

# The Bank of Nova Scotia Singapore Branch

## Notice to Customers relating to the Personal Data Protection Act (the "Act")

- (a) From time to time, it is necessary for customers to supply the Bank of Nova Scotia, Singapore Branch (the "**Bank**") with data in connection with the opening or continuation of accounts and the establishment or continuation of banking facilities or provision of banking services.
- (b) Failure to supply such data may result in the Bank being unable to open or continue accounts or establish or continue banking facilities or provide banking services. **Unless the customer provides written notice to the bank to withdraw his consent, the customer shall be deemed to consent to the Bank's collection, use or disclosure of personal data for the purposes stated in this Notice.**
- (c) It is also the case that data are collected from customers in the ordinary course of the continuation of the banking relationship, for example, when customers write cheques or deposit money.
- (d) The purposes for which data relating to a customer may be used are as follows:
  - (i) the daily operation of the services and credit facilities provided to customers;
  - (ii) conducting credit checks at the time of application for credit and at the time of regular or special reviews which normally will take place one or more times each year;
  - (iii) creating and maintaining the Bank's credit scoring models;
  - (iv) assisting other financial institutions to conduct credit checks and collect debts;
  - (v) ensuring ongoing creditworthiness of customers;
  - (vi) designing financial services or related products for customers' use;
  - (vii) marketing services or products of the Bank and/or selected companies;
  - (viii) determining amounts owed to or by customers;
  - (ix) collection of amounts due, enforcement of security, charge or other rights and interest in favour of the Bank;
  - (x) meeting the requirements to make disclosure under the requirements of any law binding on the Bank or any of its branches or under and for the purposes of any guidelines issued by regulatory or other authorities with which the Bank or any of its branches are expected to comply;
  - (xi) enabling an actual or proposed assignee of the Bank, or participant or sub-participant of the Bank's rights in respect of the customer to evaluate the transaction intended to be the subject of the assignment, participation or sub-participation; and
  - (xii) other purposes relating thereto.
- (e) Data held by the Bank relating to a customer will be kept confidential but the Bank may provide such information to the following parties for the purposes set out in paragraph (d):
  - (i) any agent, contractor or third party service provider who provides administrative, telecommunications, computer, payment or securities clearing or other services to the Bank in connection with the operation of its business;
  - (ii) any other person under a duty of confidentiality to the Bank including a group company of the Bank which has undertaken to keep such information confidential;
  - (iii) the Bank providing a copy of a cheque paid to the customer (which may contain information about the customer) to the drawer;
  - (iv) credit reference agencies, and, in the event of default, to debt collection agencies;
  - (v) any person to whom the Bank is under an obligation to make disclosure under the requirements of any law binding on the Bank or any of its branches or under and for the purposes of any guidelines issued by regulatory or other authorities with which the Bank or any of its branches are expected to comply;
  - (vi) any actual or proposed assignee of the Bank or participant or sub-participant or transferee of the Bank's rights in respect of the customer; and
  - (vii) to selected companies for the purpose of collecting information to provide to customers about services which the Bank believes will be of interest to customers.

- (f) Under and in accordance with the terms of the Act, any customer has the right:
- (i) to check whether the Bank holds data about him/her and request for access to such data;
  - (ii) to require the Bank to correct any data relating to him which is inaccurate;
  - (iii) to ascertain the Bank's policies and practices in relation to data and to be informed of the kind of personal data held by the Bank; and
  - (iv) to at any time withdraw any consent given or deemed to have been given under the Act in respect of the collection, use or disclosure of his/her personal data for any purpose by the Bank, such withdrawal of consent to be given by the customer in written form.
- (g) In accordance with the terms of the Act, the Bank has the right to charge a reasonable fee for the processing of any data access request.
- (h) Requests for access to data or correction of data or for information regarding policies and practices and kinds of data held are to be addressed to:
- The Bank of Nova Scotia  
1 Raffles Quay, #20-01 North Tower  
Singapore 048583  
Attn: Data Protection Officer  
Telephone: (65) 6305 8388      Fax: (65) 6534 7830
- (i) The Bank may have obtained a credit report on the customer from a credit reference agency in considering any application for credit. In the event the customer wishes to access the credit report, the Bank will advise the contact details of the relevant credit reference agency.
- (j) Nothing in this Notice shall limit the rights of customers under the Act.
- (k) The current version of this Notice shall be available from the Bank upon request.

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