



Privacy and Personal Data Protection Policy and Procedures

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1. BACKGROUND AND PURPOSE

- (a) InfraCo Asia Development Pte. Ltd (**IAD**), and InfraCo Asia Investments Pte Ltd (**IAI**), and their subsidiaries (together, **InfraCo Asia**) were established by the Private Infrastructure Development Group (**PIDG**) to promote the development of private sector infrastructure in developing countries of South Asia and Southeast Asia. PIDG is funded by six governments (UK, Netherlands, Switzerland, Australia, Sweden, and Germany) and the International Finance Corporation.
- (b) The objective of this privacy and personal data protection policy and procedures (**Policy**) is to set out what information InfraCo Asia may collect about an individual, why and how InfraCo Asia collects, manages, uses and discloses this personal data.
- (c) InfraCo Asia is committed to complying with Singapore's Personal Data Protection Act (**PDPA**) and, where applicable and required, the European General Data Protection Regulation (**GDPR**) and the UK General Data Protection Regulation (**UK GDPR**).

2. FRAMEWORK AND APPLICABILITY

- (a) The Policy applies to InfraCo Asia and participants acting on behalf of InfraCo Asia with respect to its data (**Participants**). Participants include the following:
 - (i) Developer - developer services provider contracted with InfraCo Asia under a developer services agreement (or similar) with respect to the development of a particular project or portfolio of projects; and
 - (ii) Fund Manager - fund management party contracted with InfraCo Asia under a management services agreement (or similar) with respect to the development of a particular project or portfolio of projects.
- (b) For **Project Companies**¹ or **Co-Developers**², or anyone acting on behalf of the Project Company or Co-Developer, InfraCo Asia expects that these parties must prepare and implement their own policies and procedures, with respect to privacy and personal data protection, in a manner that is consistent with this Policy.

3. WHAT IS PERSONAL DATA?

- (a) Under the PDPA, Personal Data refers to data about an individual who can be identified from that data, or from that data and other information to which the organisation has or is likely to have access.
- (b) Examples of Personal Data which an individual may provide include, but is not limited to (depending on the nature of their interaction with InfraCo Asia):
 - (i) **Identity and profile data** (name, NRIC number, passport number or other identification number, username, title, date of birth, gender, images, photographs, films, video recordings, password, interests, commercial conflicts, preferences, feedback, survey responses, resume, employment history, testimonials and referrals, previous drawn income/income levels, education background, medical history, disabilities, professional, legal and bankruptcy history, utilities bills, proof of address/residency, the individual's payment related information such as the individual's bank account / credit card details, credit history);
 - (ii) **Contact data** (telephone number, mailing address, email address);
 - (iii) **Technical data** (internet protocol (IP) address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, any other technology on the devices used to access InfraCo Asia's website, security data such as passwords or memorable information is always encrypted and cannot be accessed by InfraCo Asia);
 - (iv) **Usage Data** (information about how each user uses InfraCo Asia's website, products and services including cookies, IP addresses, email subscription and membership details; and
 - (v) **Marketing and communications data** (includes individual preferences in receiving marketing and other information from InfraCo Asia and its third parties).

¹ i.e., a company established to manage, develop, implement and carry out the activities of a project that is funded by or invested in by InfraCo Asia

² i.e., co-developer party to or under a joint development agreement/joint venture agreement (or similar) with InfraCo Asia

4. COLLECTION: HOW DOES INFRA CO ASIA COLLECT PERSONAL DATA?

- (a) Generally, InfraCo Asia, its Participants and Co-Developers (where applicable) collect Personal Data with respect to InfraCo Asia in the following ways (but is not limited to):
- (i) **Direct interactions** (where an individual provides their personal data to InfraCo Asia by filling in applications, forms, registering or using, downloading or submitting details in connection with websites, mailing lists, communications marketing or publicity initiatives, surveys, questionnaires or online platforms owned or operated by or on behalf of InfraCo Asia, its Participants, Co-Developers or any applicable data processor/controller);
 - (ii) **Information that we learn about an individual through InfraCo Asia's relationship with the individual** (through disclosure, references, contracts, agreements, arrangements or other interactions with InfraCo Asia, its Participants, Co-Developers and/or applicable data processors);
 - (iii) **Automated technologies or interactions** (through cookies (see Cookie Policy in **Appendix A**) and interaction with the InfraCo Asia website, technical data might be automatically collected about the individual's equipment, browsing actions and patterns which may include personal data);
 - (iv) **Third parties or publicly available sources** (through third parties, public sources, screening tools, analytics providers, advertising networks, search information providers, data brokers or aggregators, Participants, Project Companies, Co-Developers or other related companies); and
 - (v) **Know your client (KYC) and due diligence** (through checks carried out on current or potential employees, directors, officers, shareholders, ultimate beneficiaries, contractors, clients, suppliers, vendors, partners, Participants, Project Companies, Co-Developers or other related companies).
- (b) Where individuals provide any Personal Data of a third party (including information of their business partners, shareholders, their dependent, spouse, children and/or parents) to InfraCo Asia, its Participants or Co-Developers (where applicable), InfraCo Asia shall receive the Personal Data and deem that the sender of the Personal Data represents and warrants that they have obtained the consent of that third party for the collection, use and disclosure of their Personal Data to InfraCo Asia for the applicable purposes.
- (c) Insofar as is required under the GDPR/UK GDPR, where applicable:
- (i) InfraCo Asia will typically be a 'data controller' (being the party that decide what personal data the business will collect and why); and
 - (ii) InfraCo Asia's service providers, contractors, communications and online platforms will be a 'data processor' (being the parties that maintain and process the data either according to instructions from the data controller or according to their own respective standards).

5. USAGE: HOW DOES INFRA CO ASIA USE PERSONAL DATA?

- (a) InfraCo Asia, the Participants, Project Companies, Co-Developers (where applicable) and data processors come into possession of Personal Data in the course of its business, transactions and dealings with potential parties, stakeholders, contractors, vendors and/or promoters in connection with its projects and portfolio of projects.
- (b) Individuals need to be informed in line with applicable laws of the purposes for which their personal data is being collected, used and/or disclosed. Only when individuals have given their consent as required by applicable law can their personal data be collected, used and/or disclosed.
- (c) Without limiting the foregoing, InfraCo Asia, the Participants, Project Companies, Co-Developers (where applicable) and data processors may collect, use and disclose Personal Data for the following purposes:
- (i) business and contractual purposes;
 - (ii) procurement purposes;
 - (iii) marketing and research purposes (see **Appendix A: Cookie Policy** for more details);
 - (iv) information purposes;
 - (v) employment and recruitment purposes;
 - (vi) training purposes;
 - (vii) reporting purposes;
 - (viii) security purposes;
 - (ix) legal reasons; and/or
 - (x) any other applicable reason.

- (d) InfraCo Asia, its Participants and its data processors may use the Personal Data for another reason where it reasonably considers that reason to be compatible with the original purpose.
- (e) If the Personal Data needs to be used for an unrelated purpose, InfraCo Asia, its Participants and its data processors will take steps to request the relevant permissions/consents to authorise the purpose/usage.
- (f) Personal Data that has been collected and/or disclosed may be stored or retained within InfraCo Asia data management systems or in external servers located within Singapore or overseas, or in countries outside of the individual's country of residence. In carrying out business or the relevant purpose, it may be necessary to share this information between InfraCo Asia's related companies (including the companies and representatives of the PIDG Group) and/or third-parties such as consultants or service providers, some of which may be in countries outside the individual's country of residence. InfraCo Asia, its Participants and data processors will take reasonable steps to ensure that the Personal Data transferred outside of the individual's country of residence is adequately protected, such as requesting that data transfer obligations or confidentiality agreements are put in place. In addition, InfraCo Asia shall take reasonable care to ensure that such transfers of personal data from InfraCo Asia to the recipient shall comply with the requirements of the applicable data protection laws.

6. DISCLOSURE: WHO MAY INFRA CO ASIA SHARE PERSONAL DATA TO?

- (a) During the course of its business, InfraCo Asia may share an individual's Personal Data to the following parties:
 - (i) PIDG and to other companies within the InfraCo Asia group (many of which are based in the United Kingdom);
 - (ii) its Participants, Project Companies, Co-Developers project stakeholders and its partners;
 - (iii) third parties acting on behalf of InfraCo Asia, its Participants and its data processors (such as auditors, lawyers, corp sec, professional services, insurers, insurance investigators, banks, credit providers, tax office, telecommunications, information technology, payment, payroll, processing, training, market research, investigatory services, storage and archival);
 - (iv) third parties or anyone / any company to whom InfraCo Asia chooses to sell, transfer, acquire or merge its rights, obligations and / or parts of the business or its assets (Alternatively, InfraCo Asia may seek to acquire other businesses or merge with them. If a change happens to the business, the new owners may use the Personal Data in the same way as set out in this Policy); and/or
 - (v) any other party as may be notified and/or consented to by the individual.
- (b) InfraCo Asia will primarily transfer its data to members, entities and representatives of PIDG. These are currently established in the United Kingdom, Singapore, Mauritius and other countries of PIDG company operations. In undertaking these transfers, InfraCo Asia shall endeavour to seek comfort that the data would be treated with the standard of protection as provided under Singapore's PDPA.

7. ACCURACY OF PERSONAL DATA

- (a) All individuals should ensure that all Personal Data submitted to InfraCo Asia is current, complete and accurate. Failure on their part to do so may result in InfraCo Asia's (and/or applicable data controllers' and/or data processors') inability to utilise the Personal Data in the way it was intended when submitted.
- (b) InfraCo Asia also understands that Personal Data may change frequently, such as changes of address and other personal circumstances. It is the responsibility of the individual to update the InfraCo Asia data protection officer (DPO) of any updates/changes using the Request Form (see **section 9** and **Appendix B**: Request Form of this Policy)

8. STORAGE: HOW DOES INFRA CO ASIA STORE AND PROTECT PERSONAL DATA?

- (a) InfraCo Asia endeavours to ensure that Personal Data that it stores, is protected and is secure. Reasonable security arrangements like up-to-date antivirus protection and encryption are in place to protect the storage and transmission of Personal Data in InfraCo Asia's possession to prevent unauthorised access, collection, use, disclosure or similar risks.
- (b) Notwithstanding the above, no method of transmission over the internet or method of electronic storage is completely secure. Personal Data breaches can occur due to various reasons such as malicious activity, human error or IT system error. Even so, InfraCo Asia strives to protect the security of the information it has and regularly reviews its information security measures. If the security breach is of a risk level of medium and

above, this would be reported to PIDG and the process for doing this is set out in InfraCo Asia's Compliance policy and procedures.

9. WITHDRAWAL / DELETION / DISPOSAL / REMOVAL OF CONSENT OF PERSONAL DATA

- (a) If an individual would like to withdraw their consent, delete, dispose or remove their Personal Data, he/she may fill up the Request from in **Appendix B: Request Form** and submit this written request to the Data Protection Officer at the contact details provided below.
- (b) Upon receipt of the individual's written request, InfraCo Asia may require a reasonable time (depending on the complexity of the request and its impact on the relationship) for the request to be processed and for InfraCo Asia to notify the individual of the consequences of InfraCo Asia acceding to the same, including any legal consequence which may affect the individual's rights and liabilities to InfraCo Asia.
- (c) InfraCo Asia seeks to process these requests within ten (10) business days of receipt of the written request. However, in certain circumstances, more time might be required to complete the necessary actions, in which case, InfraCo Asia will endeavour to notify the individual of its handling of the request within a reasonable amount of time.
- (d) Withdrawing consent does not affect InfraCo Asia's right to continue to collect, use and disclose Personal Data where such collection, use and disclose without consent is permitted or required under applicable laws.

10. ACCESS TO AND CORRECTION OF PERSONAL DATA

- (a) If an individual wishes to make
 - (i) an access request for a copy of their Personal Data which InfraCo Asia holds about them or information about ways in which InfraCo Asia uses/discloses their Personal Data or
 - (ii) a correction request to correct/update their Personal Data which InfraCo Asia holds about them,

he/she may fill up the Request from in **Appendix B: Request Form** and submit this written request to the Data Protection Officer at the contact details provided below.

- (b) There might be a reasonable fee charged for this and if so, InfraCo Asia will inform the individuals of this before processing this request.
- (c) InfraCo Asia seeks to respond to these requests within thirty (30) business days of receipt of the written request. However, in certain circumstances, more time might be required to complete the necessary actions.

11. RETENTION AND DISPOSAL: HOW LONG DO WE KEEP PERSONAL DATA?

- (a) InfraCo Asia will only retain Personal Data for as long as necessary to fulfil the purposes it was collected for, including for the purposes of satisfying any legal, accounting, or reporting requirements.
- (b) InfraCo Asia will cease to retain the 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.
- (c) To determine the appropriate retention period for personal information, InfraCo Asia considers the amount, nature, and sensitivity of the Personal Data, its internal retention policies, the potential risk of harm from unauthorised use or disclosure of the Personal Data, the purposes for which the Personal Data is being processed and whether those purposes can be achieved through other means, and the applicable legal requirements. Please refer to the InfraCo Asia Data Management policy and procedures for more details.

12. BREACH

- (a) InfraCo Asia has a designated DPO for itself and its whole owned Singapore incorporated subsidiaries. It is expected that Participants and Co-Developers (where applicable) also designate DPOs for the relevant applicable companies.
- (b) DPOs are to oversee the management of Personal Data in accordance with this Policy and the applicable data protections law. If any person would like to report any personal data breaches, they are strongly encouraged to contact the DPO directly with fulsome information of the breach and to please cooperate and to consult with the DPO on the relevant details. If the person subsequently finds that their dealings with the DPO are

unsatisfactory and does not deal with the breach, the person may further refer to InfraCo Asia's Whistleblowing and Complaints Policy and Procedures on the process for making a complaint or report, and how subsequent investigations on the complaint or report will be attended to and managed.

13. CONTACT DETAILS

- (a) InfraCo Asia has a designated DPO for itself and its whole owned Singapore incorporated subsidiaries. It is expected that Participants and Co-Developers (where applicable) also designate DPOs for the relevant applicable companies.
- (b) If you would like to contact the InfraCo Asia DPO, please email the Data Protection Officer at privacy@infracoasia.com.

14. INTERNAL COMMUNICATION

InfraCo Asia commits to ensure this Policy will be made available to its Participants using appropriate communication channels.

15. REVIEW AND CHANGES TO THIS POLICY

- (a) The content of this Policy shall be reviewed regularly by the InfraCo Asia Compliance Function.
- (b) In particular, the InfraCo Asia Compliance Function may have regard to changes to PIDG requirements, applicable laws, complaints, reports and recommendations made regarding compliance with this Policy, including investigations undertaken and any potential or actual breaches identified.
- (c) InfraCo Asia will take reasonable steps to inform the Participants to whom this Policy applies of changes to this Policy. However, each Participant is responsible for ensuring that it is aware of, and complies with, the current version of InfraCo Asia's Code, Policies and Procedures.

16. RESPONSIBILITY FOR THIS POLICY AND PROCEDURES DOCUMENT

- (a) Preparation: Legal and Compliance, InfraCo Asia
- (b) Review: InfraCo Asia Executive Committee
- (c) Approval: Chief Operating Officer & Chief Executive Officer

17. REFERENCE DOCUMENTS

- (a) PIDG Privacy Notice (<https://www.pidg.org/resources>)
- (b) Singapore Personal Data Protection Act (<https://sso.agc.gov.sg/Act/PDPA2012>)
- (c) European General Data Protection Regulation (<https://gdpr.eu/tag/gdpr/>)
- (d) UK General Data Protection Regulation (<https://uk-gdpr.org/>)

18. APPENDICES

- (a) Appendix A: Cookie Policy
- (b) Appendix B: Request Form

APPENDIX A: COOKIE POLICY

Use of Cookie Policy

- (a) This Cookie Policy applies to any websites which are operated by or on behalf of InfraCo Asia (“**Websites**”).
- (b) Our Website uses cookies and similar technologies to collect data from your device. This helps us to provide you with a good experience when you browse our Websites and also allows us to improve our site. All information collected by the cookies we use is anonymous and does not include any information that could identify you. If we do want to collect personal information, we will make it clear when we collect this and explain what we intend to do with it.
- (c) Only necessary cookies are used to make the Websites work. Necessary cookies enable core functionality such as security, network management, and accessibility. You may disable these by changing your browser settings, but this may affect how the website functions. If you do not agree to our use of cookies as set out in this Cookie Policy, you should disable the cookies associated with our Websites by selecting the relevant options / changing your browser settings accordingly. However, you may not be able to enter certain part(s) of the Websites, and some of the functions and services may not be able to function without cookies. This may also impact your user experience while on our Websites.
- (d) This Cookie Policy may be updated from time to time and all updates to the Cookie Policy will be posted on our Websites.

What are cookies?

- (e) Cookies are small files that are created and stored on your computer, smartphone, tablet or other device when you visit a website. The cookies help analyse web traffic, allow web applications to respond to you as an individual and can tailor operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

How we use cookies?

- (f) **Strictly necessary cookies:** these cookies must be present for the Websites to provide the basic functions of the Websites. They are essential to be able to access features of the Websites. This category of cookies cannot be disabled.
- (g) **Functional cookies:** these cookies enable the Websites to provide functionality and personalisation. They may be set by us or third-party providers whose services we have added to our pages. You decide whether these cookies are used but if you do not allow these then some or all of or services may not function properly.
- (h) **Performance cookies:** these cookies are set by us or our third-party analytics providers and allow us to record certain information about you, such as the pages you visit on our Websites, how many times you visit our Websites and the links you might click on. They help us analyse data about web-page traffic and improve our Websites in order to tailor it to customer needs. We only use this information for statistical analysis purposes. The third-party analytics providers may also collect other information about you such as the type of device you are using and information about the device, your IP address and geographical location. This information can be used to create a unique fingerprint to help further identify you on other webpages you might visit and can be used to create a profile of your online activities and interests. Performance cookies may only be set once you have given your consent to them.
- (i) **Tracking cookies:** these cookies record your visit to our Websites, the pages you have visited and the links you have followed. We will use this information to make our Websites and the information displayed on it more relevant to your interests. Tracking cookies may only be set once you have given your consent to them.
- (j) **Contact details:** If you have any questions about this Cookie Policy or would like any further information, please contact the InfraCo Asia Data Protection Officer at privacy@infracoasia.com.

-END-

APPENDIX B: REQUEST FORM


**Request for access / Correction / Withdrawal / Deletion / Disposal / Removal
of consent of Personal Data**

Under Singapore’s Personal Data Protection Act 2012 (PDPA), an individual is entitled to request for access to, correction of and/or withdrawal of their consent of their Personal Data that they have provided to InfraCo Asia.

Please note that there might be legal consequences which may arise from the withdrawal of the individual’s consent to the collection, use or disclosure of their Personal Data. InfraCo Asia shall inform the individual of any such consequences depending on the nature of the withdrawal of consent that they are requesting.

To: Data Protection Officer
 InfraCo Asia Development Pte. Ltd

Particulars of Requestor	
Name	
NRIC/Passport Number	
Contact number (s)	
Address	
Email address	

I wish to request for the following of my Personal Data:
 (check box as appropriate)

- Access (please complete **Section A**)
- Correction (please complete **Section B**)
- Withdrawal of consent / deletion / disposal / removal of Personal Data (please complete **Section C**)

BY submitting this form, I confirm that the information stated is true, complete and accurate to the best of my knowledge and belief. I consent to InfraCo Asia using the information provided in this form for the purpose of attending to my request as stated.

 Signature of Requestor and date

Section A: ACCESS	
I would like to <u>access</u> the following information <i>(check <input checked="" type="checkbox"/> whichever is applicable)</i>	
1. <input type="checkbox"/> Identification documents 2. <input type="checkbox"/> Others (please elaborate: _____)	
Contact details of contact person(s) who might have the Personal Data requested:	
Date submitted and time period of Personal Data and purpose that it was submitted for:	
Detailed description of the Personal Data requested <i>(Please be as detailed as possible. Otherwise, the data might not be able to be adequately identified)</i>	
Reason for access: <i>(please note that reasons must be reasonable and justified and not frivolous)</i>	
Section B: CORRECTION	
I would like to provide the following <u>updates/change(s)</u> to my Personal Data: <i>(please check <input checked="" type="checkbox"/> the appropriate box/boxes)</i>	
<u>Personal Data</u>	<u>Request change (please type clearly)</u>
1. <input type="checkbox"/> Change of residential address	
2. <input type="checkbox"/> Change of contact number	
3. <input type="checkbox"/> Change of email address	
4. <input type="checkbox"/> Change of mobile number	
5. <input type="checkbox"/> Change of identification documents	
6. <input type="checkbox"/> Others	
Contact details of contact person(s) who might have the Personal Data that needs correction:	
Date submitted and time period of Personal Data and purpose that it was submitted for:	
Detailed description of the Personal Data requested <i>(Please be as detailed as possible. Otherwise, the data might not be able to be adequately identified)</i>	
Reason for correction: <i>(please note that reasons must be reasonable and justified and not frivolous)</i>	

Section C: WITHDRAWAL OF CONSENT / DELETION / DISPOSAL / REMOVAL OF PERSONAL DATA
I do not wish to be contacted through the following channels: <i>(please check <input checked="" type="checkbox"/> the appropriate box/boxes)</i>
1. <input type="checkbox"/> Postal address
2. <input type="checkbox"/> Email
3. <input type="checkbox"/> Mobile
4. <input type="checkbox"/> Others
I wish for the following documents to be <u>deleted/disposed/removed</u> <i>(please check <input checked="" type="checkbox"/> the appropriate box/boxes)</i>
1. <input type="checkbox"/> Identification documents
2. <input type="checkbox"/> Others
Contact details of contact person(s) who might have the Personal Data:
Date submitted and time period of Personal Data and purpose that it was submitted for:
Detailed description of the Personal Data requested <i>(Please be as detailed as possible. Otherwise, the data might not be able to be adequately identified)</i>
Reasons for withdrawal of consent? <i>(please note that reasons must be reasonable and justified and not frivolous)</i>

Proof of identity

In order to verify the legitimacy of your request, please provide proof of your identity (e.g., NRIC/passport) together with the submission of the Request Form.

If you are submitting this request on behalf of another person, please provide a written authorization and proof of identity of such person in addition to evidence of your identity.

Upon receiving your completed Request Form, InfraCo Asia may require further identification or documentation to verify your identity before we may process your request.

Timeline of processing

Having received and verified identification and documentation, InfraCo Asia shall endeavour to respond to the Requestor within a reasonable period, usually within thirty (30) days. In certain circumstances, more time may be required to complete the necessary actions. In the event that InfraCo Asia requires more time to verify and fulfil this Request, InfraCo Asia will inform the Requestor.

Please return the completed form and all necessary supporting documents to the Data Protection Officer at privacy@infracoasia.com.