

Government Agency Privacy Statement

Updated as of 25 06 2025

This Government Agency Privacy Statement (“**Privacy Statement**”) must be read in conjunction with the Terms of Use that accompany the applicable service you are accessing or using from us (the “**Service**”).

General

1. This is a Government Agency digital service. In this Privacy Statement: “**Government Agency**” means the Government of Singapore (including its ministries, departments and organs of state) and Singapore public sector agencies and “**personal data**” shall have the same meaning as its definition in the Personal Data Protection Act 2012. In this Privacy Statement, “**we**”, “**us**” or “**our**” refers to GovTech.
2. Please note that:
 - 2.1. We may use "cookies", where a small data file is sent to your browser to store and track information about you when you access or use the Service. The cookie is used to track information such as the number of users and their frequency of use, profiles of users and their preferred digital services. While this cookie can tell us when you access or use the Service and which pages you visit, it cannot read data off your hard disk.
 - 2.2. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from using the full functions of the Service.
 - 2.3. The Service may utilise cookies to facilitate authentication or login to the Service. If such cookies are rejected, you may not be able to access or use the Service.
3. Please see the Annex for any additional terms or information.

Use of data

4. We may request or collect certain types of data from you in connection with your access or use of the Service. The data that may be requested/collected include (but are not limited to) those identified in the Annex herein. Your data may be stored in our servers, systems or devices, in the servers, systems or devices of our third party service providers or collaborators, or on your device, and may be used by us or our third party service providers or collaborators to facilitate your access or use of the Service. We or our third party service providers or collaborators may collect system configuration information and traffic information (such as an IP address) and use information or statistical information to operate, maintain or improve the Service or the underlying service of the third party service provider or collaborator. For the avoidance of doubt, in this Privacy Statement, a

reference to a third party service provider or collaborator includes other third parties who provide a service or collaborate with our third party service provider or collaborator.

5. If you provide us with personal data, or where we collect personal data from you, you agree that:
 - 5.1. We may use, disclose and process the data for any one or more of the following purposes:
 - 5.1.1. to assist, process and facilitate your access or use of the Service;
 - 5.1.2. to administer, process and facilitate any transactions or activities by you, whether with us or any other Government Agency or third party service provider or collaborator, and whether for your own benefit, or for the benefit of a third party on whose behalf you are duly authorized to act;
 - 5.1.3. to carry out your instructions or respond to any queries, feedback or complaints provided by (or purported to be provided by) you or on your behalf, or otherwise for the purposes of responding to or dealing with your interactions with us;
 - 5.1.4. to monitor and track your access or usage of the Service, to conduct research, data analytics, surveys, market studies and similar activities, in order to assist us in understanding your interests, concerns and preferences and improving the Service (including any service of a third party service provider or collaborator) and other services and products provided by Government Agencies. For the avoidance of doubt, we may also collect, use, disclose and process such information to create reports, produce statistics and improve recommendation algorithms related to your transactions with us and your usage of the Service and other services and products provided by Government Agencies for record-keeping, reporting, or publication purposes (whether internally or externally). Your personally identifiable information will not be used in this process unless specifically authorized by you;
 - 5.1.5. for the purposes of storing or creating backups of your data (whether for contingency or business continuity purposes or otherwise), whether within or outside Singapore;
 - 5.1.6. to enable us to contact you or communicate with you on any matters relating to your access or use of the Service, including but not limited to the purposes set out above, via email, push notifications or such other forms of communication that we may introduce from time to time depending on the functionality of the Service and/or your device.

- 5.2. We may share necessary data with other Government Agencies, and third party service providers in connection with the Service, so as to provide the Service to you in the most efficient and effective way unless such sharing is prohibited by law.
- 5.3. We will NOT share your personal data with entities which are not Government Agencies, except where such sharing is necessary for such entities to assist us in providing the Service to you or for fulfilling any of the purposes herein.
- 5.4. For your convenience, we may also display to you data you had previously supplied us or other Government Agencies. This will speed up the transaction and save you the trouble of repeating previous submissions. Should the data be out-of-date, please supply us the latest data.
- 6A. Please note that we may be required to disclose your data by law, including any law governing the use or provision of any service of a third party service provider or collaborator.
- 6. You may withdraw your consent to the use and disclosure of your data by us with reasonable notice and subject to any prevailing legal or contractual restrictions; however, doing so may prevent the proper functioning of the Service and may also result in the cessation of the Service to you.
- 7. In the event that the Service is discontinued or terminated, we will delete your data from our servers, systems and devices within a period of six (6) months, unless your data has already been deleted in accordance with any request by you under Clauses 6 and 10.3.

Protection of data

- 8. To safeguard your personal data, all electronic storage and transmission of personal data is secured with appropriate security technologies.
- 9. The Service may contain links to external sites or services whose data protection and privacy practices may differ from ours. We are not responsible for the content and privacy practices of these other websites or services and encourage you to consult the privacy notices of those sites or services.

Contact information

- 10. Please contact info@tech.gov.sg if you:
 - 10.1. have any enquiries or feedback on our data protection policies and procedures;
 - 10.2. need more information on or access to data which you have provided to us directly in the past; or
 - 10.3. wish to withdraw your consent to the use and disclosure of your data by us.

ANNEX

1. **Name of Service:** SupportGoWhere
2. **Types of data requested/collected**

The data that may be requested or collected in connection with your use of the Service may include (but is not limited to) the following categories of personal data:

Categories	Examples
Personal Identification data	Name, date of birth, NRIC/FIN, nationality, citizenship, address, and contact details
Household and Family data	Number of household members, relationships, housing type, and household income
Employment and financial information	Employment status, occupation, employer details, CPF and MediSave balances, income information, insurance policies
Healthcare and care-related information	Medical conditions, physical and care support needs, caregiving arrangements, support schemes eligibility
Government records and status	NS status, Pioneer/PA cardholder status, scheme eligibility data
Application-related data	Banking information for disbursement, application preferences, preferred payment mode
Data obtained from authorised data sources (eg. Singpass)	Name, contact details, and other information as authorised by you

This list is non-exhaustive and may be updated from time to time as the Service supports more schemes.

- a. Support Recommender Hybrid
 - i. Current situation requiring help/support
 - ii. Citizenship
 - iii. Birth year
 - iv. Child's age
 - v. Employment status
 - vi. Property ownership
 - vii. Residential housing type
 - viii. Total monthly household income
 - ix. Number of household members

- b. Care Services Recommender
 - i. Current situation
 - ii. Physical condition
 - iii. Level of assistance required for activities of daily living
 - iv. Medical condition
 - v. Type of caregiving support required
 - vi. Home care support services required
 - vii. State of future planning
 - viii. Citizenship
 - ix. Whether user is a Pioneer Generation card holder
 - x. Any insurance policies
 - xi. Any MediSave account balance
 - xii. Total monthly household income
 - xiii. Number of household members
 - xiv. Estimated annual value of property

- c. Support For You Calculator
 - i. Year of birth
 - ii. Recent assessable income
 - iii. CPF retirement savings
 - iv. Current National Service status
 - v. Housing type
 - vi. Property ownership
 - vii. Estimated annual value of property
 - viii. Number of properties owned

- d. Online Applications
 - i. Profile
 - 1. Personal details
 - a. Title
 - b. Name
 - c. Date of birth
 - d. Sex
 - e. Residential status
 - f. Race
 - g. Country of birth
 - h. Nationality
 - i. Highest education
 - j. Address
 - i. Level
 - ii. Unit
 - iii. Building name
 - k. Mailing address
 - l. Bank account
 - i. Owner type
 - ii. Bank details
 - iii. Bank name
 - iv. Bank branch
 - v. Bank account number

- vi. Bank account type
- vii. Name
- viii. Relationship to applicant
- ix. Mobile number
 - m. Payment mode
 - n. Contact details
- i. Contact type
- ii. Name
- iii. Mobile number
- iv. Home number
- v. Email
- vi. Relationship type
- vii. Additional contact
 - ii. Beneficiary
 - 1. Child details
 - a. Name
 - b. NRIC/Birth certificate
 - c. Date of birth
 - d. Residential status
 - e. School name
 - f. Student Care Centre (SCC) type
 - g. Subsidy start month
 - h. Relationship to beneficiary
 - iii. Marital status
 - 1. Spouse details
 - a. Name
 - b. NRIC
 - c. Date of birth
 - d. Residential status
 - e. Relationship to beneficiary
 - f. Mobile number
 - g. Home number
 - h. Email
 - i. Employment status
 - 1. CPF contribution
 - a. Employment type
 - iv. Family
 - 1. Cohabitation status
 - 2. Family member details
 - 1. Name
 - 2. NRIC/FIN
 - 3. Date of birth
 - 4. Residential status
 - 5. Employment status
 - a. Gross monthly income
 - b. Current situation
 - 6. Relationship to beneficiary/applicant
 - v. Income
 - 1. Rent income

2. Employment status
3. Gross monthly income
4. CPF status
5. Employment type
6. Company name
7. Occupation
8. Additional employment type
9. Current situation (if not working)
 - a. Person caring for
- vi. Key concerns
 1. Type of concern about household situation
- vii. Including information about you from data source(s), such as Singpass, approved by us;
- viii. your contact information, including your telephone number, email and mailing addresses from Singpass