

## PRIVACY POLICY

### 1. Introduction

- 1.1. SISV Services Pte. Ltd. ("**SISV**", "**we**" or "**us**") takes the privacy of your information very seriously. This policy explains how and for what purposes we use the information collected about you via the website (referred to below as the "**Site**"). Please read this privacy policy carefully. By using the Site and any services we offer via the Site, you are agreeing to be bound by this policy in respect of the information collected about you via this Site.
- 1.2. If you have any queries about the policy, you may email us at [support@nationproperty.sg](mailto:support@nationproperty.sg). We will do our best to answer your questions.

### 2. Personal information collected

- 2.1. Personal information refers to information that identifies you personally. Examples of personal information include your name, and telephone number. Personal information may also include information that may be linked to you. For example, information that we associate with your account on the Site, such as your IP address, may be personal information.
- 2.2. We will collect the following personal information from you:
  - 2.2.1. *When you register for an account on the Site:* Name, email address, telephone number, gender, location;
  - 2.2.2. *When you set up a profile on the Site:* profile picture.
- 2.3. We will also collect information about how you access the Site. Examples of information that we may collect include:
  - 2.3.1. information about the device(s) that you use to access the Site;
  - 2.3.2. the device settings, browser and operating system;
  - 2.3.3. your location and time zone;
  - 2.3.4. your language preferences;
  - 2.3.5. wireless or mobile network information including information on the service provider and network signal strength;
  - 2.3.6. information on the version of the Site that you are using.
- 2.4. We may also collect information on unique identifiers, which are strings of numbers or alphabets and numbers that are unique to a particular entities or sources, such as a device or a browser.
- 2.5. Although it is not compulsory to give us this information, if you do not then we may not be able to provide you with the full range of services the Site has to offer.

2.6. Information about you may be collected when you submit them to us and/or when you access or use the Site. Information about you may also be collected when you contact others through the Site. We may also collect information about you from our carefully selected partners, such as security partners who provide us with information regarding potential breaches or abuses of your account.

### **3. Location information**

3.1. When you use the Site, information about your location may be collected.

3.2. We can determine your location, with varying degrees of precision, through the following means:

3.2.1. GPS;

3.2.2. Cell towers;

3.2.3. Wireless networks;

3.2.4. WI-FI access points;

3.2.5. Other sensors. For example, your device may be equipped with sensors such as magnetometers, which can be used to determine your position relative to the Earth's magnetic north pole.

3.3. You can control the type of location information that we may collect by changing your device and Site settings. For example, you may turn off your device's location mode, or revoke the permission for the Site to access your location.

### **4. Other information collected**

4.1. In addition to your personal information, we may also collect information on how you use the Site. Examples of information that we may collect include your interactions with other users on the Site. For example, we may collect information about the users that you have contacted through the Site.

### **5. Use of this information**

5.1. We will use this information in order to:

5.1.1. Administer your accounts with us. For example, information we receive will be remembered so that you do not have to re-enter such information each time you use the Site;

5.1.2. Provide you with the functionalities of the Site, such as helping you to advertise your property to people who are looking to purchase or rent a property in your country or geographical area;

- 5.1.3. Customise services to your preferences and device settings, such as displaying property listings that are near you based on your location information;
  - 5.1.4. Communicate with you in any matter relating to the conduct of your account, such as to alert you to suspicious account activity and to inform you of our terms, policies and guidelines;
  - 5.1.5. Analyze problems with the use or access of the Site;
  - 5.1.6. Send you information about our products and services;
  - 5.1.7. Verify your identity;
  - 5.1.8. Carry out marketing analysis so that our partners can assess the scope and effectiveness of their advertisements (where applicable). For more information about how we share such information, please see section 6 below;
  - 5.1.9. Make general improvements to our Site;
  - 5.1.10. Provide updates to the Site;
  - 5.1.11. Obtain your views or comments on the services we provide;
  - 5.1.12. Send you information we think you might find useful or which you have requested from us, including information about our products and services provided you have indicated that you are happy to be contacted for these purposes;
  - 5.1.13. Prevent, detect, and respond to threats to the safety and/or reliability of our services, including spams, security risks and frauds.
- 5.2. We may also use aggregate information and statistics for the purposes of monitoring Site usage in order to help us to develop our Site and our services. We may also provide such aggregate information to third parties (please refer to section 6.4. below for further elaboration on when we may provide aggregate information to third parties). Such aggregate information and statistics will not contain information that can be used to identify you.
- 5.3. You can ask us not to contact you with information regarding our products and services either at the point such information is collected on the Site (by checking or unchecking the relevant box as directed) or, if you do not wish us to continue to use your information in this way, by following the unsubscribe instructions on any communications sent to you. You can also exercise this right at any time by contacting us using the contact details at the end of this privacy policy.

## **6. Sharing of this information by Us**

- 6.1. Certain services available on this Site are offered in conjunction with our business partners. A list of such business partners may be accessed here [www.sisvrealink.com](http://www.sisvrealink.com).

- 6.2. Information on the services that we offer in conjunction with our business partners may be accessed here [www.sisvrealink.com](http://www.sisvrealink.com).
- 6.3. In order for those services to be provided we provide some necessary details about you to such business partners. We tell you about this at the point we collect that information on the Site. Please note that certain services may be unavailable if you do not want to disclose the personal information you are asked for.
- 6.4. We may disclose aggregate statistics about visitors to and users of the Site in order to describe and/or provide our services to partners and prospective partners and advertisers, but these statistics will contain no personally identifiable information.
- 6.4.1. *Partners* – our business partners may receive aggregate statistics to assist them in understanding how others use the Site. For example, they may receive information on the number of users who accessed a particular page on the Site.
- 6.4.2. *Advertisers – developers*: advertisers may receive aggregate statistics to assist them in understanding the effectiveness and reach of their advertisements. Information that may be provided includes general demographic information such as location. Information that would personally identify you, such as your name and contact details, will not be provided.
- 6.5. We may also provide personal information about visitors to and users of the Site to reputable third parties for external processing of such information. For example, service providers may be provided with information about you so that we may deliver services such as providing statistics reports and providing customer support. Such third parties will process information in accordance with our instructions and in compliance with this Privacy Policy and all other confidentiality and security measures that are appropriate.
- 6.6. We may also share your information, including personal information, with law and enforcement agencies and/or others in the following circumstances:
- 6.6.1. Law and enforcement agencies that make legal requests for information about you, whether through warrants, court orders or subpoenas, may be provided with such information (which may include personal information) if we believe in good faith that we are required to do so by the law. If the request is made by law and enforcement agencies from countries other than Singapore, we will provide such information if we believe in good faith that we are required to do so by the laws of that country.
- 6.6.2. When we believe in good faith that such disclosure is necessary for the purposes of preventing, detecting and/or responding to fraud, violations of our terms or policies, or any other unlawful or illegal activity.

- 6.6.3. When we believe in good faith that such disclosure is necessary for our protection (such as to protect our intellectual property rights), or the protection of others (including you). For example, we may disclose information as part of investigations.
- 6.7. We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, but we will take steps with the aim of ensuring that your privacy rights continue to be protected.
- 6.8. In addition, we may pass your information onto one of our carefully selected business partners or to other carefully selected third parties to enable them to send you information which may be of interest to you but only if you have given us permission to do so. You can tell us to stop this at any time by sending an email to support@nationproperty.sg.
- 6.9. Other than as set out above, we will not disclose any of your personal information without your permission.

## **7. Sharing of this information by you**

- 7.1. When you share any content on or through the Site, you make such content available to the public.
- 7.2. Access to information that is public may be provided by you, other users of the Site and us, including through search results and APIs. Such public information can also be accessed, viewed, shared and/or downloaded through third party services such as search engines.
- 7.3. You should consider what information you choose to share and make available, because people who can see such information may share it with others on or through the Site, or through some other means. For example, when you contact other users through the Site the other user can screenshot your conversation and share that information through other means. You should always be careful when deciding to disclose your personal details, including details of any sensitive personal information such as your religious beliefs and political affiliations.
- 7.4. Information about you may also be shared by others on or through the Site. For example, other users may create and share listings that feature your property. If you are not comfortable with the content that others have shared about you on or through the Site, you may report such content by emailing to us at support@nationproperty.sg.

## **8. Information automatically collected from your computer or device**

- 8.1. *Log files/IP addresses:* When you visit the Site our web server automatically records your IP address. We use IP addresses to help us administer the Site and to collect demographic information for aggregation purposes.

8.2. We may also gather other information (from which we cannot identify you) such as the type of your internet browser which we use to provide you with a more effective service.

## 9. Cookies and similar technology

9.1. When you visit the Site we may store some information (commonly known as a "cookie") on your computer or device. Cookies are small files of information which use a unique identification tag and are stored on your device as a result of using the Site or other services we provide to you. A number of cookies we use last only for the duration of your session and expire when you close the Site or your browser. Other cookies are used to remember you when you return to the Site and will last for longer. A cookie helps you get the best out of the Site and helps us to provide you with a more customised service. We use cookies for the following reasons:

### 9.1.1. Necessary session management

9.1.1.1. Managing your login session. This means, for example, that you can move easily from one page to another within the Site and your page requests are loaded in a smooth and secure manner without having to re-enter your details on each page;

### 9.1.2. Performance

9.1.2.1. Collecting statistical information about how you use the Site so that we can improve the Site;

9.1.2.2. Remembering that you have used the Site before. This means we can identify the number of unique visitors we receive to different parts of the Site;

### 9.1.3. Functionality

9.1.3.1. Storing your preferences and selections;

9.1.3.2. Customising elements of the layout and/or content of the pages of the Site for you;

### 9.1.4. Internet-based advertising

9.1.4.1. Enabling our advertising partners to gather information about the pages that you visit on the Site and other websites you visit, so as to place you in an "interest category". This information is used to serve advertisements on the Site which it is believed will be relevant to your interests. For more information about this type of interest-based advertising, and about how to turn this feature off please visit [www.networkadvertising.org](http://www.networkadvertising.org) or follow the link to the website of our advertising partners showing in our cookie chart.

9.2. Many browsers will automatically accept cookies but you can amend your browser settings to prevent that or to notify you each time a cookie is set. More information about cookies and how

to block cookies across different types of browser is also available at [www.allaboutcookies.org](http://www.allaboutcookies.org). You should note however that certain parts of the Site are reliant on the use of cookies to operate correctly and may not work correctly if you set your browser not to accept cookies.

### 9.3. Description of cookies

#### (A) Our Cookies

A description of the cookies and the general purpose we use these for are provided below:

Cookie name	Purpose of cookie	More information
sid	session token	Authentication token

#### (B) Third party cookies

Cookies are also set by third parties on the Site. More information about cookies placed by third parties and how to restrict or block their cookies can be accessed by following the link to their website.

Cookie name	Purpose of cookie	More information / How to reject or delete this cookie
__tawkuuid	livechat	<a href="https://www.tawk.to/data-protection/gdpr-2/">https://www.tawk.to/data-protection/gdpr-2/</a>
c_user	facebook token	<a href="https://www.facebook.com/policy/cookies/">https://www.facebook.com/policy/cookies/</a>
_gid	google analytic	<a href="https://policies.google.com/technologies/cookies?hl=en-US">https://policies.google.com/technologies/cookies?hl=en-US</a>
_ga	google analytic	<a href="https://policies.google.com/technologies/cookies?hl=en-US">https://policies.google.com/technologies/cookies?hl=en-US</a>

### 9.4. Similar technologies

We may also use other similar technologies:

- Pixel Gifs/web beacons – these are small image files that may be placed by us or third parties in respect of your use of the Site so we or third parties can understand which parts of the Site are visited or whether particular content is of interest.
- Browser data cache – this is where data is stored in a device. A data cache enables the Site to access data rapidly and also makes data available when the source is temporarily unavailable, thus improving the performance of the Site.

## 10. Information about other products and services

10.1. From time to time, we may send you information about our services, as well as special features of our Site, that we think may be of interest to you.

10.2. You can tell us to stop this at any time by sending an email to [support@nationproperty.sg](mailto:support@nationproperty.sg).

10.3. Also, as mentioned above, we may pass your information onto one of our business partners or to other selected third parties to enable them to send you information which may be of interest to you but only if you have given us permission to do so. You can tell us to stop this at any time by sending an email to support@nationproperty.sg.

## **11. Privacy controls**

We provide you with controls over the information that we collect and how they are used.

### **11.1. Access to your information and changes to your details**

11.1.1. You can always access, review, change and/or update the information that you have shared by logging in to your account on the Site. For example, you can delete the listings or inquiries that you have created, or edit the information in your profile.

11.1.2. If you would like to review or change the details of personal information you have supplied us with such as your name and phone number, you may do so at any time by using the "My Profile" feature on the Site.

11.1.3. If you would like to review and control information relating to your activities on the Site, such as information on the listings that you have created, you may do so at any time by using the "My Listing" and/or "My Wanted List" features on the Site.

11.1.4. You have the right to request a copy of the personal information that we hold about you. You may also ask us to correct information that we hold about you which you think is inaccurate. If you would like to correct your information or request for a copy of some or all of your personal information, please refer Section 18. Contact Us to either send us an email or letter. We may make a proportionate charge for providing you with a copy of your information, or refuse to provide such copy, if the request is unfounded, excessive or repetitive.

## **12. Removing or deleting your information**

12.1. You can always delete or remove the content or information that you have submitted to the Site or otherwise provided to us. For example, you can delete the listings that you have created on the Site and/or uploaded to the Site.

12.2. If you choose to delete your account on the Site, we will delete the content which you have made available on or through the Site, such as your personal information that you have shared on the Site. Once such information is deleted, you will not be able to recover them later.

12.3. We will remove content that is deleted by you from our active and backup systems. However, in order to account for accidental deletions or deletions that are not intended by you, there might be

delays between the time that you delete something, and the time that copies of the thing are removed from our systems. Additionally, there may also be cases where we need to retain data for a limited period of time for legal or legitimate commercial purposes. For more information about how long we take to delete your information, as well as how long data may be retained by us, you may email to us at [support@nationproperty.sg](mailto:support@nationproperty.sg).

- 12.4. Information about you that is shared by others do not form part of your account, and cannot be deleted by you. If you wish to remove such content from the Site, you may email us at [support@nationproperty.sg](mailto:support@nationproperty.sg), and we will take appropriate action in accordance with the applicable laws.

### **13. Security**

- 13.1. We have implemented technologies and policies to safeguard your privacy from unauthorized access and improper use. We will also use all reasonable efforts to safeguard your information, including the following:

- 13.1.1. We encrypt your data to keep them private during transmissions;

- 13.1.2. We employ a range of security measures to protect your account and account information. For example, we will ask you for your password, and a one-time password that will be sent to your email address or telephone number, when you first login to your account;

- 13.1.3. We ensure that only those of our employees, contractors and/or agents that need to know your personal information in order to process such information will have access to your information. We impose strict contractual confidentiality obligations on these persons who have access to your personal information, and will take appropriate action against persons who fail to meet such obligations.

### **14. Children and minors**

- 14.1. The Site is not intended for use by individuals under the age of 21, and we do not knowingly allow any person under the age of 21 to use or register on the Site.

- 14.2. We do not knowingly collect or solicit the information of any persons under the age of 21. If we become aware that any information that we have collected belong to an individual under the age of 21, we will delete that information as soon as possible. Should you wish to report any information that may come from or is about an individual under the age of 21, please email us at [support@nationproperty.sg](mailto:support@nationproperty.sg).

### **15. Linking to third party websites**

- 15.1. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our Site and recommend that you check the policy of each site you visit and contact its owner or operator if you have any concerns or questions.
- 15.2. In addition, if you linked to this Site from a third-party site, we cannot be responsible for the privacy policies and practices of the owners or operators of that third-party site and recommend that you check the policy of that third-party site and contact its owner or operator if you have any concerns or questions.

## **16. Transferring your information**

- 16.1. As part of the services offered to you through the Site, the information you provide to us may be transferred to countries outside of your country. By way of example, this may happen if any of our servers are located in a country outside of your country or one of our service providers is located in a country outside of your country. The data protection laws of each country are different, with some countries imposing higher standards of protection than others. Regardless of where your data is processed, however, we will take steps with the aim of ensuring that your privacy rights continue to be protected as outlined in this privacy policy.
- 16.2. If you are dissatisfied with the way that we process your data, you can contact us at our address below. Once a formal written complaint is received by us, we will contact you directly to resolve the matter. If we are unable to resolve the matter with you directly, we will work with the relevant regulatory authorities, including any local data protection authorities, to resolve your complaint.

## **17. Changes to privacy policy**

- 17.1. We keep our privacy policy under regular review. If we change our privacy policy, we will post the changes on this page, and place notices on the Site, so that you may be aware of the information we collect and how we use it at all times. If the changes are significant, we will provide more prominent notices, including notices by way of email.

## **18. Contact us**

- 18.1. If at any time you would like to contact us with your views about our privacy policies, or with any enquiry relating to your personal information, you can do so by:
  - 18.1.1. sending an email to us at support@nationproperty.sg; or
  - 18.1.2. writing to us to SISV Services Pte Ltd (NationProperty.sg), 110 Middle Road, #09-00 Chiat Hong Building, Singapore 188968.