

FEEDBACK AND COMPLAINT NOTICE

York Hotel respects the protection of the Personal Data of individuals and values the relationships we have with you. For this reason, we would like to know if you have any feedback and/or complaints about our Personal Data protection policies and practices as we take your feedback seriously.

This Feedback and Complaint Notice describes how you can provide your feedback and/or complaints to us regarding York Hotel's Personal Data policies and practices or how York Hotel has used and shared your Personal Data.

SUBMITTING FEEDBACK

If you have any feedback concerning our Policies and Notices practices, please send your feedback to the Data Protection Officer by e-mail or post to:

Email address:

feedback.dataprotection@yorkhotel.com.sg

Mailing address:

Data Protection Officer
York Hotel Singapore
21 Mount Elizabeth Singapore 228516

If you are sending your feedback by post, please attention your correspondence to the 'Data Protection Office'.

SUBMITTING A COMPLAINT

If you have a complaint on how York Hotel has used and/or shared your Personal Data, you may submit your complaint to the Data Protection Officer by completing the Form and e-mail or post to the contact details provided above.

If you are sending your feedback by post, please attention the Form to the 'Data Protection Officer'.

Once we receive your complaint, we will acknowledge receipt of your complaint within **3** working days.

York Hotel takes all complaints that it receives on York Hotel's use and sharing of Personal Data seriously and will conduct an investigate pertaining to your complaint. To assist us in looking into investigating and responding to your complaint, it is important that you provide us with adequate and sufficient details when you fill in the Form.

It may be necessary for us to contact you to request for more information or documentation in order to assist us or to facilitate us looking into or investigating your complaint. For this reason, we would need you to provide us with your contact details when you fill in the Form so that we can contact you for this purpose and also to respond to your complaint once we have finished looking into and/or investigating your complaint.

York Hotel will use reasonable endeavours to respond to your complaints in writing **within 45 days** from the date of our acknowledgement to your of your receipt of your complaint. If we are not able to respond to your complaint within 45 days, we will contact you and inform you of the estimated time when we would be able to respond to your complaint.

At any time, you may contact our Data Protection Officer to enquire about the status of your complaint, or if you have any queries whatsoever about our Personal Data protection policies and practices.



Appendix 3

If you are able to identify the relevant personnel or departments within York Hotel whom you dealt with concerning your Personal Data, please indicate the details.

Please attach all relevant documentation to this Form.

PREFERRED MODE OF RESPONSE

Please indicate your preferred mode of communication of our response to you:

- By registered mail/ordinary mail at my mailing address given above
- By email at my email address given above

DECLARATION

I hereby confirm that all statements made on this form are true, accurate and completed to the best of my knowledge and belief. I acknowledge and agree that I may be requested to provide documentation or further details in order to facilitate York Hotel's investigation and respond to my complaint.

Signature:

Date: