



**SANTEN PHARMACEUTICAL ASIA PTE. LTD.**  
6 Temasek Boulevard #20-03/04 Suntec Tower Four, Singapore 038986  
Tel: +65 67157800 Fax : +656235 1543

## **Personal Data Protection Complaints Procedure**

### **Policy on Personal Data Protection**

Santen Pharmaceutical Asia Pte.Ltd, (“**SANTEN**”) is committed to managing your personal data in compliance with the Personal Data Protection Act 2012 (Act 26 of 2012). This document sets out the procedure through which SANTEN manages complaints on personal data protection.

For more information on how SANTEN collects, uses, accesses, stores, transfers and handles your personal data, please see our Personal Data Protection Policy on our website.

### **Types of complaints**

All complaints about how SANTEN manages personal data will be dealt with in accordance with the procedure set out below. Some examples of complaints that might be raised include:

- Unlawful processing of Personal Data;
- Misuse of Personal Data;
- Unauthorised access to Personal Data; or
- Loss of Personal Data

### **Rights under the Personal Data Protection Act**

Under the Personal Data Protection Act, your personal data can only be collected, used or disclosed for specific purposes with your consent. In addition, you are entitled to know what data is held about you and how the information is being used; and where personal data is recorded incorrectly or not up-to-date, to have such personal data rectified.

For access, correction and withdrawal of consent requests please use the relevant forms set out in SANTEN’s Personal Data Protection Policy.



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## **What to do if you have a complaint**

If you have any concerns or problems with the way your personal data has been handled, please contact SANTEN's Data Protection Officer at [dpo\\_sg@santen.asia](mailto:dpo_sg@santen.asia). To assist us in dealing with your complaint, please provide the following:

- a. Full name and NRIC or Passport number of the person lodging the complaint;
- b. A clear photocopy of his/her NRIC or Passport;
- c. Contact details;
- d. Name of the officer, employee (and his/her division) by whom the Personal Data was collected;
- e. Details of the complaint;
- f. Time frame over which the suspected wrongdoing occurred; and
- g. Documentary evidence in support of the complaint.

## **Complaints procedure**

Upon receiving your complaint, SANTEN's Data Protection Officer(s) will confirm that your complaint will be investigated and provide you with an estimate of how long you should expect to wait to receive a full response.

While SANTEN endeavours to respond as promptly as possible, response times will vary depending on the nature of the complaint.

The Data Protection Officers will liaise with the relevant departments to investigate your complaint. You will be notified of the investigation outcome in writing within reasonable time and any action(s) taken if your complaint has been upheld, or your right of appeal where your complaint has been rejected.

## **Appeals process**

If you feel that your complaint has not been resolved satisfactorily by SANTEN's Data Protection Officers, you may appeal to the members of the Company Supervisor of SANTEN within fourteen (14) days of receipt of the written notice of the Data Protection Officers informing you of the outcome of the investigations into your complaint

If you remain unsatisfied with the outcome of this review, you may refer your complaint in writing to the Regional Supervisor of Santen Pharmaceutical Co., Ltd's Asia Division within fourteen (14) days of receipt of the written notice from SANTEN's Company Supervisor informing you of their decision, for a review.