



## **Data Privacy Access, Correction and Consent Withdrawal Procedures Singapore**

To make a personal data access, correction or consent withdrawal request, please complete the form in Appendix 1.

### **Access requests**

Upon your request and subject to applicable laws, we will provide you with (i) your personal data that is in our possession or under our control; and (ii) information about the ways in which your personal data may have been used or disclosed by us in the past year.

Aon may charge a reasonable administrative fee for processing your access request. If we intend to charge you a fee for processing your access request, we will provide you with a prior written estimate of the fee.

### **Correction requests**

Upon your request and subject to applicable laws, we shall correct any error or omission in your personal data and send the corrected personal data to every other organisation to which the personal data was disclosed by us within a year before the correction, unless the other organisation does not need the corrected personal data for any legal or business purpose (or, with your consent, only to selected organisations).

### **Consent withdrawal requests**

Upon your request and subject to applicable laws, we will provide you with (i) information on the consequences of withdrawing consent; and (ii) cease collecting, using or disclosing the personal data, as applicable, unless the collection, use or disclosure of personal data without consent is required or authorised under the PDPA or any other written law.

### **Contact us**

To express a concern, raise a question or make a complaint, please contact us at Aon Privacy Office - Singapore at 60 Anson Road, #08-01, Mapletree Anson, Singapore 079914 or [sg.privacy@aon.com](mailto:sg.privacy@aon.com) in the first instance. We shall investigate and revert to you within 30 business days after we hear from you. Where this is not possible, a revised date shall be agreed with you.

### **Privacy policy**

Please contact your local Aon office or Aon Representative for details on our privacy policy or alternatively visit our website at [www.aon.com/singapore/privacy-statement.jsp](http://www.aon.com/singapore/privacy-statement.jsp) if you would like a copy of our privacy policy for Singapore.

### **Updates**

Please note that this data privacy consent withdrawal procedure is subject to change. Please review it periodically so that you will be aware of our privacy practices. If we make changes to our privacy notice, we will revise the "version" date at the bottom of this notice.



## Appendix 1 - Personal Data Access/Correction/Consent Withdrawal Form

This form is to be used by individuals requesting access or to correct or to withdraw consent to the collection, use or disclosure of their own personal information, if any, that is in the possession or under our control of an Aon entity in Singapore ("Aon").

As at May 2014, the Aon entities in Singapore include Aon Singapore Pte Ltd, Aon Consulting (Singapore) Pte Ltd, Aon Benfield Asia Pte Ltd, Aon Singapore (Broking Centre) Pte Ltd, Aon Insurance Agencies Pte Ltd, Aon Insurance Managers Singapore Pte Ltd, Aon Hewitt Singapore Pte Ltd, Hewitt HR Delivery Services Pte Ltd, Aon Global Operations Limited (Singapore Branch), Aon Singapore Center For Innovation, Strategy and Management Pte Ltd, Aon Hewitt Wealth Management Pte Ltd, Alexander & Alexander Asia Holdings Pte Ltd and Stenhouse (South East Asia) Pte Ltd.

### Guidance Notes

#### 1. Introduction

Data protection law is set out in the Personal Data Protection Act 2012 ("Act") accessible from on the Singapore Statutes Online by the Attorney General's Chambers, as well as associated regulations.

#### 2. Your Rights

##### *Access and correction requests*

Under the Act you have (subject to certain exemptions) the right to access to your personal data held by Aon and to be provided with a copy of that information as well as the right to correct an error or omission in your personal data. Aon shall correct the personal data as soon as practicable and send the corrected data to other organisations to which the personal data was disclosed within a year before the correction is made, unless the other organisation does not need the corrected personal data for any legal or business purpose (or, with your consent, only to selected organisations).

##### *Consent withdrawal requests*

Under the Act you also have (subject to certain exemptions) the right to withdraw your consent to the collection, use and disclosure of your personal data held by Aon.

#### 3. Aon's Rights

##### *Access request*

Where an exemption is available under the Act, Aon may not provide you with the information covered by the exemption. The main exemptions that may be applied include if the provision of the information could reasonably be expected to:

- cause immediate or grave harm to your safety or physical or mental health;
- threaten the safety or physical or mental health of another individual;
- reveal personal data about another individual;
- reveal the identity of the individual who has provided the personal data about you, and the individual has not consented to the disclosure of his or her identity; or
- be contrary to national interest.

##### *Correction request*

Where an exemption is available under the Act, Aon may refuse a correction request. The exemptions that may be applied are in respect:

- of any examination conducted by an education institution, examination scripts and examination results prior to their release;
- opinion data kept solely for an evaluative purpose;



- the personal data of the beneficiaries of a private trust kept solely for the purpose of administering the trust;
- personal data kept by an arbitral institution or a mediation centre solely for the purposes of arbitration or mediation proceedings administered by the arbitral institution or mediation centre; or
- a document related to a prosecution if all proceedings related to the prosecution have not been completed.

#### *Consent withdrawal request*

Where an exemption is available under the Act, Aon may also refuse a consent withdrawal request. This primarily may arise where the PDPA permits the collection, use and disclosure without consent and collection from a source other than the individual.

#### **4. Payment For Access Request**

Aon may charge you a reasonable administrative fee for each access request that you submit. If we intend to charge you a fee for processing your access request, we will provide you with a prior written estimate of the fee.

Applications that are subject to a fee will not be processed until the fee is paid in an acceptable form. All fee payments must be made by cheque. We do not accept credit cards, debit cards, cash, or any other currency. Similarly, cheque payments that fail to clear will also result in the application not being processed. We will contact you in these situations.

#### **5. Submission**

Please send the completed form, together with your proof of identity and fee (if applicable) to:

Aon Privacy Office – Singapore  
60 Anson Road,  
#08-01 Mapletree Anson  
Singapore 079914

Forms that are incomplete will be returned; forms that are complete but for which suitable identification and/or fee have not been received will be put on hold until you send us the missing items.

#### **6. Processing by Aon**

Applications shall be processed promptly, but in any event a response shall be made within 30 days, from the date that we accept the properly completed application form along with your proof of identity and fee (if applicable).

Application form will not be accepted or processed unless the application form is completed correctly with all requested information being supplied, signed, proof of identity provided and the correct fee paid (if applicable).

For your protection, any correspondence that we send you (including any information that we send to you in response to your request) will be sent only to the residential address that you provided on this form.



Section 1 – About Yourself

**Name as reflected in NRIC or Passport**

*Please enclose copy of NRIC for Singaporean/Permanent Resident of Singapore or Passport for foreigner to help us to establish your identity.*

**Residential Address**

**Email Address**

**Contact Number (Day)**

**Relevant Aon entity with which you deal with, or to which your request relates**

**Name of Aon contact**

Section 2 – Helping us to understand the nature of your request please tick the most appropriate box

- I wish to access to my personal information.**
- I wish to know about the ways the personal data has been or may have been used or disclosed by Aon.**
- I wish to correct my personal information.**  
*Specify below what personal information you believe is incorrect and why and what changes you require.*

**Corrections:**



**I wish to withdraw consent for optional purposes.**

*These are purposes which may not directly affect the provision of products and services to you, such as withdrawing consent to sale and marketing promotions. If you are withdrawing consent to marketing, please specify the mode of communication you are withdrawing (i) voice calls, (ii) SMS/MMS, (iii) Fax, (iv) email, and/or (v) mail.*

**Withdrawal – optional purposes:**

**I wish to withdraw consent for necessary purposes.**

*These are purposes that are necessary for us to provide our products and services to you. Your withdrawal of consent may be considered a termination of any agreement you us with us, for which we expressly reserve our legal rights and remedies.*

**Withdrawal - necessary purposes:**

Section 3 – Helping us to find the information

Please use the space below to provide further details that may help us to locate the data concerned. For example, provide us with a description of the data, the likely location of the data and any relevant time periods.

Section 4 – Declaration

The information that I have provided in this application is correct, and I am the person to whom it relates.

Signature : \_\_\_\_\_

Date: \_\_\_\_\_