changes to our operations and practices and the changing business environment. This Policy was last updated on 08 April 2015. If you are unsure whether you are reading the most current version, please contact us.

COMPLAINT FORM

If you wish to lodge a complaint with IEEE Asia-Pacific Limited in relation to its handling of your personal data, please provide us with the following information and send the completed form to our Data Protection Officer < ieeepo@ieee.org >

First Name	
Last Name	
IEEE Membership No. / Customer No.	
Contact Number:	
Email Address:	
Address:	
Describe in details on why you think IEEE Asia-Pacific Limited has not complied with the requirements of the Personal Data Protection Act (Act 26 of 2012) (“PDPA”).	
Any Supporting Evidence:	
Declaration:	
<ul style="list-style-type: none"> <input type="radio"/> I understand that during any necessary investigations, IEEE Asia-Pacific Limited may need to share the details I have provided in order to investigate. <input type="radio"/> The information I have provided in this complaint is true, complete and accurate, to the best of my knowledge. 	
Signature of the Complainant	
Date of Complaint	

Notice

The information submitted by you to us in this form is necessary for processing your complaint and any inaccuracies, errors or omissions in the personal data submitted may result in delays in processing the request and/or our inability to process your request.

At the time of receiving your complaint, the DPO will confirm that your complaint will be investigated. The DPO will liaise with the relevant departments to investigate your complaint and will confirm the outcome to you in writing and will give you an estimate of how long you should expect to wait to receive a full response. Response times will likely to vary depending on the nature of the complaint, although we endeavor to respond as promptly as possible.