

Forever New Privacy Policy (Singapore)

FN Singapore Investments Pte Ltd (201014172M) (trading as **Forever New**) is committed to protecting the privacy of everyone who shops or interacts with us, and this policy sets out our commitment to you on privacy.

Forever New abides by the Personal Data Protection Act (**PDPA**) of Singapore.

Forever New may collect personal information about you in store, online through our website www.forevernew.com.sg and using our Forever New social media accounts, apps and pages. By providing your personal information to Forever New and by using our websites, social media accounts, apps and pages, you are consenting to Forever New collecting your personal information and using it in accordance with this privacy policy.

Please do not provide your personal information to Forever New or use our websites, social media accounts, apps and pages if you do not consent to our collection, use or disclosure of your personal information as described in this privacy policy.

Collecting personal information

Forever New may collect personal information from you including your name, address, age, date of birth, phone and other contact details, occupation, email address, phone number, merchandise information, methods of payment and any other information you provide to us. Forever New may also collect transaction information relating to your purchases with Forever New and your preferences.

Forever New collects personal information in the normal course of providing goods and services to you. These goods and services include:

- Providing information in store;
- Processing online purchases and payments;
- Registering an online account;
- When you contact Forever New customer service;
- Processing credit card purchases;
- By instore CCTV;
- Purchases and arranging product holds;
- Deliveries of purchases (including click and collect and store to door, where available)

- Using Forever New social media accounts, pages and apps;
- Processing gift card, PayPal and 'buy now pay later' purchases;
- Entering Forever New competitions;
- Using of social media accounts, apps and pages and log-ins (which may be hosted by third parties);
- Recording customer accident details;
- Processing refunds; and
- Signing up to receive Forever New email and SMS marketing communications.

If you do not provide us with this information, then Forever New may not be able to provide any goods or services you may have requested.

Forever New may also collect personal information for recruitment and employment purposes, for trade references or other contractual arrangements. Your personal information will be held by Forever New.

Why do we collect your personal information?

We collect personal information as detailed above, which we may use to:

- Process and complete transactions;
- Respond to your questions;
- Provide you with information about our products, services and offers;
- Conduct loyalty programs; competitions and promotions;
- Comply with any applicable legal obligations; and
- Improve our website, products, services and offers.

We may also use personal information to customise our services, to provide relevant consumer information and if you so consent, to provide marketing and re-marketing communications across Forever New sites, properties, stores and marketing channels.

Use of your personal information

In most circumstances personal information will be collected directly from you. Forever New may if you so consent, use your personal information to keep you up to date with Forever New's product ranges, specials, promotions and offers that you may be interested in including for direct marketing and to develop new product ranges and services that meet your needs. Specifically, you authorise Forever New to contact you regarding your purchase and use of our online store.

Any information collected is safely and securely stored and only used for the purposes for

which it was collected. We restrict access to your personal information, maintain technology products to prevent unauthorised computer access and use SSL (secure sockets layer) encryption technology when processing your financial details at our online store. The majority of personal information collected is stored within Australia, however third parties that we contract with may host this data in a cloud based system or outside Singapore.

Forever New does not sell or trade any personal information collected. We may share personal information we collect with our related corporations and service providers, contractors who help us provide services, and/or trading partners. We often need to share your information with companies who perform parts of our service delivery. This may include:

- Service providers e.g. IT service and software providers, systems administrators, mailing services, remarketing platforms, data analysis and payment and order processors;
- Companies assisting Forever New with marketing and competitions;
- Regulatory authorities;
- Professional advisors; and
- Any other third party required by law.

Where we share your information, Forever New will ensure that your personal information is stored and processed securely and in accordance with applicable laws.

Forever New may also publish some of your personal information on our websites or social media pages where you have entered a competition or promotion run by Forever New.

Unsolicited information

Forever New may in turn receive unsolicited personal information about you from third parties or from you directly. For example, unsolicited information may come into our possession during the course of dealing with customer complaints or general enquiries. If it is clear to us that we should not have collected that information, Forever New will destroy or de-identify that information, provided it is lawful and reasonable to do so.

Direct marketing communications

If you have registered to receive email and SMS marketing communications from

Forever New we reserve the right to contact you in relation to Forever New and to create an account for you for Forever You Rewards. You can opt-out of receiving email and SMS marketing communications at any time. To manage your marketing preferences or to unsubscribe, simply sign into your account and untick the 'Manage Your Subscriptions' box. Alternatively use the unsubscribe facility included on any of our email or SMS communication or contact our customer service team using the contact information provided below.

Disclosure of information outside the jurisdiction of collection

Forever New may disclose personal information outside of the jurisdiction from which it was collected. In the conduct of its business, Forever New transfers to, holds or accesses information personal information from various countries including Australia, New Zealand, Canada, India and United States. The privacy laws of those countries may not provide the same level of protection as the privacy laws of the country from which the personal information was collected. However, this does not change Forever New's commitment to safeguard your privacy and Forever New will comply with all applicable laws relating to cross-border data disclosure.

Linking to Third-Party Websites

When you click on links and banners on our website that take you to third-party websites, you will be subject to that third-party's privacy policies. While we support the protection of privacy, Forever New is not responsible for the actions of any third-party websites. We encourage you to be aware when you leave our site and to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies only to information collected by us.

Cookies

Our websites use "cookies" - small data files that are stored on your computer when you visit a website. Cookies enable you to shop on our website (where applicable) and may be used in a variety of ways to enhance or personalise your online browsing and shopping experience. Cookies may eliminate the need to repeatedly enter the same information, enabling us to improve the content, reliability and functionality of our websites, evaluate the effectiveness of advertising on our websites, and track website usage patterns.

Accepting a cookie will not give us access to any data on your computer other than the data stored in the cookie. You may experience a loss of functionality as a result of configuring your web browser not to accept cookies. If you do not wish to allow cookies then you may elect to disable cookies, using your browser settings.

Protection of personal data

Forever New shall protect personal information in our possession or our control by making reasonable security arrangements to prevent unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks.

Retention of personal information

Forever New will not keep personal information longer than is reasonably necessary for the purpose for which it was collected, or for any legal or business purpose. Examples of a legal or business purpose which may justify the retention of such information include a situation where:

- the information is required for handling any on-going legal claim or action;
- retention of the information is required for compliance with any applicable laws or regulations; or
- the information is required to carry out business operations, such as to generate annual reports or performance forecasts.

Forever New will ensure that personal information is securely destroyed or erased from our systems when it is no longer required.

Right of access

You have the right to review, amend, delete, and/or withdraw your consent for use of your personal information that may be held by Forever New by making a request to our customer service team. We will take all reasonable steps to comply with the request, except where it is required for legal reasons.

Updates to this policy

Forever New may update its privacy policy from time to time without notice in line with customer expectations and legislative changes, and an updated policy will be posted on Forever

New's website.

Questions – Contact Us

If you have any queries or concerns regarding this policy or wish to access or correct your personal information, please email our customer service team on customerservice@forevernew.com.sg or notify a member of staff at your nearest store.

If you wish not to receive any communications or marketing from Forever New, please use the unsubscribe button or contact the customer service team above.

Data Protection Officer

Forever New's data protection officer is Naresh Teckchandani (naresh.teckchandani@forevernew.com.au)

Updated June 2024