

## FEEDBACK AND COMPLAINT NOTICE

Singapore Technologies Engineering Ltd is the parent company of a group of direct and indirect subsidiaries worldwide (“**ST Engineering Group**”). Singapore Technologies Engineering Ltd and its subsidiaries in Singapore (“**ST Engineering**” or as appropriate in the context, “**we**”, “**us**” or “**our**”) respect the protection of the Personal Data of individuals and value the relationship we have with you. For this reason, we would like to know if you have any feedback and/or complaints about our Personal Data protection policies and practices and we take your feedback and complaints seriously.

This Feedback and Complaint Notice describes how you can provide your feedback and/or complaints to us on ST Engineering’s Personal Data protection policies and practices or on how ST Engineering has used and shared your Personal Data.

### **Submitting Feedback on ST Engineering’s Personal Data Protection Policies and Practices**

If you have any feedback concerning any of our Policies and Notices concerning our Personal Data protection practices, please send your feedback by e-mail or post to the relevant Data Protection Officer as follows:

#### **For ST Engineering**

Email address: [dataprotection@stengg.com](mailto:dataprotection@stengg.com)  
Mailing address: Data Protection Officer  
Singapore Technologies Engineering Ltd  
ST Engineering Hub  
1 Ang Mo Kio Electronics Park Road  
#07-01  
Singapore 567710

#### **For Commercial business**

Email address: [dpo.commercial@stengg.com](mailto:dpo.commercial@stengg.com)  
Mailing address: Data Protection Officer (Commercial)  
ST Engineering IHQ Pte Ltd  
ST Engineering Hub  
1 Ang Mo Kio Electronics Park Road  
#07-01  
Singapore 567710

#### **For Defence & Public Security business**

Email address: [dpo.defence@stengg.com](mailto:dpo.defence@stengg.com)  
Mailing address: Data Protection Officer (Defence & Public Security)  
ST Engineering IHQ Pte Ltd  
ST Engineering Hub  
1 Ang Mo Kio Electronics Park Road  
#07-01

Singapore 567710

**Submitting a Complaint on ST Engineering's use and/or sharing of your Personal Data**

If you have a complaint on how ST Engineering has used and/or shared your Personal Data, you may submit your complaint to our Data Protection Officer by completing the Form and sending it by e-mail or post to the contact details provided above.

Once we receive your complaint, we will acknowledge receipt of your complaint within 3 working days.

ST Engineering takes all complaints that it receives on ST Engineering's use and sharing of your Personal Data seriously and we will look into and investigate your complaint. To assist us in looking into, investigating and responding to your complaint, it is important that you provide us with adequate and sufficient details when you fill in the Form.

It may be necessary for us to contact you to request for more information or documentation in order to assist us or to facilitate us looking into or investigating your complaint. For this reason, we would need you to provide us with your contact details when you fill in the Form so that we can contact you for this purpose and also to respond to your complaint once we have finished looking into and/or investigating your complaint.

ST Engineering will use reasonable endeavours to respond to your complaints in writing within 45 days from the date of our acknowledgement to you of our receipt of your complaint. If we are not able to respond to your complaint within 45 days, we will contact you and inform you of the estimated time when we would be able to respond to your complaint.

At any time, you may contact our Data Protection Officer to enquire about the status of your complaint, or if you have any queries whatsoever about our Personal Data protection policies and practices.

## Complaint Form

Singapore Technologies Engineering Ltd and its subsidiaries in Singapore (“**ST Engineering**” or, as appropriate in the context, “**we**,” “**us**” or “**our**”) respect the protection of the Personal Data of individuals and value the relationship we have with you. For this reason, we would like to know if you have a complaint about how we have used and/or shared your Personal Data. We take complaints that we receive seriously and will look into and investigate any complaint that we receive.

Please fill in this form to let us know about your complaint concerning our use and/or sharing of your Personal Data. Your provision of details that are as complete as possible is important for us to be able to effectively look into and investigate your complaint. Providing detailed and complete information will also assist us to better improve our Personal Data protection policies and practices. For this reason, we would greatly appreciate it if you provide us with as much detail requested for in this form as possible.

You may submit this Form to us by email or post, with attention to the relevant Data Protection Officer:

### **For ST Engineering**

Email address: [dataprotection@stengg.com](mailto:dataprotection@stengg.com)  
Mailing address: Data Protection Officer  
Singapore Technologies Engineering Ltd  
ST Engineering Hub  
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### Personal particulars

Name: \_\_\_\_\_

Contact number: \_\_\_\_\_ (HP) \_\_\_\_\_ (Office)

Mailing address\*: \_\_\_\_\_

Email address\*: \_\_\_\_\_

\*Please provide at least a mailing address or email address at which we can send you our response on your complaint.

### Relationship with ST Engineering

To assist us in responding to your request, please indicate your relationship with ST Engineering:

- I am an employee, representative, agent or officer of one of ST Engineering's service providers / business partners / customers\*. (*\*delete as appropriate*)  
Name of organisation you are working for: \_\_\_\_\_  
Name of ST Engineering entity that you have dealings with: \_\_\_\_\_
- I have previously applied for employment with ST Engineering in \_\_\_\_\_  
\_\_\_\_\_ (please specify year and month, if possible)/ I was employed by ST  
Engineering at \_\_\_\_\_ (please specify the entity within ST  
Engineering) from \_\_\_\_\_ (please specify time period of  
employment)
- 
- Others: \_\_\_\_\_

### Complaint

Please describe your complaint on ST Engineering's use and/or sharing of your Personal Data:

Details of Personal Data concerned: (Please provide particulars)

If you are able to identify the relevant personnel or departments within ST Engineering who dealt with you concerning your Personal Data, please include these details.

Please attach all relevant documentation to this Form.

**Preferred mode of response**

Please indicate your preferred mode of communication of our response to you:

- By registered mail/ordinary mail at my mailing address given above
- By email at my email address given above

**Declaration**

I confirm that all statements made on this Form are true, accurate and complete to the best of my knowledge and belief. I acknowledge that I may be requested to provide documentation or further details to assist or facilitate ST Engineering in looking into, investigating and responding to my complaint and agree to provide such documentation or further details as requested for by ST Engineering.

Signature:

Date: