RSVP Singapore

The Organisation of Senior Volunteers

Privacy Policy

Last updated on 25 September 2026
Approved by the Board on 30 September 2026

Privacy Policy

In compliance with the Personal Data Protection Act 2012 of Singapore ("**PDPA**"), RSVP Singapore ("**RSVP**") is committed to protect all personal data provided by you.

This Privacy Policy ("**Policy**") sets out how we collect, use, disclose, process and manage your personal data in our possession or within our control.

By accessing our website, submitting information to us (whether through our website or otherwise), signing up as a donor and/or making a donation, signing up as a volunteer and/or for any of our events or activities, and/or otherwise interacting with us, you consent to RSVP collecting, using, disclosing, processing and managing your Personal Data (as explained below) in the manner set out in this Policy.

This Policy supplements but does not supersede or replace any other consent you may provide or may have previously provided to us. We may from time to time update this Policy, including where necessary to ensure that this Policy is consistent with any changes in legal or regulatory requirements. Subject to your rights at law, you agree to be bound by the prevailing terms of this Policy as updated from time to time on our website (currently https://rsvp.org.sg). Please check back regularly for any update or revision to this Policy.

1. Personal Data

1.1 In this Policy, the term "**Personal Data**" refers to any data, whether true or not, about an individual who can be identified:

- from that data; or
- from that data and other information to which we have or are likely to have access, including data in our records as may be updated from time to time.

1.2 Any other terms used in this Policy and defined in the PDPA have the meanings given to them in the PDPA, unless otherwise defined or the context otherwise requires.

2. What We Collect

2.1 We may collect and maintain records including, but not limited to:

- Personal particulars and contact details (e.g. name, NRIC or other identification number, nationality, address, date of birth, gender, race, email, contact number)
- Medical, employment and education history
- Emergency contact details
- Banking details
- Photographs, audio and video recordings, including those taken during events or activities

2.2 We will take reasonable measures to ensure that the personal data you provide is accurate, complete, and up-to-date, where required under the PDPA. You should ensure that the information you provide to us is accurate and notify us promptly of any changes so that we can keep our records current.

3. Usage of Personal Data

3.1 We may collect and use your personal data for any or all of the following purposes:

- Verifying your identity
- Managing our operations, including administration of memberships, managing our relationships and engagements with our partners, sponsors, donors, volunteers, service providers and other stakeholders, and related matters
- Conducting volunteer recruitment and management
- Providing you with information on our upcoming events and activities
- Responding to, handling, and processing queries, requests, applications, complaints and feedback from you
- Organising, administering and managing our events and activities, whether independently or in collaboration with our partners, including processing registrations, managing attendance, facilitating participation and disclosing your personal data to our partners, sponsors, service providers, event venues, technology providers and other relevant third parties, where reasonably necessary in connection with such events or activities
- Processing donations and issuing tax receipts
- Processing payment or related transactions (including for reimbursements of volunteer)
- Managing our relationships with you (including sending newsletters and annual reports by email)
- Conducting, supporting or participating in research, surveys, studies or analyses, whether undertaken by us or in collaboration with or by third parties (including academic institutions, research organisations or industry partners), and where reasonably necessary, using and disclosing your personal data for such purposes
- Publishing videos, photographs, articles and updates on our events and activities, publicity materials and/or other features on our website, annual reports, our social media platforms or other media
- Verifying eligibility of grants in compliance with applicable laws and government directives
- Responding to requests for information from the relevant Singapore governmental or regulatory body or authority, complying with any applicable laws, regulations, codes of practice, guidelines, or rules, or assisting in law enforcement and investigations conducted by any governmental and/or regulatory body or authority
- Any other purposes which are reasonably related to any of the foregoing purposes.
- Any other purposes for which you have provided consent

3.2 We will use and disclose your personal data only for the purposes for which it was collected, unless you have consented otherwise or such use or disclosure is required or permitted by applicable laws.

4. How We Collect your Personal Data

4.1 We may collect personal data from you either directly or from third parties such as event organisers. The ways we collect your information include, but are not limited to:

- Face to face interactions (e.g. our office, events, roadshows, talks)
- Electronic platforms (e.g. our website and portal, online forms and surveys)
- Social media messages
- Phone calls and conversations
- Emails, text messages and written correspondence
- CCTV systems, photographs, and video and/or audio recordings, including at our premises, annual general meetings or other meetings, and our events and activities

4.2 If you are below the age of 18 years old, we may request parental or legal guardian consent for the collection, use and disclosure of your personal data, where we consider it necessary or appropriate to do so.

4.3 If you provide us with the personal data of a third party (e.g. emergency contact), you represent and warrant that the third party has given consent for the disclosure, collection and use of his/her personal data for the purposes in this Policy.

5. Withdrawing Your Consent

5.1 You may withdraw your consent to us collecting, using or disclosing your personal data by submitting your request to our Data Protection Officer at the contact details set out in paragraph 12. We will require you to provide some form of identification and other sufficient information to verify your identity and assist us in processing your request. We will process your request as soon as reasonably practicable, and will endeavour to respond to you within 10 working days.

5.2 Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue our existing relationship with you. Where applicable, we will notify you of the consequences of such withdrawal before completing the processing of your request. We may continue to retain, use or disclose your personal data where required or permitted by the PDPA and other applicable laws.

6. Access and Correction of Personal Data

6.1 You may request to access a copy of your personal data, or information about the ways in which we use or disclose your personal data, or to correct any of your personal data, by submitting a request to our Data Protection Officer at the contact details set out in paragraph 12. We will require you to provide some form of identification and other sufficient information to verify your identity and assist us in processing your request. We will process your request as soon as reasonably practicable, and will endeavour to respond to you within 30 days.

6.2 We may refuse, or may be required to refuse, your request to access your personal data or information about the ways in which we use or disclose your personal data in accordance with the PDPA and other applicable laws. In particular, subject to the PDPA, we are required to refuse your request for access where the provision of such access or information could reasonably be expected to:

- threaten the safety or physical or mental health of another individual;
- cause immediate or grave harm to the safety or to the physical or mental health of the individual who made the request;
- reveal personal data about another individual;
- reveal the identity of an individual who provided personal data about another individual, and the individual providing the personal data does not consent to the disclosure of his or her identity; or
- be contrary to national interest.

6.3 We may charge a reasonable fee for an access request. If so, we will inform you of the fee before processing your request.

6.4 If we decline your request to access your personal data or information about the ways in which we use or disclose your personal data, or to make a correction requested by you, we will inform you of the reasons for our decision (except where we are not required to do so under the PDPA).

7. Protection of Personal Data

7.1 We make reasonable security arrangements to protect your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks.

7.2 You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your personal data, and regularly review and enhance our information security measures where appropriate.

7.3 In the event of a personal data breach, we will assess the breach and take appropriate steps to contain and address it. Where required under the PDPA, we will notify the Personal Data Protection Commission and/or affected individuals in accordance with the applicable requirements.

8. Accuracy of Personal Data

We generally rely on personal data provided by you (or your authorised representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data by informing our Data Protection Officer at the contact details set out in paragraph 12 below.

9. Retention of Personal Data

9.1 We may retain your personal data for as long as it is necessary to fulfil the purpose for which it was collected, or as required or permitted by the PDPA or other applicable laws.

9.2 We will cease to retain your personal data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the personal data was collected, and is no longer necessary for legal or business purposes.

10. Transfers of Personal Data

Where we transfer personal data outside Singapore, we will do so in accordance with the requirements of the PDPA and take appropriate steps to ensure that the personal data continues to receive a standard of protection that is at least comparable to that provided under the PDPA.

11. Cookies and Website Analytics

Our website may use Google Analytics, cookies and similar technologies to enhance your browsing experience. These may be used to:

- Improve website functionality and performance
- Enhance user experience
- Analyse website traffic and usage patterns
- Support the delivery of relevant content

You may choose to disable cookies through your browser settings. However, please note that some features of the website may not function properly if cookies are disabled.

12. Data Protection Officer

You may contact our Data Protection Officer if you have any enquiries or feedback on our personal data protection policies and procedures, or if you wish to make any request, in the following manner:

Contact No. : 6259 0802
Email Address : dpo@rsvp.org.sg