

PRIVACY POLICY STATEMENT

Updated on 23 May 2023

Iron Chef F&B Pte Ltd (“Elfuego by COLLIN’S® Singapore” including “we”, “us” and/or “our”) recognizes the importance of your privacy. This Privacy Policy Statement (“Privacy Statement”) explains how your information, including personal data as defined by the Personal Data Protection Act 2012 (“PDPA”) is collected, used and disclosed by Elfuego by COLLIN’S® Singapore, including, through the Website (as defined below), and in our physical Elfuego® Restaurants. Please read this Privacy Statement carefully.

Elfuego by COLLIN’S® Singapore reserves the right to change or update the contents of this Website at any time and unilaterally change any terms of this Privacy Statement without prior notification. You should regularly check whether this Privacy Statement has been updated via this Website, as your continued use of the Elfuego by COLLIN’S® Singapore Services indicates your acceptance of any change to this Privacy Statement.

Personal Data:

1. As used in this Privacy Statement:

“Customer” means an individual who (a) has contacted us through any means to find out more about any goods or services we provide from time to time (“Goods or Services”), or (b) may, or has, entered into a contract with us for the supply of any Goods or Services by us; and

“Personal Data” means data about a customer who can be identified: (a) from that data; or (b) from that data and other information to which we have or are likely to have access.

2. Depending on the nature of your interaction with us, some examples of Personal Data which we may collect will include Name, Identification Numbers (i.e., NRIC, FIN and/or Work Permit), Postal Address, Mobile Number, Email Address, Nationality, Gender, Date of Birth, Social Media platforms ID and/or financial information.
3. Other terms used in this Privacy Statement shall have the meanings given to them in the PDPA (where the context so permits).

Collection, Use and Disclosure of Personal Data

4. Generally, we will not collect your Personal Data unless (a) it is provided to us voluntarily by you directly or via a third party who has been duly authorised by you to disclose your Personal Data to us (“Authorised Representative”) after (i) you (or your Authorised Representative) have been notified of the purposes for which the data is collected, and (ii) you (or your Authorised Representative) have provided written consent to the collection and usage of your Personal Data for those purposes, or (b) collection and use of Personal Data without consent is permitted or required by the PDPA or other applicable laws. We shall seek your consent before collecting any additional Personal Data and before using your Personal Data for a purpose which has not been notified to you (except where permitted or authorised by the PDPA or any other applicable law).
5. 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 Goods and/or Services requested by you;
 - b. Verifying your identity;
 - c. Managing your relationship with us;
 - d. Processing payment or credit transactions;
 - e. Complying 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;
 - f. Any other purposes for which you have provided the information;
 - g. Transmitting to any unaffiliated third parties including our third-party service providers and agents, and relevant governmental and/or regulatory authorities, whether in Singapore or abroad, for the aforementioned purposes; and
 - h. Any other incidental business purposes related to or in connection with the above.
6. We may disclose your Personal Data:
- a. Where such disclosure is required for performing obligations in the course of or in connection with our provision of the Goods and Services requested by you; or
 - b. To third party service providers, agents and other organisations we have engaged to perform any of the functions with reference to the above-mentioned purposes.

Withdrawing your Consent

- 7. The consent that you provide for the collection, use and disclosure of your Personal Data will remain valid until such time it is being withdrawn by you in writing. You may withdraw consent and request us to stop collecting, using and/or disclosing your personal data for any or all of the purposes listed above by submitting your request in writing to enquiry@elfuego.sg (Monday to Friday: 10am – 6pm, excluding Public Holidays).
- 8. Upon receipt of your written request to withdraw your consent, we may require reasonable time for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process your request within thirty (30) working days of receiving the written notice.
- 9. Whilst we respect your decision to withdraw your consent, please note that depending on the nature and scope of your request, we may not be in a position to continue providing our Goods and Services to you and we shall, in such circumstances, notify you before completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us in writing by submitting your request in writing to enquiry@elfuego.sg (Monday to Friday: 10am – 6pm, excluding Public Holidays).

10. Please note that withdrawing consent does not affect our right to continue to collect, use and disclose Personal Data where such collection, use and disclose without consent is permitted or required under the PDPA and/or applicable laws.

Access to and Correction of Personal Data

11. If you wish to make (a) an access request to a copy of the Personal Data which we hold about you or information about the ways in which we use or disclose your personal data, or (b) a correction request to correct or update any of your Personal Data which we hold about you, you may submit your request in writing to enquiry@elfuego.sg (Monday to Friday: 10am – 6pm, excluding Public Holidays). Please note that a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing with your request.
12. We will respond to your request as soon as reasonably possible. In general, our response will be within thirty (30) working days. Should we not be able to respond to your request within thirty (30) working days after receiving your request, we will inform you in writing of the time by which we will be able to respond to your request. If we are unable to provide you with any Personal Data or to make a correction requested by you, we will inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).

Protection of Personal Data

13. To safeguard your Personal Data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as up-to-date antivirus protection, use of privacy filters, and disclosing Personal Data both internally and to our authorised third-party service providers and agents only on a need-to-know basis.
14. You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

Accuracy of Personal Data

15. We generally rely on Personal Data provided by you (or your Authorised Representative). In order to ensure that your Personal Data is current, complete and accurate, please update us if there are changes to your Personal Data by writing in to enquiry@elfuego.sg (Monday to Friday: 10am – 6pm, excluding Public Holidays).

Retention of Personal Data

16. We may retain your Personal Data for as long as it is necessary to fulfil the purpose for which it was collected, or as required or permitted by the PDPA and/or applicable laws.
17. We will cease to retain your Personal Data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the Personal Data was collected, and is no longer necessary for legal or business purposes.

Transfers of Personal Data outside of Singapore

18. We generally do not transfer your Personal Data outside of Singapore. However, if we do so, we will obtain your consent for the transfer to be made and we will take steps to ensure that your Personal Data continues to receive the standard protection that is at least comparable to that provided under the PDPA.

Contact Us

We welcome your questions, comments and concerns about this Privacy Policy. You may contact us at:

Iron Chef F&B Pte Ltd

Email: enquiry@elfuego.sg

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