

Network Box (SIN) Pte Ltd Privacy and Data Protection Policy

1. Introduction

Network Box (SIN) Pte Ltd (“NB”, “we”, “us” or “our”) respects your privacy and is committed to protecting personal data in accordance with Singapore’s Personal Data Protection Act 2012 (“PDPA”) and other applicable data protection laws.

This Policy explains how we may collect, use, disclose, store, protect and otherwise process personal data when you visit our website, contact us, request information, engage our services, interact with us, or otherwise provide personal data to us.

By using our website or providing personal data to us, you acknowledge that you have read and understood this Policy. Where consent is required under applicable law, we will collect, use and disclose your personal data with your consent or as otherwise permitted or required by law.

If you provide us with personal data relating to another individual, you confirm that you have obtained the individual’s consent to provide such personal data to us for the relevant purposes, unless an exception under the PDPA or other applicable law applies.

2. Meaning of Personal Data

“Personal data” has the meaning given under the PDPA. It generally refers to data, whether true or not, about an individual who can be identified from that data, or from that data and other information to which an organisation has or is likely to have access.

Examples of personal data may include an individual’s name, contact details, identification details, employment information, account information, online identifiers, and any other information that can identify an individual.

3. Personal Data We May Collect

Depending on your interaction with us, we may collect the following categories of personal data:

- identification and contact information, such as your name, business title, company name, email address, telephone number and mailing address.
- business and employment information, such as your organisation, department, role, industry sector, and business contact details.
- enquiry, support and service information, such as details provided through website forms, email correspondence, support requests, service tickets, subscriptions, event registrations, feedback or complaints.

- billing, payment and contract-related information, where relevant to the services requested or provided.
- technical and website usage information, such as IP address, device information, browser type, operating system, referring pages, pages visited, date and time of access, cookies and similar technologies.
- any other personal data that you voluntarily provide to us, or that is necessary for our legitimate business, legal, security or operational purposes.

We will not collect sensitive identification numbers, financial information, medical information or other sensitive personal data unless it is necessary for the relevant purpose, permitted by law, and appropriately protected.

4. How We Collect Personal Data

We may collect personal data when you:

- visit or use our website, online forms, portals or digital channels.
- contact us by email, telephone, messaging platforms, post or in person.
- request a quotation, proposal, product information, demonstration, support, maintenance or other services;
- enter into or perform a contract with us.
- register for events, webinars, briefings, newsletters or marketing updates.
- submit feedback, complaints, enquiries or job-related information.
- interact with our business partners, service providers, affiliates or authorised representatives in connection with our products or services.

We may also receive personal data from third parties where you have consented to such disclosure, where the disclosure is necessary for the provision of our services, or where permitted or required by law.

5. Cookies and Website Technologies

Our website may use cookies, log files, analytics tools and similar technologies to operate the website, improve user experience, remember preferences, understand website traffic, support security monitoring and improve our services.

You may disable or manage cookies through your browser settings. However, some website features may not function properly if cookies are disabled. We do not control cookies or similar technologies used by third-party websites or platforms linked from our website.

6. Purposes for Collection, Use and Disclosure

We may collect, use, disclose or process personal data for one or more of the following purposes:

- to respond to enquiries, requests, feedback, complaints or communications from you.
- to provide, administer, maintain and support our products, services, subscriptions, accounts, portals and customer relationships.
- to prepare proposals, quotations, contracts, invoices and other business or transaction documents.
- to process orders, payments, billing, delivery, service activation and related administration.
- to manage service requests, technical support, incident handling, maintenance, warranty or customer success activities.
- to verify identity, carry out due diligence, assess eligibility, manage risks and prevent fraud, misuse, unauthorised access or unlawful activity.
- to perform internal administration, business operations, record keeping, reporting, audit, compliance, finance and legal functions.
- to conduct data analytics, research, service improvement, product development, website enhancement and customer experience improvement.
- to send marketing, event, product, service or promotional information where permitted by law, including where you have not opted out or where your consent has been obtained if required.
- to comply with applicable laws, regulations, codes of practice, court orders, regulatory requests or lawful directions from public agencies.

- to protect our rights, property, systems, personnel, customers and business operations.
- for any other purpose that we notify you of at the time of collection, or that is permitted or required under the PDPA or applicable law.

7. Disclosure of Personal Data

We may disclose personal data, where necessary and appropriate, to the following parties for the purposes described in this Policy:

- our related corporations, affiliates and authorised personnel.
- business partners, resellers, vendors, subcontractors, consultants, professional advisers, auditors, insurers and agents.
- IT, hosting, cloud, data centre, cybersecurity, telecommunications, logistics, payment, billing, analytics, marketing and other service providers.
- banks, payment processors and financial institutions, where relevant.
- regulators, law enforcement agencies, public agencies, courts or other authorities, where required or permitted by law.
- any other party to whom disclosure is necessary for the purposes stated in this Policy or authorised by you.

We will require third parties who process personal data on our behalf to protect the personal data and use it only for the purposes for which it was disclosed, unless otherwise permitted by law.

8. Transfer of Personal Data Outside Singapore

Where personal data is transferred outside Singapore, we will take appropriate steps to ensure that the transferred personal data receives a standard of protection that is comparable to the protection under the PDPA, unless an exception under the PDPA or other applicable law applies.

9. Protection and Security

We will make reasonable security arrangements to protect personal data in our possession or under our control against unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks. These arrangements may include administrative, physical and technical safeguards, access controls, encryption where appropriate, secure hosting, monitoring, staff awareness and vendor management controls.

While we take reasonable steps to protect personal data, no method of transmission over the Internet or electronic storage is completely secure. You are responsible for keeping your account credentials, passwords and devices secure.

10. Accuracy, Retention and Disposal

We will make reasonable efforts to ensure that personal data collected by or on behalf of us is accurate and complete where the personal data is likely to be used by us to make a decision that affects you, or disclosed to another organisation.

We will retain personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required or permitted for legal, regulatory, accounting, audit, contractual, security or business purposes. When personal data is no longer required, we will take reasonable steps to securely destroy, delete, anonymise or otherwise dispose of it in accordance with our retention practices and applicable law.

11. Access, Correction and Withdrawal of Consent

You may request access to, or correction of, personal data that we hold about you, subject to the requirements and exceptions under the PDPA. We may need to verify your identity and request further information before processing your request.

You may also withdraw your consent for our collection, use or disclosure of your personal data by contacting our Data Protection Officer. Please note that withdrawal of consent may affect our ability to provide certain products, services or information to you, and does not affect any collection, use or disclosure of personal data that is permitted or required by law.

Where a reasonable fee applies for an access request, we will inform you of the estimated fee before processing the request.

12. Marketing Communications

If you no longer wish to receive marketing communications from us, you may unsubscribe using the instructions in our communication or contact our Data Protection Officer. We will process your request within a reasonable time, subject to applicable law and our legitimate need to continue sending non-marketing service, security, administrative or transactional communications.

Where required, we will comply with the Do Not Call provisions and other applicable requirements before sending marketing messages to Singapore telephone numbers.

13. Data Breach Notification

If a data breach involving personal data occurs, we will assess and respond to the incident in accordance with our internal procedures and applicable legal requirements. Where required under the PDPA, we will notify the Personal Data Protection Commission and/or affected individuals.

14. Third-Party Websites

Our website may contain links to third-party websites, platforms or services. We are not responsible for the privacy practices, security or content of such third-party websites. You should review the applicable privacy notices before providing personal data to third parties.

15. Contacting Our Data Protection Officer

If you have any enquiry, request, complaint or feedback relating to this Policy or how we handle personal data, please contact:

Data Protection Officer

Network Box (SIN) Pte Ltd

11 Woodlands Close #03-06, Woodlands 11 Singapore 737853

Email: samuel.png@network-box.sg / kliff.chia@network-box.sg

To help us process complaints efficiently, please include “PDPA Complaint” in the email subject header where applicable. We will review and respond to your request or complaint as soon as reasonably practicable.

16. Changes to This Policy

We may update this Policy from time to time to reflect changes in our practices, legal requirements or business operations. The updated Policy will be published on our website and will take effect from the date of publication or such other date stated in the Policy.

End

Last updated: 10 July 2026