

# Rice Exchange Privacy Notice

We are committed to protecting your privacy and complying with the principles set out in the General Data Protection Regulation (GDPR) and enforceable under the Data Protection Act 2018.

This notice explains how and why we collect your personal data and how it is used, and for the purposes of the relevant law we are the Data Controller. We are a company registered in Singapore with the company number 201840509R, at the registered office address 4 Battery Road, Bank of China Building No 25-01, Singapore 049908.

We are committed to protecting the information you give us, and that we collect from you, which we use to provide you with the services you request from us.

## Data Collection

You can access our web site and browse certain areas without disclosing personal data. We collect your personal data only with your knowledge, for instance when you contact us via email or telephone using the details on our contact page.

The information we collect includes your name, email address, address, phone number and the details of your message.

## Third parties and International data transfers

We use service providers who process your data on our behalf in the following circumstances:

**Mailchimp:** Mailchimp are our email service provider and if you request our newsletter, your email address will be processed by Mailchimp in order for you to receive it. The email providing the newsletter will always contain an unsubscribe option.

These processors are based in the US, and both are signed up to the EU/US Privacy Shield agreement. At the moment this agreement is considered 'adequate' but the US are required to improve it before 1<sup>st</sup> September 2018 or lose this status. We will update this notice accordingly as a result of any decision taken.

"Where your personal data is transferred outside the EEA, it will only be transferred to countries that have been identified as providing adequate protection for EEA data (like New Zealand), or to a third party where we have approved transfer mechanisms in place to protect your personal data – i.e., by entering into the European Commission's [Standard Contractual Clauses](#), or by ensuring the entity is [Privacy Shield certified](#) (for transfers to US-based third parties"

## Data Use, Retention and Legal Bases for holding your data

We use the data provided to contact you and discuss details of the services you are interested in, or information you have requested. If you download a document from our website, we will delete your data after we have provided it to you, unless you sign up to receive our newsletter. If you sign up to receive our newsletter, we will keep your data until you unsubscribe from the list.

We will never give your details to anyone else for the purposes of them sending you marketing information. If we need to give your contact details to anyone else in the course of the business

between us, or the services we are providing for you, we will always contact you first and record your agreement.

We will keep the data only for as long as we need to within our business relationship and will delete it when that purpose is complete.

There will be situations when we need to keep it for longer, such as within invoice details for tax reasons, and this is a 'legal obligation'. We will keep only the minimum data we need for this purpose.

In order to contact you and provide our services to you, we need to hold your data on the basis of 'contract fulfilment'.

### **Accessing Personal Data**

You can contact us to ask whether we are holding any of your personal data, by sending an email to: [admin@ricex.io](mailto:admin@ricex.io) or writing by post to the address on the contact page. We are permitted to ask for identification, if necessary, to establish that you are entitled to receive the information, and we will supply it to you, without charge, within 30 days of your identity and entitlement being confirmed.

When you know what data we have, you can then ask us to delete, amend, or stop using it and we will do so unless there is any legal reason that prevents us.

### **Security**

We have implemented security practices, rules and measures to protect the personal data that we have under our control, both on and off-line, from unauthorised access, improper use, alteration, unlawful or accidental destruction and accidental loss.

### **Find out more**

If you have a complaint about the way we are using your personal data that you feel has not been resolved by contacting us, you can find out more about Singapore data protection laws, and can take your matter further, by visiting <https://www.pdpc.gov.sg/>