

ACCESS REQUEST FORM

Under the Personal Data Protection Act 2012 (“PDPA”), you are entitled to request for your personal data that we have, and request to know how your personal data has been used or disclosed over the past year. Exceptions apply.

For us to process your request, please complete all sections in this Access Request Form and submit it (i) via email to DPO@fairprice.com.sg; or (ii) in person/by post to the Data Protection Officer, NTUC FairPrice Co-operative Limited at 1 Joo Koon Circle, #13-01 FairPrice Hub, Singapore 629117.

SECTION I - PERSONAL PARTICULARS

Particulars of Requestor :	
Requestor Name :	
Contact Number :	Mobile : Home :
Email Address :	
Preferred Method Of Communication :	<input type="checkbox"/> Mobile number <input type="checkbox"/> Home number <input type="checkbox"/> Email <input type="checkbox"/> Others, please indicate_____

Please check the applicable box(es):	
<input type="checkbox"/>	I am making an access request for my own personal data
<input type="checkbox"/>	I am making an access request on behalf of other individual(s)

Please complete this section if you are making an access request on behalf of other individual(s)	
Name of individual(s) whom you are making a request on behalf of :	
Your relation to the individual(s) whom you are making a request on behalf of :	
Contact Number :	
Email Address :	

SECTION II - PERSONAL DATA REQUESTED

To enable us to process your access request quickly and efficiently, please provide us with as much information as possible about the personal data you are requesting access to (e.g. type of personal data, date, time).

Type of Personal Data Requested :	
Period of Request* :	From : To :
Time of Request : <i>*For access to CCTV footage, please indicate the location, start & end time of the event</i>	From : To :
Other Details to enable retrieval (eg : Account number, location)	
Purpose of Request for access :	

***NOTE** : For past transactions requests, we will only be able to provide the last 12 months data from the submission date of this form.

SECTION III - DECLARATION

By submitting this form, I confirm that the information stated above is true, complete and accurate to the best of my knowledge and belief. I acknowledge and agree that the information is required to enable FairPrice to respond to my request.

Name :	
Date (DD/MM/YYYY) :	
Signature :	

SECTION IV - TERMS & CONDITIONS

1. Proof of Identity

Prior to processing your request for access to personal data, NTUC Fairprice Co-operative Limited ("FairPrice" or "we") will conduct a verification process to ensure that FairPrice does not reveal personal data about another individual. FairPrice may require you to produce further identification document(s) to verify against our records.

Please note that it is an offence under Section 51 of the PDPA to obtain access to the personal data of another individual without the authority of that individual. We may require that you furnish a copy of a letter of authorisation (or equivalent) as proof that you are legally authorised to make such a request on behalf of the other individual(s).

2. Processing Requirements

Please complete this form clearly and in detail. We cannot process your request until all sections are completed satisfactorily. Where necessary, we may request you to provide more details to enable FairPrice to locate the requested personal data.

Upon receipt of the completed form, together with the relevant identification documents and the administrative fee / processing fee for access to your personal data, FairPrice will aim to complete your request as soon as possible but please allow up to 30 days for us to respond.

3. Administrative or Processing Fee

Depending on the complexity of the request, an administrative or processing fee may be charged.

If the data requested contains information of other individuals, Fairprice will be required to remove or mask out the data of these individuals. This will require additional processing and effort, thus may incur additional costs which will be charged to the requestor. We will inform you of an estimate of the fee prior to FairPrice processing your request.

Table below is only an estimated fee if chargeable.

Type of processing :	Chargeable	Estimated Fees :
Transactional or report in raw format	No	Not applicable
Transactional or report in requestor's format	Yes	Depending on formatting requirements. Unless we inform you otherwise, Non CCTV request : S\$10 per request. CCTV Snippet : S\$50 per request

Data that requires masking such as photographs, CCTV	Yes	Depending on masking requirements
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All fees chargeable will be informed via the contact details provided in this form. Payment can be done via cheque to “NTUC Fairprice Co-operative Limited”.

4. Denial of request

There will be circumstances where your request for access to personal data may be rejected.

We may reject your request if:

- a. the request would unreasonably interferes with the operations of FairPrice because of repetitious or systematic nature of the requests;
- b. if the burden or expense of providing access is unreasonable to FairPrice or disproportionate to the requestor's interests;
- c. it is for information that does not exist or cannot be found;
- d. it is for information that is trivial; or
- e. it is otherwise frivolous or vexatious

Additionally, FairPrice is not required to provide information in respect of

- f. opinion data kept solely for evaluative purposes;
- g. data related to a prosecution if all proceedings related to the prosecution have not been completed;
- h. personal data which is subject to legal privilege;
- i. personal data which, if disclosed, would reveal confidential commercial information that could harm the competitive position of FairPrice; or
- j. personal data collected, used or disclosed without consent according to the exemptions in the PDPA for the purposes of an investigation if the investigation and associated proceedings and appeals have not been completed

Requesters will be informed of the rejection within 30 business days from receipt of the form by FairPrice.