

## **TERMS & CONDITIONS**

### **Cancellation/Postponement**

FRTC reserves the right to cancel or postpone any programme due to unforeseen circumstances. In the event that a programme is cancelled or rescheduled and the fee has been paid, FRTC will refund the nett programme fee received.

### **Registration**

Registration will typically close two weeks before the programme commencement date or when the class is fully subscribed, whichever comes first. Registration can remain open until course commencement date if training places are still available.

### **Substitution, Deferment and Cancellation Policies**

The following policies and charges will apply for late notice of deferment or cancellation by participants, except for cases that can be waived based on compassionate or medical grounds.

- **Substitution:**

Request for substitution has to be made in writing before the course, e.g., via email and subject to acceptance by FRTC.

- **Cancellation**

14 calendar days and more prior to course commencement – No charge

Less than 14 calendar days prior to course commencement or no show on first day of class or after class commences – 100% of course fees

Request for cancellation has to be made in writing, e.g., via email and subject to acceptance by FRTC.

- **Deferment**

Deferment is permitted on compassionate or medical grounds. Relevant proof or documents must be submitted to substantiate the grounds.

- **Withdrawal**

There will be no refund of programme fees if notification for withdrawal is received after programme commencement.

## **USE OF PERSONAL DATA**

### **Personal Data Protection Act (PDPA)**

We collect personal data such as your name, contact information (e.g. mobile number and email address) and other information that may identify you or is personal to you, when you register a course, event, account, use Family Resource and Training Centre (FRTC) Services or enter into transactions with us (or express interest in doing so). Personal data which you provide to us is subject to our Privacy Policy (**Available at below**), which is incorporated by reference into these T&Cs. You consent to our Privacy Policy and our collection, use, and disclosure of your personal data in accordance with our Privacy Policy.

### **Privacy Policy**

#### **Personal Data**

**1. What personal data we collect.** The personal data we collect depends on the purposes for which we require the personal data and what you have chosen to provide. This may include your name, address, contact information (e.g. telephone number and email address), identification number, photograph, video image and any other information that may identify you or is personal to you.

**2. How we collect personal data.** We collect personal data relevant to our relationship with you. We may collect your personal data directly or indirectly through various channels, including when:

- you use our services or enter into transactions with us (or express interest in doing so)
- you apply to be a participant of any of our programs, respond to our promotions, or subscribe to our mailing lists;
- you visit our websites, download or use our mobile applications;
- you register an account with us through our websites or applications;
- you transact with us, contact us or request that we contact you through various communication channels, for example, through social media platforms, messenger platforms, face-to-face meetings, telephone calls, emails, fax and letters;
- Your images may be captured through photographs or videos taken by us or our representatives when you are on our premises or attending courses/events organised by us;
- you participate in events and programs, course, or games organised by us;
- we seek information about you and receive your personal data in connection with your relationship with us, for example, if you are a customer, investor or shareholder; or
- you submit your personal data to us for any other reason.

Depending on your relationship with us, we may also collect your personal data from third parties, including:



- from other organisations and social enterprises which are part of Family Resource and Training Centre (FRTC);
- from your family members or friends who provide your personal data to us on your behalf; and
- from public agencies or other public sources.
- from other organisations which are part of the Singapore Association of Social Workers
- from the Singapore Association of Social Workers
- Our website and applications may also contain or involve certain technologies that automate the collection of data (including personal data). These technologies include cookies, web beacons and web analytics. If you do not wish to have your data collected through such technologies you may disable the operation of these technologies on your devices (where possible), or you may refrain from using our websites and applications.

**3. Voluntary provision of personal data.** Your provision of personal data to us is voluntary and you have the right to withdraw your consent for us to use your personal data at any time by contacting and submitting a request to us. Your withdrawal will take effect after your request is processed. However, if you choose not to provide us with the personal data we require, it may not be possible for us to fulfil the purposes for which we require the personal data, including the provision of events, training, and services that you require from us.

**4. Providing personal data belonging to others.** In certain circumstances, you may also provide the personal data of persons other than yourself (including your family members). If you do so, you are responsible for informing him / her of the purposes for which we require his/her personal data and warrant that you are validly acting on behalf of him / her to consent to our collection, use and disclosure of his / her personal data.

**5. Accuracy and Completeness of personal data.** You must ensure that all personal data that you provide is true, accurate and complete and promptly inform us of any changes to the personal data.

**6. Minor.** If you are a child, minor or not of legal age, please inform and seek the consent of your parent or guardian, before you provide your personal data to us. If you are a parent or guardian and you have reason to believe your child or ward has provided us with their personal data without your consent, please contact us to request for erasure of their personal data.