

Last updated: 01 October 2021

## **PRIVACY POLICY**

We at Gate are committed to protecting the privacy of visitors to our website and protect any data transferred, including Personal Data (as defined in Clause 2.1 below), if any, of any user who is accessing our website or using our Services.

This Privacy Policy describes our information handling practices when you access our services, which include our content on the Site.

Unless otherwise stated, defined terms used in this Privacy Policy shall have the same meaning ascribed to them in the *Terms of Service*.

Please take a moment to read this Privacy Policy carefully. If you have any questions about this Policy, please contact our customer support at the Feedback page [[insert link to Feedback page](#)].

### **1. GENERAL**

#### **1.1 Acceptance of Privacy Policy**

By accessing and using our Services, you confirm your acceptance to the terms of this Privacy policy. Where we require your additional consent to process your Personal Data as required under applicable law or for reasons other than those specified in this Privacy Policy, we will ask for your permission before carrying out such processing.

In this Privacy Policy, we will address data or information processing activities, Personal Data protection and data retrieval process, including our obligations concerning data, provision of notice regarding data processing and data transfers.

If you do not agree with or you are not comfortable with any aspect of this Privacy Policy, you should immediately discontinue access or use of our Services.

#### **1.2 Changes to this Privacy Policy**

We may modify this Privacy Policy from time to time which will be indicated by changing the date at the top of this page. If we make any material changes, we will notify you by email (sent to the email address specified in your account), by means of a notice on our Services prior to the change becoming effective, or as otherwise required by law.

#### **1.3 Company's Policies, Principles, and Practices**

Our policies and practices are designed to ensure privacy and to protect all data in our possession, whether personal or not.

We operate according to the following stated principles and objectives:

- **Appropriateness:** We regularly review our *Privacy Policy* and *Terms of Service* to ensure we explain clearly how we handle data and information.
- **Transparency:** Contact details of our customer support, Data Protection Officer and data policies, to the extent reasonable and appropriate, will be made publicly available on our website.
- **Privacy by design:** Respect for privacy and protecting data is paramount at every stage of the design, development and delivery of our Services.
- **Data minimisation:** We collect the minimum amount of data needed to fulfil our Services obligations.
- **Awareness:** We provide awareness training to all employees and affiliated parties to ensure they have a clear understanding of the importance of data privacy and how to ensure data is protected.

Our use and protection of data is strictly controlled according to formal policies, processes, which are subject to audit process. Our Data Protection Officer regularly reviews these controls and makes appropriate modifications within the related policies as may be required.

## **2. TYPES OF DATA & COLLECTION PROCESS**

### **2.1 Personal Data we Collect**

#### Definition of Personal Data

Under Singapore's Personal Data Protection Act 2012 (No. 26 of 2012) ("**PDPA**"), "**Personal Data**" means data, whether true or not, about an individual who can be identified from that data; or from that data and other information to which the organisation has or is likely to have access. This includes unique identifiers; photographs or video images of an individual; as well as any set of data, which when taken together would be able to identify the individual.

For the avoidance of doubt, Personal Data does not apply to anonymised data which cannot be used to identify individuals or to information that relates to non-natural persons or body corporates, all of which are not considered Personal Data.

#### Information you provide to us

To establish an account and access our Services, we will ask you to provide us with some important information about yourself. This information is either required by law, necessary to provide the requested services, or is relevant for certain specified purposes. As we add new features and Services, you may be asked to provide additional information.

Please note that we may not be able to serve you as effectively or offer you our Services if you choose not to share certain information with us. Any information you provide to us that is not required is voluntary.

We may collect information from you, including but not limited to the following:

- (a) **Personal Identification Information:** Full name, date of birth, nationality, gender, signature, photographs, videos, telephone number, residential address, and/or email address.
- (b) **Formal Identification Information:** Government issued identity document such as national ID or passport, and/or any other information deemed necessary to comply with our legal obligations under financial or anti-money laundering laws.
- (c) **Financial Information:** Bank account information, payment card primary account number (PAN), transaction history, trading data, and/or tax identification.
- (d) **Transaction Information:** Information about the transactions you make on our Services, such as the name of the recipient, your name, the amount, and/or timestamp.
- (e) **Employment Information:** Office location, job title, and/or description of role.

#### Information we collect from you automatically

To the extent permitted under the applicable law, we may collect certain types of information automatically, such as whenever you interact with the Sites or use the Services. This information helps us address customer support issues, improve the performance of our Sites and applications, provide you with a streamlined and personalized experience, and protect your account from fraud by detecting unauthorized access. Information collected automatically includes:

- (a) **Online Identifiers:** Geo location/tracking details, browser fingerprint, operating system, browser name and version, and/or personal IP addresses.
- (b) **Usage Data:** Authentication data, security questions, click-stream data, public social networking posts, and other data collected via cookies and similar technologies. Please read Clause 5 for more information.

We may also use identifiers to recognize you when you access our Site via an external link, such as a link appearing on a third party site.

## 2.2 **How your Personal Data is Used**

Our primary purpose in collecting Personal Data is to provide you with a secure, smooth, efficient, and customized experience. We generally use personal information to create, develop, operate, deliver, and improve our Services, content and advertising; and for loss prevention and anti-fraud purposes.

We may collect and use your Personal Data for any or all of the following purposes:

- (a) performing obligations in the course of or in connection with our provision of the Services;
- (b) verifying your identity;
- (c) responding to, handling, and processing queries, requests, applications, complaints, and feedback from you;
- (d) to comply with any applicable laws, regulations, codes of practice, guidelines, or rules, or to assist in law enforcement and investigations conducted by any governmental and/or regulatory authority;
- (e) to enforce our terms in our Terms of Service and other agreements;
- (f) to detect and prevent fraud and/or funds loss;
- (g) to ensure network and information security;
- (h) to enhance your experience;
- (i) to engage in marketing activities;
- (j) any other purposes for which you have provided the information; and
- (k) any other incidental business purposes related to or in connection with the above.

## 3. **COMPANY RESPONSIBILITIES**

### 3.1 **Data Protection Officer**

We will designate an officer who is responsible for (a) protecting the Personal Data or information, which have been provided pursuant to the use and access of the Services; (b) answering questions, requests and complaints which have been addressed to our customer support and/or sent directly to the attention of Data Protection Officer. The Data Protection Officer is authorised to carry out internal supervision in connection with our responsibilities under this Privacy Policy. Any questions, requests and complaints about our responsibilities regarding the protection of Personal Data can be directed to our Data Protection Officer at [DPO@gateio.sg](mailto:DPO@gateio.sg).

### 3.2 **Confidentiality, Integrity, and Security**

We will apply the process of encryption and decryption protocol to Personal Data and ensure confidentiality of such encryption and decryption protocol, which is only used for providing the Services.

We will apply the appropriate technical, physical, and organisational security measures to protect your Personal Data against accidental or unlawful decryption, destruction, loss, alteration, unauthorised disclosure or access, and against other anticipated threats or hazards and relevant unlawful forms of processing.

### 3.3 **Processing on Instructions**

With regard to any of the Personal Data provided by you, as part of your use of the Services, we will only process such encrypted Personal Data on the instructions of you, and in accordance with the access and use of the Platform. We will inform you if we cannot comply with your instructions, to the extent required under applicable law. We do not retrieve, use, or disclose any Personal Data except

as set out in this Privacy Policy and will not process Personal Data for purposes not permitted under this Policy.

#### **3.4 Data Transfers**

We may transfer Personal Data collected by us to affiliates, processors, third parties, and regulatory authorities as long as we comply with such regulatory requirements and ensuring that countries in which it transfers such data offer the same level of data protection considered as adequate the applicable laws.

#### **3.5 Personal Data Breach Notification**

In case of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data that we collected, we will notify the Personal Data breach to Singapore's Data Protection Authority and to such other regulatory authority, as required.

If required under the applicable law, we will notify security incidents that lead to the accidental or unlawful decryption, destruction, loss, alteration, unauthorised disclosure of, or access to, any of the Personal Data to you without undue delay after becoming aware of the Personal Data breach, and to the relevant Data Protection Authority, including MAS without undue delay and, where feasible, not later than 72 hours after having become aware of it, unless the Personal Data breach is unlikely to result in a risk to the rights and freedoms of individuals.

#### **3.6 Data Retention**

We take measures to delete Personal Data or keep it in a form that does not permit identifying individuals when this information is no longer necessary for the purposes for which we process it, unless we are required by the applicable law to keep the data or information for a longer period. When determining the retention period, we take into account various criteria, such as the type of products and services requested or provided, the nature and length of our relationship with you, possible re-enrolment with our Services, the impact on the Services that we provide if we delete some Personal Data, mandatory retention periods provided by the applicable law and the statute of limitations.

#### **3.7 Security Measures**

We have controls in place that are designed to ensure adequate security, taking into account its encryption protocol, the costs of implementation and the nature, scope, context and purposes of processing as well as the relative rights of the individuals concerned. We review our security measures on a regular basis.

#### **3.8 Company Employees & Sub-Contractors**

We ensure that our employees are bound by confidentiality obligations with regard to the processing of Personal Data and that our employees are properly instructed and required to comply with our obligations under this Privacy Policy.

#### **3.9 Records Keeping, Privacy by Design and Data Protection Impact Assessment**

We keep records of the processing of Personal Data and comply with the principles of privacy by design and by default. If required under applicable law, we will complete a data protection impact assessment for the processing of such data, and consult with supervisory authorities regarding the outcome of such data protection impact assessment if required.

#### 4. DATA RETRIEVAL POLICY

This Clause outlines our policy for the retrieval, use, and disclosure of Transaction data.

##### 4.1 **Types of Data**

- (a) **Transaction data** refers to data that is sent or received by you using the Platform and it also includes and refers to both Traffic and Message data.
- (b) **Traffic data** refers to the information contained in the header, trailer of the message or the file. Traffic data typically includes external addressing and delivery elements (for example, the sender, receiver, message or request type, and message or file transfer history). By its very nature, Traffic data does not contain data relating to individuals or Personal Data, nor does it allow the identification of individuals.
- (c) **Message data** refers to the internal content of the message or the file (typically, the data which is subject of the encrypted protocol). To access Message data, the related message or file must be retrieved and the content, decrypted according to the encryption/decryption protocol established, which can only be conducted by you.

##### 4.2 **Retrieval, Use, and Disclosure Rules**

We may the Transaction data available in our business intelligence solutions or management information for legitimate internal purposes (such as internal use for market analysis, crisis simulation, pricing, support, forensic analysis, and account management), subject to documented internal procedures, and adequate training by relevant staff members. We perform the above activities under the supervision and control of an internal Data Protection Officer, which reports on our activities to the Board on a regular basis. Any retrieval, use, or disclosure of Transaction data by us as part of our Services, including for related statistical analysis purposes is governed by the following principles.

As part of the provision and maintenance of the Service, we may retrieve, use, and disclose additional Transaction data in Service, when compatible with the purposes for which we processes the data. When development of Services requires the retrieval, use, or disclosure of certain Transaction data, the Board must approve that such development of the Service serves the collective benefit of users.

We may retrieve and analyse Transaction data for the sole purposes of:

- (a) standard maintenance, improving the quality of messaging standards and facilitating the migration of the standards and Services; and
- (b) improving existing Services when compatible with the purposes for which we process the data;

Our Data Protection Officer verifies the legal basis and compatibility of the above purposes with the purposes for which the Transaction data was initially processed, as set out in this Privacy Policy, based on the following criteria, in accordance with applicable laws:

- (a) there is a link between the specific purpose of the proposed data analysis and the provision of our Services;
- (b) individuals reasonably expect financial institutions and their service providers to use their data for such purposes;
- (c) the proposed dataset for analysis must be aggregated and anonymised, and thus may not reveal the identity of users, individuals, other third parties, or their business relationships;
- (d) the proposed data analysis benefits the users and the individuals concerned (typically when the proposed analysis is aimed at improving or developing our standards, products, or Services);
- (e) the proposed dataset is minimized to only contain Transaction data that is necessary, proportional and strictly limited to what is necessary for the approved purposes, and is only accessed and analysed by dedicated staff to the extent required for the approved statistical analysis on a strict need-to-know basis; and

- (f) the dataset used for analysis may, under no circumstances be disclosed to any third party, and must be completely and permanently deleted after the maximum retention period and, where results of the analysis are retained, they may only include anonymised and aggregated data.

The Data Protection Officer will only approve a proposed data analysis upon confirmation that the above requirements are fulfilled. The decisions of the Data Protection Officer, the operational and security measures, the data extraction specifications, and the analysis results specifications are duly documented and audited in line with our audit processes.

We will not process or use any Transaction data used to perform the above data analyses to:

- (a) perform analytics on Transaction data for the benefit of or sell the results of its data analyses to third parties; or
- (b) perform analytics on Transaction data in view of offering products or services other than to our users.

#### 4.3 **Exceptional Requests from a Third Party**

We may need to retrieve, use, and disclose Transaction data upon request from a third party in the following exceptional circumstances:

- (a) **Collective request:** If a regulatory or supervisory authority, a financial industry group, or a customer advisory group requests us to retrieve, use, or disclose Traffic or Message data for purposes representing a legitimate collective interest (for example, to assess market practices, to assess financial risks related to the use of our data messaging services, or to improve the quality of our Service), the Data Protection Officer will review and assess any such request. If determined to be legitimate and valid, we will only retrieve, use, or disclose Traffic or Message data, in an aggregated and anonymised form. We will only disclose Traffic or Message data in response to a legitimate collective request from an organisation, provided that this does not reveal the identity of users, individuals, other third parties, or their business relationships.
- (b) **Mandatory request by a competent authority:** This is defined as a legally enforceable request, in whatever form, by a regulatory or judicial, administration administrative, governmental, or other competent authority that has jurisdiction over us, compelling us under the applicable law, to retrieve, use, or disclose Transaction data in our possession.

We may be subject to mandatory requests issued in jurisdictions where we operate (for example, where our operation or data centres are located) to retrieve, use, or disclose Transaction data in our possession. Our obligations of confidentiality to you, as set out in our *Terms of Service* and this *Privacy Policy*, shall not be construed as preventing us from retrieving, using, or disclosing Transaction data as necessary to comply with such mandatory request.

## 5. **COOKIES AND OTHER TRACKING TECHNOLOGIES**

We may collect specific information through the use of "cookies" and other tracking technologies. Cookies are small pieces of information or text files that are stored by your browser on your computer's hard drive or in your browser memory, that are then transmitted in order to effectively access and operate the Site.

We may use session cookies, persistent cookies, and other tracking technologies to better understand how website visitors interact with our Services, to monitor usage by website visitors and web traffic routing on our Site and Platform and to improve our Services. Most internet browsers automatically accept cookies. Website visitors can instruct their browsers, by editing its options, to stop accepting cookies or to prompt the website visitor before accepting cookies from the websites that the website visitor, visits, including the Services.

**Definition of Cookies.** When accessing the Site or Platform, the cookies collected will be used to remember your actions and preferences over a period of time. You do not have to keep re-entering these whenever you return to the Site or Platform, or to browse from one page to another. We collect

cookies that are essential for you to use our Site or Platform, to authenticate yourself, and improve performance.

**Purpose of Using Cookies.** Cookies support more rapid web environments for you by storing your preferred settings and are used for the improvement and more convenient or easy use of services.

**Installation, Operation and Rejection of Cookies.** You have an option to either install cookies, refuse to accept/store cookies or delete them at any time. By doing so, your access or use of the Service may be adversely affected.

For a detailed description on the processing of your data via the Site or the Platform and your data protection rights, please consult this Privacy Policy and address any other questions by e-mail to [DPO@gateio.sg](mailto:DPO@gateio.sg).