

## QB Food Privacy Policy

### 1. Preliminary Provisions

- 1.1 Q.B. Food Trading Pte. Ltd. (UEN:197900237H) (**we, us, our** or similar pronoun) recognises the importance of the personal data you have entrusted to us and commits to properly manage, protect and process your personal data.
- 1.2 This privacy policy (**policy**) sets out the personal data we collect or process, the purposes they are used for, and how we handle, collect, use, disclose and process personal data.
- 1.3 By providing your personal data to us, you agree that you have read, understood and accepted this policy, and consent to the collection, use, processing and disclosure of your personal data as described in this policy. If you provide the personal data of any other third party to us, you warrant that the third-party has read, understood and accepted this policy, and consented to your disclosure of that third-party's personal data for our collection, use, processing and disclosure as described in this policy.

### 2. Definitions

**PDPA** means the Singapore Personal Data Protection Act 2012, as amended from time to time. Capitalised terms that are not defined have the meanings given to them in our Terms of Service at <https://www.qbfood.com.sg/docs/terms-of-use.pdf>.

### 3. Types

- 3.1 We collect your personal data when you use the Platform or Services. Personal data that we collect include your:
- (a) identification information, including name and photographs, video or audio recordings of your personal attributes;
  - (b) contact information, including residential or postal addresses, email addresses, telephone, mobile phone; and
  - (c) billing and payment information, for use of Nets or PayNow payments upon delivery.
- 3.2 We may collect and store personal data automatically when you visit or use the Platform or Services. These include the IP address used to connect your computer or device to the Internet, connection information including browser type and version, your operating system and platform, a unique reference number linked to the data you enter on our system, login details, the full URL clickstream to, through and from the Platform or Services (including date and time), cookie identifier and your activity on the Platform or Services, including the pages you visited, the searches you made, the services you used and your purchases.
- 3.3 We may receive information about you from third parties if (a) you use any websites or social media platforms operated by third parties (including Facebook, Instagram and Twitter), and (b) you have chosen (where available) to link your profile on those websites or social media platforms to Services or the Platform.

#### 4. **Cookies**

- 4.1 We use cookies to identify you for the purposes of Services and the Platform.
- 4.2 You can block or deactivate cookies in your browser settings.
- 4.3 For better user experience, we use log-in cookies to remember you when you have logged in.
- 4.4 We use session cookies to track your movements from page to page and in order to store your selected inputs so you are not constantly asked for the same information.
- 4.5 We have no control over the cookies used by third parties.
- 4.6 For further information on types of cookies and how they work, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

#### 5. **Purposes**

- 5.1 We collect, use, disclose and process your personal data for any of the following purposes **(Purposes)**:
  - (a) To consider and process your account application and to create your account;
  - (b) To facilitate, process, deal with or administer your account, including to contact you and to perform our internal administrative, operational and technology tasks for your account;
  - (c) To deliver or improve the Services and Platform;
  - (d) To deal with, process or administer your use of the Services and Platform;
  - (e) For identification and verification purposes in connection with the Services and Platform;
  - (f) To carry out, respond to or deal with your Orders, instructions, enquiry or feedback, including contacting you regarding these Orders, instructions, enquiries and feedback;
  - (g) To conduct research, analysis and product development (including data analytics, surveys, focus groups and profiling) to improve our services and facilities for your benefit, or to improve our marketing programmes or events;
  - (h) To deal with, process, administer or carry out marketing campaigns that you have consented to participate in, including to send you news, information, materials and updates about events, marketing campaigns, products and services;
  - (i) To carry out due diligence or other screening activities (including security and background checks) in accordance with legal or regulatory obligations or as we may from time to time require;
  - (j) To prevent or investigate fraud, unlawful activity, misconduct or complaints;
  - (k) To comply with any applicable law, or legal, governmental or regulatory requests, direction, processes, proceedings or requirements of any jurisdiction;
  - (l) To facilitate or deal with payment for goods or services, including verification of payment details with third parties and matching procedures against databases of known fraudulent transactions (maintained by us or third parties);
  - (m) To deal with, handle or conduct disciplinary, security and quality assurance processes, matters or arrangements;
  - (n) To produce statistics and research for internal or statutory reporting or record-keeping and performing reviews; and
  - (o) To store, host, back up (whether for disaster recovery or otherwise) personal data, whether within or outside Singapore.

- 5.2 We may disclose personal data to the following third parties, whether within or outside Singapore, for any of the Purposes and these third parties in turn may collect, use, disclose or process personal data for any of the Purposes:
- (a) banks, credit card issuers, debit card issuers, payment service providers and other payment gateways;
  - (b) our associated or affiliated organisations, including our parent companies, affiliates or subsidiaries; and
  - (c) our agents, contractors, third party service providers or collaboration partners, including mailing houses, logistics providers, telecommunication companies, information technology companies and data centres.
- 5.3 You may withdraw your consent for the collection, use or disclosure of your personal data in our possession or under our control by contacting our Data Protection Officer. However, your withdrawal of consent may result in our inability to perform the transactions requested by you on the Services or Platform and other similar consequences.
- 5.4 We may collect, use, disclose or process personal data for purposes other than the Purposes, subject to obtaining from you the necessary additional consents.
- 5.5 We may collect personal data from legal sources other than you. We may combine information we receive from these other sources with information we obtain from you. In each case, we do so only for the Purposes.
6. **Storage**
- 6.1 We protect personal data from loss, misuse, unauthorised access or disclosure, alteration or destruction using the same safeguards as we use for our own proprietary information. All information you provide to us is stored on secure servers and any payment transactions will be encrypted using SSL or similar appropriate technology. Where we give you (or where you have chosen) a password for your account, you are responsible for keeping the password confidential. You must not share your password with anyone.
- 6.2 We take measures intended for your personal data in our possession or under our control to be destroyed or anonymized as soon as reasonable after retention is no longer necessary for the Purposes and any other legal or business purposes.
7. **Links.** The Services, Platform and other digital and telecommunication channels may contain links to other sites that are subject to different privacy policies. You should read the privacy policies of these other sites. We have no control of personal data that you submit to these other sites.
8. **Marketing Consent.** If you no longer wish to receive marketing messages from us, you may withdraw your consent by emailing or writing to our Data Protection Officer, or if applicable, using the unsubscribe facility contained in the marketing message.
9. **Data Access and Correction**

- 9.1 You may access or correct any personal data that we hold about you, subject to the requirements of the PDPA and applicable exemptions. If you like to obtain a copy of your personal data held by us or update or correct the personal data that you have provided to us, you may do so through your account or contact our Data Protection Officer. We may require reasonable further information from you in order to ascertain your identity and process your access or correction request. We may charge a reasonable fee to process your access or correction request.
- 9.2 We will use all reasonable efforts to complete your data access or correction request within 30 days, commencing on the date we receive all information we reasonably require for completing the request.
- 9.3 The PDPA exempts certain types of personal data from being subject to your correction request and allows for situations where we are not required to carry out correction requests. We will send corrected personal data to every other organisation to which we disclosed the personal data within a year before the date the correction was made, except where that organisation does not need the corrected personal data for any of the Purposes.
10. **Complaints.** If you have any complaints or grievance about your personal data or our compliance with the PDPA, you may contact our Data Protection Officer. We will use all reasonable efforts to address your complaints or grievance.
11. **General.** This policy is governed by Singapore law. Your consent given pursuant to this policy is additional to and does not supersede any other consents that you may have provided to us in relation to your personal data. Our Data Protection Officer's contact is as follows:  
The Data Protection Officer  
Q.B. Food Trading Pte Ltd  
8 Chin Bee Crescent Singapore 619893  
Email : info@qbfood.com.sg

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