

## **PDPA Statement for MediHub**

For the Purposes of this Personal Data Protection Policy, 'Howden MediHub' shall include:

1. Participating Insurers of Howden MediHub;
2. Howden Insurance Brokers Pte Ltd in its capacity as an Insurance Intermediary;
3. Integrated Health Plans Pte Ltd in its capacity as a Third-Party Provider

collectively known as “us, we”.

We take our responsibilities under Singapore’s Personal Data Protection Act 2012 (the “PDPA”) seriously. In order for us to enroll you (and where applicable, your dependants) into, and process your (and where applicable, your dependant’s) medical insurance claims under your employer’s directed medical insurance programme, we will necessarily need to collect, use, disclose and/or process your (and where applicable, your dependant’s) personal data or personal information. Such personal data includes information set out in this Statement and any other personal information provided by you or possessed by us.

“**personal data**” means data, whether true or not, about an employee and/or the employee’s dependant(s), 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.

The personal data which we may collect in respect to your employer’s directed medical insurance includes, without limitation, your (and where applicable, your dependant’s):

- a) name or alias,
- b) gender,
- c) NRIC/FIN or passport number,
- d) date of birth,
- e) nationality, and country and city of birth;
- f) mailing address, telephone numbers, email address and other
- g) contact details;
- h) bank account details;
- i) medical records

Such personal data will be collected, used, disclosed and/or processed by us for the Purpose(s) of:

1. your accessing Howden MediHub’s mobile apps and online platform
2. maintaining your (and where applicable, your dependant’s) medical insurance claims records
3. carrying out your instructions or responding to any enquiries by you;
4. processing, handling and/or dealing with your (and where applicable, your dependant’s) medical insurance claims including but not limited to the settlement of such claims and any necessary investigations relating to the claims under your employer’s directed medical insurance policy/policies, and enforcing our contractual and/or legal rights;
5. complying with applicable law in administering, processing, handling and/or dealing with your (and where applicable, your dependant’s) medical insurance claims

We may/will also be collecting from sources other than yourself, personal data about you (and where applicable, your dependant(s)), for one or more of the above Purposes, and thereafter using, disclosing and/or processing such personal data for one or more of the above Purposes.

Your (and where applicable, your dependant’s) personal data may/will be disclosed by us to your employer as Policy Holder or our respective third party service providers or agents (including and not limited to its lawyers / law firms / (re)insurers / advisors / consultants / contractors / subcontractors where applicable), which may be situated outside of Singapore, for one or more of the above Purposes, as such third party service providers or agents, if engaged by the us, would be processing your (and where applicable, your dependant’s) personal data for one or more of the above Purposes. Additionally, your (and where applicable, your dependant’s) personal data may/will also be disclosed

### **Contact us:**

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MediHub is designed and developed by Howden Insurance Brokers (S.) Pte. Ltd, and managed and powered by Integrated Health Plans Pte. Ltd.



by us to the Monetary Authority of Singapore and any relevant government agency/authority (such as the police) for one or more of the above Purposes.

Visit <https://ihp.com.sg/Privacy.html> for more information on PDPA statement, collection, use or disclosure of your (and where applicable, your dependant's) personal data under this Personal Data Protection Policy,

If you have any questions, please feel free to reach out to us:

MediHub 24 Hours Helpline: **+65 6715 6400**

Email: [dataprotection@ihp.com.sg](mailto:dataprotection@ihp.com.sg)

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