

Personal Data Protection Act 2010 (“PDPA”) Consent Form

1. By submitting this Application Form, you are providing personal information to Rate One Fiber Broadband.
2. RATE ONE FIBER BROADBAND will be processing your personal information provided in this Application Form and/or further information and data that may be required by RATE ONE FIBER BROADBAND either from you or from any third parties especially from credit bureau, banks, credit reporting agencies and other businesses that provide like information or reference agencies from time to time.
3. The purposes of such processing would include:
 - Assessing your application or continued provisioning of the services provided herein (whichever is applicable);
 - Finance operation including to verify and process payment, billing and billing enquiries;
 - Customising advertisements and content on the website(s) and the sites of RATE ONE FIBER BROADBAND and its group of companies (for further information on the RATE ONE FIBER BROADBAND’s group of companies, please visit <https://www.rateone.net>);
 - Responding to your enquiries;
 - Research purposes including historical and statistical purposes and analysis;
 - General operation and maintenance of the services or goods provided herein including audit and its related website(s);
 - Matching any data held by RATE ONE FIBER BROADBAND or its group of companies relating to you from time to time;
 - Provide you with regular communications from RATE ONE FIBER BROADBAND relating to the services or goods provided herein; and
 - Investigation of complaints, suspected suspicious transactions and research for service or goods improvement.
4. By submitting this application, you hereby consent and authorise RATE ONE FIBER BROADBAND to process and verify any information about you from any third party, especially credit bureau or credit reference agencies, which RATE ONE FIBER BROADBAND may require in connection with your application for any of RATE ONE FIBER BROADBAND’s services and/or review of the existing account with RATE ONE FIBER BROADBAND. Such consent and authorisation will extend to any information obtained from any of the account(s) presently maintained for you, any new application for any form of services rendered or goods provided by RATE ONE FIBER BROADBAND, such historical financial or credit records, data or information whether or not provided personally or by any other sources relating to you which was collected, gathered, received, captured, compiled, secured and/or obtained by RATE ONE FIBER BROADBAND through or by whatever means or methods or forms.

I have read, understood, and accepted the Terms and Conditions: _____
Signature of Applicant

5. The information as required herein (unless stated otherwise) is obligatory on you and failure by you to provide any information as required may affect your application or the continued provisioning of the services provided herein.
6. In the course of processing this application, your personal information may be shared where necessary and only on a need to know basis with other RATE ONE FIBER BROADBAND subsidiary or agencies so as to serve you in the most efficient and effective manner. An example might be in terms of resolving or addressing complaints that require escalation to other RATE ONE FIBER BROADBAND Subsidiary or agencies.
7. RATE ONE FIBER BROADBAND may disclose your personal information to the following parties for the purposes stated above:
 - RATE ONE FIBER BROADBAND's service providers or agents who are involved in providing the services or goods provided herein;
 - Third parties (including those overseas) who provide data processing services which shall include but not limited to authorized reseller, call centre, data centre, payment channel;
 - Any credit reference agencies or, in the event of default, any debt collection agencies;
 - Any person, who is under a duty of confidentiality to which has undertaken to keep such data confidential, which RATE ONE FIBER BROADBAND has engaged to fulfil its obligations to you; and
 - Any actual or proposed assignee, transferee, participant or sub-participant of RATE ONE FIBER BROADBAND's rights or business.
8. Your personal information will not be disclosed to any unauthorised third party.
9. You may opt-out by contacting us at support@rateone.net or call us at +6011-6195 6105.
10. RATE ONE FIBER BROADBAND may also disclose your personal information if required to do so by law or in good faith, if such action is necessary to:
 - (i) comply with any law enforcement agency requirement, court orders or legal process; or
 - (ii) protect and defend the rights or property of RATE ONE FIBER BROADBAND and its group of companies and their users.
11. If you would like to make any inquiries or complaints or request access or correction of your personal information or where you elect to limit RATE ONE FIBER BROADBAND's right to process your personal information, you may contact RATE ONE FIBER BROADBAND Contact Centre.
12. Any request of access of correction of personal data may be subject to a fee and also to applicable provisions in the PDPA. However, we reserve the right to decline requests

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which jeopardize the security and privacy of the personal information of others as well as requests which are impractical or not made in good faith.

13. We may review and update this Privacy Notice from time to time to reflect changes in the law, changes in our business practices, procedures and structure, and the community's changing privacy expectations.
14. The latest version of RATE ONE FIBER BROADBAND's Privacy Notice will be made available at <https://www.rateone.net>.

I hereby confirm that I have read, understand and agree to accept and be bound by the Terms and Conditions of this service and the Privacy Notice which accompany the usage of this service.

SIGNED BY:

.....
Name:
NRIC Number:
Date:

I have read, understood, and accepted the Terms and Conditions: _____
Signature of Applicant