



# Synergy IP Pte Ltd

*Patent, Trade Mark & Registered Design Agents*

## PRIVACY POLICY

At Synergy IP Pte Ltd (Synergy IP), the confidentiality of our customer's data is of great importance to us. Synergy IP is committed to adhere to the Personal Data Protection Act ("PDPA") when conducting our business. It is Synergy IP's policy to ensure that all its employees comply and maintain confidentiality of personal data held by the company.

### **Consent of Collection and Use of Data**

The engagement\* of Synergy IP's services is deemed and implied that you have given consent to the collection, use and disclosure of your personal data to us and agree to be bound by the terms and conditions of our Privacy Policy set out herein.

We safeguard your personal data by ensuring that only authorised staff will have access to them. Our authorised staff members are required to abide by their contractual obligations to maintain the confidentiality and privacy of your personal data at all times.

### **Confidentiality of Information**

All personal data and documents entrusted to us during the course of providing our services will be confidential. We suggest that you restrict the release of information to us on a "need to know basis" We will, at best effort, maintain strict control over information yet to be published in public domain.

### **Disclosure of Personal Data**

We do not sell your personal data to anyone or any third party for marketing initiatives. We will only disclose your personal data in limited circumstances such as order by court or law enforcement agencies.

Synergy IP only collects and uses your personal data to provide services to you. We may use your personal data to send you information relating to our services, updates, newsletter and information regarding intellectual property matters. We will also share the necessary personal data with government agencies such as IPOS ([www.ipos.gov.sg](http://www.ipos.gov.sg)) , WIPO ([www.wipo.int](http://www.wipo.int)) and our foreign associate partner and/or



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patent attorneys assigned by us who are prosecuting your applications, renewal and taking other actions on your behalf.

We may transfer, store, process and/or deal with your personal data outside Singapore in accordance with the Personal Data Protection Act 2012 ("PDPA") (as amended, revised or re-enacted thereto from time to time) and any other applicable data protection and privacy laws.

## **Retention of Personal Data**

Synergy IP will retain your personal data for as long as the original purposes or business purposes for which your personal data were collected continues. Should retention be no longer necessary, your personal data will be deleted, destroyed or de-identified from you unless retention of the same is required to satisfy legal or regulatory requirements.

## **Correction of Personal Data**

Keeping your personal data accurate and updated is very important to us. You can help us keep accurate records by informing us in writing of any changes, errors or omissions in your personal data.

## **Withdrawal of Consent**

You may at any time withdraw your consent to the collection, use or disclosure of your personal data by giving reasonable notice to us in writing. However, you should take note that if you withdraw your aforesaid consent, it will be deemed and implied as termination of business relationship and Synergy IP will not be in a capacity to continue its provision of services and goods.

## **Governing Law and Submission to Jurisdiction**

Our data protection policy and practices shall be governed by and be construed in accordance with the laws of Singapore and in the event of any dispute or grievance, you agree to irrevocably submit to the exclusive jurisdiction of the courts of Singapore.



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## **Personal Data Enquiry and services**

If you have any queries, concerns or complaints relating to the collection, use or disclosure of your personal data, you may call any of our Data Protection Officer at **Tel: 6635 6969** during office hours or email us at [mail@synergy-ip.com](mailto:mail@synergy-ip.com) .

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*\*Engagement of Services starts from the point of you instructing us to commence the service.*