

Personal Data Complaints Procedure

Last updated: 1 November 2024

Singapore Institute of Technology (“SIT”) processes personal data to support its functions as an autonomous university, including admission of candidates, teaching, research, administration, and student development. For more information on how SIT processes your personal data in accordance with the Personal Data Protection Act 2012 (“PDPA”), please refer to our [Personal Data Protection Policy](#) (“PDPP”).

This document does not apply to requests for access or correction of, or withdrawal of consent relating to, the personal data that you have previously provided to SIT. For access, correction and withdrawal of consent requests, please use the relevant forms set out in SIT’s PDPP.

What to do if you have a complaint

If you wish to lodge a complaint with SIT in relation to its handling of your personal data, please send an email to SIT’s Data Protection Officer at dpo@singaporetech.edu.sg and provide us with the information below.

- a. The name of the SIT employee (including his/her department if available) whom you have been in contact with and the nature of your relationship with SIT;
- b. Full name of the person lodging the complaint*;
- c. Telephone number;
- d. Email address; and
- e. Details of your complaint which shall include but not be limited to the nature of the issue, the date on which you became aware of the issue, the timeframe over which the issue occurred and the parties relevant and/or involved with the issue. You are also welcome to submit any documentation in support of the complaint.

The information submitted by you is necessary for SIT to process your complaint. SIT will only use the information submitted to identify you and to address your complaint. Any inaccuracies, errors or omissions in the information submitted by you may result in delays in processing or affect SIT’s ability to process your complaint. Should SIT require additional information to look into your complaint, SIT’s Data Protection Officer will reach out to you for the same.

**If you are submitting this complaint on behalf of another person, please send us documentary proof of your authority to act on behalf of that person. Please also provide us alternative contact details (if any).*

What happens after submitting your complaint?

Upon receiving your complaint, SIT’s Data Protection Officer will write to you to confirm receipt of your complaint. The Data Protection Officer will also indicate when investigations into your complaint will be commenced, and provide you with an estimate of when SIT will provide an update on your complaint.

SIT is committed to completing investigations into complaints within a reasonable timeframe. Once investigations are complete, SIT’s Data Protection Officer will notify you in writing of the outcome of investigations and whether any remedial or disciplinary action has been taken against the offending party. For the avoidance of doubt, where SIT’s investigations reveal that the complaint

lodged is frivolous or vexatious in nature, SIT may exercise its rights of recourse against the complainant(s).

What can you do if you are not satisfied with the outcome of investigations?

If you feel that your complaint has not been resolved satisfactorily, you may appeal for your complaint to be surfaced to the members of the Senior Management of SIT for resolution. This appeal must be submitted within fourteen (14) days of receipt of the written notice from SIT's Data Protection Officer on the outcome of the investigations into your complaint. Once SIT's Senior Management has concluded its review of your complaint, SIT's Data Protection Officer will convey the outcome of their review to you in writing.

If you remain unsatisfied with the outcome of this round of review, you may appeal for your complaint to be surfaced to the President of SIT for resolution. This appeal must likewise be submitted within fourteen (14) days of receipt of the written notice from SIT's Data Protection Officer on the outcome of SIT's Senior Management's review of your complaint. Once SIT's President has concluded his review of your complaint, SIT's Data Protection Officer will convey the outcome of his review to you in writing.