

PRIVACY NOTICE

In relation to the provision of the cargo services, including but not limited to the carriage of mail, freight and cargo (“**Services**”), your personal data (e.g. contact details such as name, email address and phone number), may be disclosed to SIA (“**we**”, “**us**”, “**our**”) to enable us to communicate with you to provide the Services. SIA will be the data controller of your data for these purposes and the purposes of the General Data Protection Regulation (the “**GDPR**”).

We will use your personal data to contact you to perform our Services, and in particular, to fulfil the contract and to enable the carriage of mail, freight and cargo and communicate with you about products, services, promotions, events and other news and information we think will be of interest to you.

Your personal information will be processed in Singapore, as well as other locations where SIA has operations. We share your information with our service providers, which include our ground-handling agents, cloud storage providers and IT service providers. SIA does not sell, rent or lease your personal information to others except as described in this notice.

We will also disclose your information to third parties: (i) in the event that we sell any business or assets, in which case we will disclose your data to the prospective buyer of such business or assets; or (ii) if we or substantially all of our assets are acquired by a third party, in which case information held by us about our customers will be one of the transferred assets.

The information that we collect from you will be transferred to, and stored at/processed in Singapore, Japan, India and the Philippines. Your personal data is also processed by staff operating outside the EEA who work for us or for one of our service providers. Such staff are engaged in, among other things, the processing of your payment details and the provision of support services. Such countries may not have the same data protection laws as your country but we will take all steps reasonably necessary to ensure that your personal data is treated securely and in accordance with this notice.

We may retain your personal data for as long as required to perform the Services and/or the purposes of processing set out above. After Customer has terminated its contractual relationship with SIA, we will store your information for a period of seven years from the date of the end of the Agreement.

Your rights

In certain circumstances, you have rights in relation to the personal data we hold about you. To exercise any of your rights, please email CGOFeedback@singaporeair.com.sg.

Objection to Marketing

At any time, you have the right to object to the receipt of promotions, special offers and marketing from us. To exercise this right to object, please contact CGOFeedback@singaporeair.com.sg.

How to contact us

In the event that you have any questions about our use of your personal data, or wish to make a complaint about how we process your personal data, please contact us in the first instance at dpo@singaporeair.com.sg and we will endeavour to deal with your request. This is without prejudice to your right to raise a claim with a supervisory authority.