

Mobile Application Privacy Policy

1. This is a Government of Singapore digital service.
2. We are committed to protecting your privacy. To safeguard your personal information, all electronic storage and transmission of data is secured with appropriate security technologies.

Purpose of FWMOM Care

3. This privacy policy governs your use of the FWMOM Care software application (the "**Application**") for mobile devices that was created by the Government of the Republic of Singapore ("**Government**") acting through the Ministry of Manpower ("**MOM**").
4. The Application allows you, as the user of this Application, to:
 - a. Report your temperature and relevant health status (ie. Fever, cough, sore throat, running nose, oximeter readings, etc...) for the purpose of MOM's monitoring; and
 - b. Receive individual medical reports or results from Ministry of Health ("**MOH**").

User Provided Information (i.e. Information You Choose to Give Us)

5. The Application collects the information you provide when you download, register and use the Application.
6. Use of the Application will require you to provide some of your personal details, such as your:
 - a. Work Pass details, which includes Work Permit No.;
 - b. Date of Birth;
 - c. Foreigner Identification Number ("**FIN**");
 - d. Mobile phone number;
 - e. E-mail address;
 - f. Work and residential addresses; and
 - g. Photograph (current).
7. When making reports to MOM, you may also be required to provide:
 - a. Your temperature and health status (e.g. Fever, cough, sore throat, running nose, oximeter readings, etc...), and transaction-related information (such as the date, time and location you sent the report); and
 - b. Information that you provided when you contacted us for technical help or support.
8. We may use the information that you have provided to contact you from time to time to clarify any information or to obtain further information, based on the information you provided via the Application or information which was automatically collected by the Application.

Automatically Collected Information (i.e. Information We Get When You Use the Application)

9. The Application will collect certain information automatically, including but not limited to:
 - a. Device Information (i.e. the type or hardware model of your mobile device, your mobile device's unique identifiers, application unique identifiers, and your mobile device's operating system and operating system version);
 - b. Usage Information (i.e. information about the way you use the Application);
 - c. Information about the information you provided;
 - d. Locational Information (i.e. location of your mobile device and the IP address of your mobile device using GPS); and
 - e. Application Log Information (i.e. access times and dates).

Usage of Information (i.e. How We Use Information)

10. Data and information collected from your use of the Application is transmitted to MOM.
11. The Government may use the data and information provided by you or collected from your use of the Application:
 - a. To follow up on any information or report of employment or accommodation related issues (e.g. suspected unacceptable accommodation premises) you provided or lodged respectively;
 - b. To obtain more information regarding a reported issue;
 - c. To refer your information to other relevant agencies to follow-up on your information provided (e.g. referring your details to medical providers);
 - d. For our policy review and formulation;
 - e. For our statistical collection;
 - f. To gather feedback and help us improve the Application and our services, and
 - g. To assess whether any enforcement action, investigation or inspection needs to be respectively taken or conducted against the relevant dormitory operator, among other uses.
12. Some of the ways we use information to improve the Application and our service are as follows:
 - a. To develop, operate, improve, deliver, maintain our services;
 - b. To send you communications, including by email or phone to clarify your feedback or queries or to make such queries of our own;
 - c. To monitor and analyse trends and usage; and
 - d. To verify your identity and prevent fraud or other unauthorised or illegal activity.
13. Any images, video recordings and other information you provide from your use of the Application may also be accessed, monitored or used by the Government for dormitory inspection, law enforcement or investigation purposes.
14. You will be notified via the Application notification and/or a prominent notice on MOM's website (www.mom.gov.sg) of any change in ownership or use(s) of the information.

Disclosure of Information (i.e. How We Share Information)

15. We will share your information with third parties only in the ways that are described in this privacy statement.
16. We may disclose any User Provided Information and Automatically Collected Information to third parties:
 - a. As and when required by law (such as to comply with a subpoena, legal process, governmental request, or applicable law, rule or regulation);
 - b. When we believe in good faith that disclosure is necessary to protect the safety, rights and property of us, you or others;
 - c. Constituting our trusted services providers and contractors who perform services on our behalf. These service providers do not have independent use of the Information we disclose to them, and have agreed to adhere to the rules set forth in this privacy statement;
 - d. If we reasonably believe that such disclosure (other than images, video recordings and other information automatically collected from your mobile device's camera or photo album from use of the Application by the user) is needed to – (a) investigate, remedy, or enforce potential Terms of Use violations, or any offence under the laws of Singapore; or (b) detect, investigate, or resolve the any fraud or security concerns.
17. For those who lodge reports using the Application, we commit not to disclose your personal details to any dormitory operator or organisation, and to keep your personal details private and confidential to the extent permitted under the law.

Opt-out rights

18. You can stop all further future collection of information by the Application by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network.

Data Retention Policy, Managing Your Information

19. We will retain your personal details for the period necessary for the fulfilment of the purposes listed under the heading 'Usage of Information' above. Please note that some or all of the User Provided Information may be required for our retention for the Application to function properly, or for the Government to take enforcement or investigation actions where necessary.

Security

20. We are concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. For example, we limit access to this information to authorised employees and contractors who require the information for the execution of their official duties, or in order to operate, develop or improve the Application. Please be aware that, although we endeavour provide reasonable security for information we process and maintain, no security system can prevent all potential security breaches.

Revisions to Privacy Policy

21. This Privacy Policy may be updated from time to time for any reason. We will notify you of any changes to our Privacy Policy by posting the new Privacy Policy on MOM's website or the Application. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed consent to all changes.

Your Consent

22. By using the Application, you are consenting to all provisions herein, including our processing of your information as set forth in this Privacy Policy now and as amended by us. "Processing" means using cookies on a computer or mobile device or using or touching information in any way, including but not limited to, any operation or set of operations which is performed upon data, whether or not by automatic means, such as collection, recording, holding, compilation, organization, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction. Your information will be transferred, processed and stored in a server within the jurisdiction of Singapore.

Contact us

If you have any questions regarding privacy while using the Application, or have questions about our practices, please submit your feedback via at <https://form.gov.sg/5ebe02edb561af00110e333a>.

Obligations under the Personal Data Protection Act

23. The Government is not bound by the Personal Data Protection Act for the present purposes.