

## **FEEDBACK AND COMPLAINT NOTICE**

STELOP Pte Ltd (“**STELOP**”) is part of the group of direct and indirect subsidiaries worldwide whose parent company is Singapore Technologies Engineering Ltd, referred to collectively as “**ST Engineering Group**”.

STELOP respects the protection of the Personal Data of individuals and values the relationship we have with you. For this reason, we would like to know if you have any feedback and/or complaints about our Personal Data protection policies and practices and we take your feedback and complaints seriously.

This Feedback and Complaint Notice describes how you can provide your feedback and/or complaints to us on STELOP’s Personal Data protection policies and practices or on how STELOP has used and shared your Personal Data.

### **Submitting Feedback on STELOP’s Personal Data Protection Policies and Practices**

If you have any feedback concerning any of our Policies and Notices concerning our Personal Data protection practices, please send your feedback to the Data Protection Officer by e-mail or post to:

Email address: [stelop-info@stelop.com](mailto:stelop-info@stelop.com)  
Mailing address: Data Protection Officer  
STELOP Pte Ltd  
24 Ang Mo Kio Street 65,  
Blk D, 6<sup>th</sup> Floor  
Singapore 569061

If you are sending your feedback by post, please attention your correspondence to the “Data Protection Officer”.

### **Submitting a Complaint on STELOP’s use and/or sharing of your Personal Data**

If you have a complaint on how STELOP has used and/or shared your Personal Data, you may submit your complaint to the Data Protection Officer by completing the Form and sending it by e-mail or post to the contact details provided above.

If you are sending your feedback by post, please attention the Form to the “Data Protection Officer”.

Once we receive your complaint, we will acknowledge receipt of your complaint within 3 working days.

STELOP takes all complaints that it receives on STELOP’s use and sharing of your Personal Data seriously and we will look into and investigate your complaint. To assist us in looking into, investigating and responding to your complaint, it is important that you provide us with adequate and sufficient details when you fill in the Form.

It may be necessary for us to contact you to request for more information or documentation in order to assist us or to facilitate us looking into or investigating your complaint. For this reason, we would need you to provide us with your contact details when you fill in the Form so that we can contact you for this purpose and also to respond to your complaint once we have finished looking into and/or investigating your complaint.

STELOP will use reasonable endeavours to respond to your complaints in writing within 45 days from the date of our acknowledgement to you of our receipt of your complaint. If we are not able to respond to your complaint within 45 days, we will contact you and inform you of the estimated time when we would be able to respond to your complaint.

At any time, you may contact our Data Protection Officer to enquire about the status of your complaint, or if you have any queries whatsoever about our Personal Data protection policies and practices.

## Complaint Form

STELOP Pte Ltd (“**STELOP**” (or, as appropriate in the context, “**we**,” “**us**” or “**our**”) respects the protection of the Personal Data of individuals and values the relationship we have with you. For this reason, we would like to know if you have a complaint about how we have used and/or shared your Personal Data. We take complaints that we receive seriously and will look into and investigate any complaint that we receive.

Please fill in this form to let us know about your complaint concerning our use and/or sharing of your Personal Data. Your provision of details that are as complete as possible is important for us to be able to effectively look into and investigate your complaint. Providing detailed and complete information will also assist us to better improve our Personal Data protection policies and practices. For this reason, we would greatly appreciate it if you provide us with as much detail requested for in this form as possible.

You may submit this Form to us by email or post, with attention to the “Data Protection Officer”:

Email address: [stelop-info@stelop.com](mailto:stelop-info@stelop.com)  
Mailing address: Data Protection Officer  
STELOP Pte Ltd  
24 Ang Mo Kio Street 65,  
Blk D, 6<sup>th</sup> Floor  
Singapore 569061

STELOP will use reasonable endeavours to respond to your complaints in writing within 45 days from the date of our acknowledgement to you of our receipt of your complaint. If we are not able to respond to your complaint within 45 days, we will contact you and inform you of the estimated time when we would be able to respond to your complaint.

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### Personal particulars

Name:

NRIC number/FIN number/Passport No.:

Contact number: \_\_\_\_\_(HP) \_\_\_\_\_(Office)

Mailing address\*:

Email address\*:

\*Please provide at least a mailing address or email address at which we can send you our response on your complaint.

### Relationship with STELOP

To assist us in responding to your request, please indicate your relationship with STELOP:

I am an employee, representative, agent or officer of one of STELOP's service providers / business partners / customers. Please identify service provider/business partner/customer:

\_\_\_\_\_

I have previously applied for employment with STELOP in \_\_\_\_\_ (please specify year and month, if possible)/ I was employed by STELOP from \_\_\_\_\_ (please specify time period of employment)

Others: \_\_\_\_\_

**Complaint**

Please describe your complaint on STELOP's use and/or sharing of your Personal Data:

Details of Personal Data concerned: (Please provide particulars)

If you are able to identify the relevant personnel or departments within STELOP who dealt with you concerning your Personal Data, please include these details.

Please attach all relevant documentation to this Form.

**Preferred mode of response**

Please indicate your preferred mode of communication of our response to you:

By registered mail/ordinary mail at my mailing address given above  
By email at my email address given above

**Declaration**

I confirm that all statements made on this Form are true, accurate and complete to the best of my knowledge and belief. I acknowledge that I may be requested to provide documentation or further details to assist or facilitate STELOP in looking into, investigating and responding to my complaint and agree to provide such documentation or further details as requested for by STELOP.

Signature:

Date: