

TOUCH Community Services Limited

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PDPA FAQ:

To comply with the Personal Data Protection Commission (PDPC)'s updated guidelines which takes effect from September 2019, we have upgraded our internal processes and stopped collecting NRIC numbers for TOUCH's website login as of today. The guideline issued aims to enhance consumer protection against indiscriminate and unjustified collection, use and disclosure of an individual's NRIC number and retention of physical NRICs.

If you had previously signed up as a member online, you will not need to make any updates. In line with the new guidelines, your full NRIC will be purged from our website and we will only retain the last 3 numerical digits and alphabet of your NRIC number which will act as a unique identifier for your account.

We will only require your full NRIC if you wish to volunteer or receive a Tax Deduction Receipt (TDR) upon donating for the following reasons to facilitate it:

1. For TDR's, your NRIC will be submitted to IRAS to facilitate the relevant tax deduction for the respective Financial Year.
2. For Volunteering with vulnerable groups, we will have to conduct background checks to safeguard the interest of our beneficiaries.

For details, please refer to the FAQs below:

1. Will my full NRIC be collected to register for an account?

TOUCH will only be collecting a partial NRIC (last 3 numerical digits and alphabet of the NRIC number) to facilitate the creation of an account as per the guidelines set forth by the PDPC Act, in reference to section 5.2.

2. Under what circumstances will my full NRIC be collected?

It will only be collected to facilitate any requests by you either as a donor or volunteer in the areas of receiving a TDR or to confirm you as a volunteer.

3. Do I need to provide my full NRIC if I do not wish to receive a TDR?

No. You will not need to.

4. If I previously registered for an account and provided my full NRIC, what will happen to it?

This will be purged from our website except for the last 3 digits + alphabet which we will retain to serve as a unique identifier for your account.

5. Should I wish to donate / volunteer, will I have to provide my full NRIC?

Your full NRIC will only be collected if you require a TDR for your donation and if you have been confirmed to participate in a specific volunteering activity.

6. Who can I contact for further clarifications?

For further enquiries, please email tcs@touch.org.sg and include "Attn: TOUCH Data Protection Officer" in the subject line.