

No.	Submitted by	Date submitted	Comments from individuals
1	Yvonne Tan	7/11/2017	<p>Appreciated the change. However, the greatest threat is still with Acra. Anyone around the world can just pay around \$5 to get these confidential personal information. And the worst is NRIC is our SingPass ID.</p> <p>It seems that there had been misuse of these information in the past esp when netizen just shared these info obtained from Acra or misuse this info, e.g. ordering pizza to sent to the address that they obtained through Acra.</p> <p>When question of pdpa is raised to Acra, they said they are not required to meet the obligation under PDPA. So, what is the purpose of trying to get private co do pdpa when these info can be obtained with just \$5 ?</p> <p>I hope that one day, we can truly protect all our personal data.</p>
2	Eunice Woo	7/11/2017	<p>With reference to the above, I fully support the new guidelines as it is move that is in the right direction and over due.</p> <p>I think it is important to make it illegal to collect NRIC no. unless there are very good and valid reasons. For example, a bank can collect the information when customers open an account but not in other scenarios such as in promotions/contests.</p> <p>I hope the PDPC will also make organisations destroy the information that they have collected. It doesn't matter if a longer grace period is needed. The key is to ensure the data is no longer stored anywhere.</p>
3	John Plate	7/11/2017	<p>Thank you for fixing this I've not been happy and voiced my feedback to a local movie theatre that it's site require NRIC for a user name.</p> <p>On thing that should be add is recommendations for how corporations should take this forward. Dealing with credentials is a complex thing. Easy for a developer to implement, but complex and costly to secure.</p> <p>I want to pass some advice along because this day in the Internet age companies should avoid store credentials if they don't have too.</p> <p>Companies should first explore using federated protocols such as Oauth or Saml.</p> <p>Second there are major players already such as Microsoft (outlook.com), Google (gmail), and Facebook. Avoid Yahoo their security is terrible massive 3 billions account breach. Also these 3 companies have dedicated cyber security teams where a small company can never afford this.</p>

			<p>Third, all three Federated providers offer 2FA/MFA for free. This is important else Singpass would have mailed out OTP for everyone last year. 2FA/MFA is the best defense against credential theft.</p> <p>Fourth, most developers can do federated auth which is the standard of the Internet for past 10 years. This route will eliminates business having to own the password, store the password, password resets, and 2FA/MFA. All of this is handle by Microsoft, Google, and Facebook who also provide 2FA/MFA mobile apps.</p> <p>Fifth, most internet users will have 1, 2 or all 3 of these accounts. Just implement all 3 and that covers just about every consumer. The only ones left out are Yahoo, but they have proven not to be trust worthy.</p> <p>I hope this email finds its way into the hands of a person who can advise and or recommend this approach to these companies. Else we're just trading one problem for another. Rather than NRIC being stolen, companies try to implement their own identity storage and it gets breached, yes NRIC wasn't stolen, but a breach is a breach. Most users reuse/ share passwords among many sites. Thus stealing the password from the movie site means they can log into other popular sites like Carousell because same password was used by the person.</p> <p>I'm passion about this because I work in cyber security and I come in to help companies who have been hacked and how to implement better credential hygiene practices and policies!</p>
4	Jason Tan	7/11/2017	<p>Glad that you're collating feedback on queries from the public.</p> <p>I work in an industry where I make many visits to public schools. Typically, most schools would ask us to register our name, NRIC and contact number and purpose of visit in a physical registry book that is visible to all guests. Some schools will also request for the IC in exchange for a pass to display on school premise. Some schools have informed that they need the info for contact tracing. Not exactly sure what this refers to - tracing in case there has been an outbreak of disease like SARS, or contact tracing of whereabouts.</p> <p>Would the regulations on NRIC use apply when visiting a school? I guess the bit that concerns me is that my NRIC details are being registered in a book that others can see when they themselves register.</p>
5	Angel Pavithra Vijay Naidu	7/11/2017	<p>I applaud the move and support it.</p> <p>On numerous occasions, I have been asked my identity card for registration at beauty shops, gyms and other services which are non governmental organisations.</p> <p>At times, they even ask for credit card details to verify and hold a place for a trial session. This always makes me uncomfortable but I have no choice as these organisations also make me wait in a</p>

			<p>separate area, while they ask for my IC and "register me" for whatever service.</p> <p>This move to not collect ICs should be implemented immediately.</p>
6	Bobby	7/11/2017	<p>I once ever worked for hotel industries. Visitor like delivery man, banquet staff etc. We took their original NRIC or Original Work Permit in order to change for passes for them to come in the hotel. So with this new regulations we are not allowed to retain or hold visitors NRIC/Work Permit. They can use Business Card/ Nname card or even Driving Licence to come in the hotel. Am I correct to say that. Please enlighten me further.</p>
7	Philip Wong	7/11/2017	<p>NRIC number is routinely collected in contests purportedly to identify winners should the contestant win. The name and address on the IC should be enough to identify the person.</p> <p>So, this practice of collecting NRIC numbers for contests via forms or SMS should be banned.</p>
8	Sarah Koh	7/11/2017	<p>I have always considered it unsafe and a breach of security and privacy when I am asked to surrender my IC in order to gain entry into an office building for a meeting. This practice should have been abolished a long time ago. Even the police does not retain our ICs (they only take down details), let alone the guards at building security counters. A lawyer friend once told me that the practice is actually illegal. However, security guards always refuse entry to visitors unless ICs are surrendered so I have always had to surrender my IC unwillingly especially at government offices where the security guards are particularly ferocious.</p> <p>In this day and age, scanning and scamming an IC is very easily done after which it can be replicated and sold, so ICs should only be photocopied and/or retained only if it is legally necessary and not for convenience. I shudder to think how many strange unknown parties have physical photocopies and/or scanned images of my IC. Even worse, such information can be easily traded for marketing purposes.</p> <p>Ultimately, I am of the opinion that 1 year is too long a period for the cessation of the practice to retain ICs. It should be stopped as quickly as possible (within 3 months). Having sight of ICs during the interim period should be sufficient especially for frivolous activities like redeeming car park, lucky draw etc while more appropriate ways of identification are explored. No photocopying or scanning of ICs should be allowed for trivial activities either.</p>
9	Ching Ling Teo	7/11/2017	<p>I wish to bring to your attention my concern regarding a practice a SGH. Recently while visiting a patient at SGH, I was asked to use the self registration kiosk to self-register. When I scanned my NRIC as prompted, I was shocked to see my full name and NRIC appear on a</p>

			<p>vertical screen in full view of everyone who happens to be standing nearby.</p> <p>The hospital is a very public place with high pedestrian volume. To have our name and NRIC displayed so openly poses a risk of identity theft.</p> <p>SGH should consider no display after scanning or displaying only part of the NRIC.</p>
10	Christine Kwan	7/11/2017	<p>I have read the news about corporation not supposed to hold one's NRIC to visit or enter a building.</p> <p>I think that is a good guideline to follow. Currently when I visit the clients in one of the multinational companies, I have to leave my NRIC with them in exchange for a visitor's pass. I do not hold any other ID eg driving license, etc with my picture on it. The company doesn't accept business name card either.</p> <p>Personally I do not feel safe leaving such critical document ie NRIC with the reception. But I do not have a choice but to adhere to the corporation's request in order to visit my clients.</p> <p>I hope the new guidelines will be implemented soon. Companies should just register visitor but return my NRIC, rather than holding it at the lobby.</p> <p>Thank you for allowing opportunity to give feedback.</p>
11	Katherine Wong	7/11/2017	<p>Kindly review the current procedure of requiring spa operators to keep a log of customers patronising the premises. The log book usually in the form of a tabled list is assessable to anyone signing in.</p>
12	Susan Lim	7/11/2017	<p>Not just NRIC, it should also include Income tax statements solicited by maid agencies and car dealers, loan applications. The review should start with government agencies soliciting for these documents for regulatory approvals. On line submission by applicants should be put in place instead of hard copies submission through third parties. We do not know what happens to our NRIC and Income Tax photocopies.</p>
13	Sharon Khoo	7/11/2017	<p>Some building security officers require visitors to exchange their NRICs for a visitor's pass. I would like this practice to be explicitly prohibited.</p>
14	EB	7/11/2017	<p>I have a question to clarify if the report covers Condominium keeping the visitor's NRIC in exchange for a visitor pass?</p>
15	Kim2_22	7/11/2017	<p>How about visiting Singapore Primary / Secondary School compound?</p>

16	June Lim	7/11/2017	<p>Do not like what these people are doing</p> <ul style="list-style-type: none"> -most of the building in the office district have Guards blocking the entry of visitors. We have to surrender nric in exchange for a sticker or a paper pass to gain entry, otherwise we are not allowed to enter the building. -petrol kiosk application discount cards -service providers -housing agents, Developers -money changers There are whole list impossible to name all. It's like a necessity you want some thing give me yr nric and we have nothing to bargain about and we have no choice. I think it's time something be done as these people are getting more and more ridiculous
17	Josh Chia	8/11/2017	<p>It appears that the NRIC number (not the card) is being treated like a password that can be used to proof identity. This is a fundamentally flawed arrangement.</p> <p>If organizations obtain people's NRIC numbers for 'legitimate' or 'illegitimate' reasons, one way or another, sooner or later, the numbers are going to leak. Once an NRIC number is leaked, it cannot be unleaked. The only way to unleak it to change the NRIC and the number, but that's very impractical. If a password is leaked, at least it can be changed, but this is not how NRIC works. Changing it would be very troublesome for the individual and the organizations that would need to be informed of the change.</p> <p>So, pretending that the NRIC can be secured and reasonably used as a proof of identity is a sure way to facilitate "identity theft".</p> <p>In the US, citizens are issued Social Security Numbers (SSN). When the Social Security Administration first started to issue this number, they explained they only meant for it to be an identification number and asked people not to treat it as anything special. Nevertheless, people started using it for other purposes and today, leaking your SSN allows thieves to impersonate you and open bank accounts and credit card accounts in your name. It's a simple number that's easy to leak and organizations that leak it, with or without due diligence, are typically not punished severely enough to deter the leaks. Large-scale data leaks have already happened (e.g. Equifax in recent months).</p> <p>Singapore should learn from the US' mistake. We should stipulate that the NRIC number (not the card) should not be treated as proof of identity and that any such treatment by any organization will not be recognized in court. If proof of identity is required online, something like SingPass or OneKey can be used. In person proof of identity as usual, can be executed by showing the NRIC itself. If we really care about privacy, then the use of the NRIC number as proof of identity to gain access to all types of sensitive information should be abolished.</p>
18	Angle Sings	8/11/2017	<p>Also, Hotline of Banks, Phone companies ... Operators receive calls, always ask for IC number !!!</p>

19	Charis Mun	8/11/2017	<p><u>Summary of major points</u></p> <p>Many organizations have collected NRIC data in the past and kept them for an unreasonably long period. As an example, many facial salons do so, often in the guise of ensuring that you're a first-timer. There was a beauty salon (by the name of Touche Elite located somewhere at Tanglin Road / the beginning of Orchard Road) that kept my NRIC number with link to my Hp even though I was a once-off customer many years ago (easily 10 years ago, before I realize the risk of identity theft in providing such information). Even Groupon had insisted that I produce my NRIC to collect a purchased item despite me providing the printed Groupon. Many of such organizations even make copy of the NRIC.</p> <p>I have stopped patronizing such organizations and chose to forgo lucky draw chances and redemption at malls requiring such information. But information I had provided in the past (more than 10 years ago) continue to be kept by them.</p> <p>There need to be an audit to ensure that such information is properly destroyed / erased. It should be an offence for organizations to continue keeping such information when they have no business doing so.</p> <p><u>Comments to questions</u></p> <p>Question 1: What are your views on the proposed criteria for limiting the collection, use or disclosure of individuals' NRIC numbers or copies of the NRIC to instances where: (a) it is required under the law; and (b) it is necessary to accurately establish and verify the identity of the individual?</p> <p>Only organizations specifically regulated should be allowed to require the disclosure of NRIC numbers. To verify the identity in such instances, copies may be taken. In most cases, only 1 side of the NRIC should be copied. More stringent requirements should be in place if the organization is keeping copies of both sides of the NRIC. Such regulated organizations should be required to comply with certain standards set out in the regulation and be regularly audited to ensure that adequate measures are taken in protecting such sensitive information. A certificate of audit should be displaced in their premises to give those dealing the peace of mind when providing such sensitive information. A letter acknowledging the keeping of copies of the NRIC, together with indemnity, should be given.</p> <p>NRIC should only be used in limited circumstances eg at government agencies, banks, telcos or in cases where high value transactions is involved. In other circumstances eg at a clinic, instead of NRIC, passport can be used to verify a person's identity. Passport contains less sensitive information as compared to NRIC; specifically, it doesn't contain the individual's address. Alternatively, a card can be issued for use at hospitals and clinics with information like existing health conditions, blood type, drug allergies, medical insurance, next-of-kin's contact etc. Information regarding blood type can then be excluded from the NRIC.</p> <p>As Hp number will likely be used as the most common mean of identification, there may be a need to re-look at the role of telco and</p>
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20	Laurel	8/11/2017	I would like to give my feedback that security personnel in many places are collecting NRIC as collateral when issuing visitor badges or access cards. For example, in Paya Lebar Square, I protested against

			<p>this practice when I had to go to one of the offices for a course. However, it was ignored.</p> <p>I hope the government will send a strong signal to organisations that the NRIC should not be demanded from members of the public unless required by law or national security.</p>
21	Laraine	8/11/2017	<p>Many thanks for upgrading this very sensitive issue. With the advent of privacy theft any better upgrade is most welcome.</p> <p>I would wish to see more stringent requirements for any govt transactions with requirements for additional photo ID. Others like competitions; lucky draws should not include the need for nric numbers to be documented.</p> <p>There is a need for safe & proper disposal of any paperwork related to any applications held by govt or private companies. Make it compulsory all have to be shredded to ensure proper disposal.</p>
22	Tan Teck Seng	8/11/2017	<p>Reference the above article, possible to explore using ezlink cards as an alternative to NRIC?</p> <p>Our 16 digits CAN ID is unique.</p>
23	Ronald Tay	8/11/2017	<p>The government should immediately prohibit phone shops to record down NRIC details when a customer purchase a phone or tablet. Perhaps only when selling to prevent stolen goods from being pass off.</p> <p>Many shops in sim lim, peoples park and far east square practise such recording</p>
24	Shan Kissdani	8/11/2017	<p>Hi, just to add. When individuals apply for a job, the company should not be allowed the NRIC plus have the candidate fill in forms about background details of the applicant because, put simply, the candidate has not been hired. Why should a company have all the personal details of the individual when he is not hired yet. This should only be had when the individual has been selected for the job. It is very easy to open a company and start collecting details of hopeful candidates and then not hire them.</p> <p>I have filled up very personal details about my job experience, past jobs, family members and other people for reference. This is even more information than just the NRIC. The law should really change this aspect of applying for a job. The potential candidate should only reveal his name and phone number and some experience that has relevance to the job being applied. Companies should not be allowed the power to invoke an applicant to reveal anything else.</p>
25	Adeline Yong	8/11/2017	<p>I totally applaud this move.</p>

			<p>I have always been worried regarding exposure of my personal details as i had to provide my nric to many different organisations to exchange for building passes for my freelance work purposes.</p> <p>To be honest it felt totally unsafe for me to hand my nric over to a stranger over the counter.</p> <p>Those who photocopy my nric at shopping malls just to redeem some free vouchers are the same as well.</p> <p>I hope something can be implemented so we can protect our privacy in case of invasion.</p> <p>In many cases, i do think email and some other forms of identity can be provided instead of our nric which has our entire full home address and personal details including date of birth on it.</p> <p>For these reasons, I support this move.</p>
26	Leonard Su	8/11/2017	<p>I refer to the article on CNA portal dated - 7th Nov 2017 - 420pm. In addition to whatever has been proposed, there are building at ground lobby security that often collect our IC/Driver's License in order to exchange a pass and then we can proceed to head to the office unit.</p> <p>I understand that this is due to security reason but is there a need to obtain the details of our NRIC? Are there alternatives to that?</p>
27	Andreas Koch	8/11/2017	<p>I strongly welcome the review of allowed uses of a person's NRIC by the PDPC!</p> <p>As an individual resident in several countries with differing levels of use of an NRIC as a unique personal identifier, however, all moving in the same direction as Singapore, I found that the use of the NRIC by companies is more protective in Germany or Australia than in Singapore while Singapore's high usage of the NRIC for government online services, banking etc. exposes the NRIC to higher risk of misuse or fraudulently abuse.</p> <p>As an example, a very big worry should be someone getting hold of the NRIC details of another person, using it then for illegal money lending matters and the original owner of the NRIC is exposed to harassment. Many other bad examples come to mind.</p> <p>Therefore, as an individual I have particular problems with the following, widely observed <u>undesirable</u> uses of the NRIC:</p> <ol style="list-style-type: none"> 1) Why do NTUC and other retailers need my NRIC together with all other details like Date of Birth address etc. for their raffles and membership sign-ups? A lousy little NTUC Raffle docket provides anybody who sees it with almost everything

			<p>banks or medical institutions are using to identify an individual over the phone. Retailers should absolutely not be allowed to ask for the NRIC for such purposes!</p> <p>2) Job Applications: Companies should be forbidden to ask for the NRIC Number at time of application (<u>and for the Date of Birth to avoid age discrimination!</u>)! Companies receive hundreds of applications for a job. From own sad experiences of being 4 years unemployed I have first-hand knowledge that only a miniscule fraction of the applicants are even graced with a response. Leave alone the few who are lucky enough to secure an interview.</p> <p>a) Companies should only be allow to sight an NRIC without taking down details at time of job interview to establish the interviewee’s right to work in Singapore.</p> <p>b) At time of Job Offer/Contract issue, Companies can then be allowed to retain the NRIC details on their files.</p> <p>There is no valid reason for even asking, leave alone retaining NRIC details of hundreds of rejected applicants and exposing them, to the risk that an errant employee of said company is misusing their applicants’ details.</p> <p>3) In extension of item 2) Online Jobportals (other than the MOM’s JobsBank) and Head-hunters should also not be allowed to ask for the NRIC (and again for the date of birth!).</p> <p>I hope the above items may be a valuable addition to the PDPC’s much applauded move to protect the use our NRIC better in future.</p>
28	Comprince Feng	8/11/2017	<p>I read this article and applause the measure taken to protect personal data: http://www.channelnewsasia.com/news/singapore/guidelines-on-nric-numbers-companies-9382290</p> <p>I'm writing in to enquire if it is legally right or appropriate for residential condo security guards to retain personal ID (Identity Card or Driving License) in exchange of visitor pass.</p> <p>I have concern as I felt it is an abuse of power to retain a person Identity Card just to visit a residential premise for which the IC is a personal item that contain private information including the place of residence.</p> <p>I felt it is sufficient enough to take down a visitor's particulars or to produce ID upon request and return upon verification but it should not be the case to retain ID in the guard house as Condo Security level should not be as such to compromise each visitor's privacy. I wrote in to the condo management and the reason they gave is to raise security level due to the rising terrorism threat which I find it as a ridiculous excuse.</p>

			<p>Im a real estate agent hence having needs to enter condo apartment for viewing needs and I'm aware that there are some condo management having such practice to retain my IC in exchange of pass that is not meant to be displayed or wear prominently in the premise. One such condo is Meadows@Pierce. hope you can look into this when you revise the measures in PDPA protection.</p> <p>Looking forward to hear from you soon.</p>
29	Pang	8/11/2017	<p>I have only one very important suggestion: NRIC number should be changed to a new one because too many unimportant organizations are keeping our NRIC numbers currently and it's almost impossible for them to delete them off even if they want to due to it's in their backup data.</p>
30	Luis Low	8/11/2017	<p>I have a scenario, i just got married and in order to enjoy the benefit of 3 days of additional marriage leave from my organisation, I need to provide my marriage certificate for verification which i did.</p> <p>My organisation asked me for a copy of my wife's IC which i asked them for justification which they are unable to provide saying that its part of organisation's process for documentation which to me is not a good enough reason. As you said in the article, the IC is an unique identifier of a Singapore resident. So with no justification of the IC submission, I simply cannot accept in blindly submitting it.</p> <p>To sum it up, can you advise me if it is correct for the organisation to ask for my wife's IC details when the marriage certificate is already submitted? The only benefit is 3 additional days of AL, no financial benefit, no insurance coverage benefit. So is it justified? Should i submit just simply because its a documented process and also my wife is not even an employee of the organisation.</p>
31	Chan Pei Siang	8/11/2017	<p>I disagree with the proposed guidelines, which will be tough on businesses and consumers.</p> <p><u>Legitimate Business require physical collateral</u></p> <p>For legitimate businesses like internet LAN café, bicycle rental business, and car rental business, having the customer furnish a physical copy of the identity card as collateral is a fuss-free way for businesses to supply goods/services safely with peace of mind to both parties. Furnishing the I.C. is a way to guarantee against the customer running away without paying. The alternative to using the I.C. as physical collateral would be for the customer to furnish a high security deposit, which would be to the detriment of both consumers and businesses.</p> <p><u>Identity Cards have security features to cross-reference against, easier to recall, and doesn't change</u></p>

			<p>Secondly, for identification purposes, although it is possible to use alternative particulars like handphone numbers to access/verify information, the problem arises when these customers change their phone numbers. Unlike handphone numbers or other made-up numbers, I.C. numbers stay the same throughout a person's life, (thus, more easily recallable compared with other made-up numbers). Also, I.C.s are not just a string of numbers but that the photos on the I.C. can be used to verify the facial features of a customer, (thus, minimising fraud).</p> <p><u>Handphone numbers are prone to greater abuse due to their greater commercial value</u></p> <p>Lastly, using phone numbers for verification purposes is prone to even greater abuse than I.C. numbers, as contact details of consumers have an even greater commercial value than their I.C. numbers. Handphone numbers or other contact details of customers could be used for cold-calling and other telemarketing efforts, thus increasing their likelihood of being leaked out.</p> <p>As such, I hope that the commission would kindly think carefully before imposing a hard ban on the furnishing of the physical NRIC for legitimate business transactions.</p>
32	Koh CP	8/11/2017	<p>Please advise if there would be any changes for retention if NRIC for issuance of Visitor Passes am Government Agencies?</p> <p>Also what is the PDPA awareness level in the civil services in the Ministries and Government agencies?</p> <p>My experience with most is that awareness is lacking. I received an email with NRIC numbers and names for security clearance of a group of people across different companies for purpose of verification and advice on contact information. Receptionist ask visitors to write their names and NRIC numbers on staples stack of paper where I can tear off the details from the previous visitors.</p> <p>Though the government is exempted from the act, the practices show a lack of basic guidelines and poor awareness. The private sector does look at the government as role model, so do conduct an internal review for improvement.</p>
33	Alan Teo	8/11/2017	<p>I read the PDPA article on 联合早报 and I have a few questions to ask.</p> <p>The article mentioned that singaporeans now have the right to refuse showing our Identification card (IC) during unofficial or unimportant circumstances such as while booking movie tickets online or more importantly, entering commercial buildings as visitors</p> <p>.</p>

			<p>Question 1 : Does this also apply to external workers , who may be work permit holders, who have to enter such buildings to attend work or projects ? If it doesn't apply to them , then please also answer question 2</p> <p>Question 2 : Do singaporean workers who , like the work permit holders may have to "visit" these buildings for work purposes, also have the right to refuse turning in our IC when exchanging for the contractor pass ? If we are still required to turn in our IC while working, doesn't this mean a discrimination towards us blue collar workers who have to visit many places/buildings for work ?</p> <p>我只是想帮我们蓝领工人争取一些应有的权利。谢谢。</p>
34	Marco Tan	8/11/2017	<p>Usually Community Club (CC), Resident Committee (RC) and Neighbour Committee (NC) will request participants to fill up their personal details such as NRIC number in order to take part in their events and activities as well as lucky draw.</p> <p>Hence how are participants' personal details being protected. Are the organisation in the first place allow to obtain participants personal data.</p>
35	Jacqueline Tan	9/11/2017	<p>The plan to institute new laws regulating collection of nric data is excellent. PI make them as strict as possible, restricting only to critical things like medical services and mobile subscription that require identify fidelity for health, safety, and security reasons.</p> <p>PI restrict even NGOs from collecting from volunteers. Currently, Guide dogs Singapore asks for my nric and details like address and birth date every time I volunteer and it's extremely disconcerting as it implies non existent data management much less protection.</p>
36	Phang S Y	9/11/2017	<p>Please confirm if we should give away all our personal details including NRIC to any potential employers. They are time that employer requested for a copy of our NRIC during the interview stage. Should we do it only upon hired by the prospective employer?</p>
37	Wan Ching	9/11/2017	<p>I'd like to express support for the new use of NRIC guidelines recently proposed.</p> <p>The examples, especially of those where NRIC should NOT be collected, are all too common, and I'm glad to see pushback against this.</p> <p>Collecting NRIC numbers is a lazy and cheap way for many organisations to create unique identifiers and should be made illegal due to the sensitivity of the information, and the lack of regulation/enforcement on how such information should be secured.</p> <p>In addition to malls and cinema operators, SISTIC is an especially egregious offender, given that they have a de facto monopoly on event ticketing in Singapore. Engaging with them on this issue has produced no results, and I imagine many consumers would</p>

			appreciate the weight of the law to change such practices within SISTIC and other such offending organisations.
38	Cindy Teoh	9/11/2017	<p>Having read this article (http://www.channelnewsasia.com/news/singapore/guidelines-on-nric-numbers-companies-9382290?view=DEFAULT), I'm writing to request for clear regulations for limiting the authority of building managers to collect personal data and images (specifically fingerprints).</p> <p>I am living in a condo where the building management (JLL, MCST No: 3748) is trying to collect the fingerprints of all residents to implement a building access system with a fingerprint reader. Even though the fingerprint reader system can also read access cards, the building management is refusing to issue access cards to tenants in order to force them to give up their fingerprints. While the "official" purpose for that is to prevent landlords from offering access to the apartments to AirBnB visitors, the building management has decided to go with a blanket implementation, even for residents and tenants who have never listed their units on AirBnB. The building management is also unable to provide sufficient evidence of data security and articulate the acceptance of responsibility for any consequences of data breaches. As it is supposedly law-abiding individuals who make the decision for the blanket implementation but hide behind the institutional cover of being the "building management" to solicit such sensitive data like fingerprint images, I urge the committee to specify the requirement for building management to provide the option for people like myself to opt out of their initiatives to collect personal data and fingerprints.</p> <p>It has come to a situation where it is highly inconvenient for me to access the building I live in as I have to wait for security guards (if they happen to be around) to open the door for me. Please help.</p>
39	Tan Han Seng	10/11/2017	<p>我去找一份普通工作还没应征就先复印身份证，资料已填在表格了还要复印身份证，最后也没聘用。希望身份保密法能改变这一点，（不可复印身份证。）</p>
40	Alice Kwok	11/11/2017	<p>I am glad that the government is clamping down with stricter rules against companies abusing of collection of NRICs and educating the public on this matter.</p> <p>I have one concern that arises from past events, relating to Timeshares scam - Khoo & Krishnan Associates Pte Ltd. Years ago, when they conned me into believing turning TimeShares membership into something of possible greater returns, they asked for my NRIC and made a photocopy of it. Ever since then, on and off, some random "consultancy" companies would try to contact me and able to recite with my full name and birthdate and NRIC, in the hope to verify that they are legit companies. However, everytime they</p>

			<p>mentioned about the TimeShares, I know it's just another scam attempt of theirs. All I can do is, ask them what their current company name and address are, and post in forums for public awareness and ignore their future calls.</p> <p>My concern now is, would this past mistake of having carelessly given someone my NRIC copy, have any future impact of possible criminal acts? Could there be an additional layer of protection or some sort of unique modification in NRICs, to deter possible future criminal acts from using previously made copies of NRICs? Or, do you see the possibility of such cases to be slim?</p>
41	Sushan Yow	11/11/2017	<p>i am concern that the guidelines did not include job websites like jobscentral in their collection of the NRIC as part of the registration in the system. there was a recent breach at Jobscentral.</p> <p>as with the need to seek employment increases for my fellow citizens, there are countless unscrupulous employment agencies who insist on getting our personal data, or they "would not" be able to assist in the job search with solely work experience.</p> <p>the recent display of the navy vessel Interpid had also required visitors who wishes to make a ship visit to register with their NRIC. If it wsa mainly used for verification, would the recording of the NRIC be allowed? the purpose of collection was not clearly explained.</p> <p>is the guidelines applicable to the Government and government linked organisations as well? much information have been collected by them, with no explanation, except that it is for record.</p> <p>would appreciate if the rule of the law applies.</p>
42	Dallas Hassan	12/11/2017	<p>Would be ideal if the IC details can be converted to QR code where only legitimate organisations be able to encrypt the details of subscribers.</p> <p>Further, this can be an alternative to carrying Ic, should this be developed and attached to individual handphones with the a one-time-password, each time they want to use.</p> <p>Hope this helps, not only for Pdpc, but people who loses IC too.</p>
43	Amit Patil	13/11/2017	<p>This refers to the public consultation feedback sought as per the published article:</p> <p>http://www.channelnewsasia.com/news/singapore/guidelines-on-nric-numbers-companies-9382290?view=DEFAULT</p> <p>Suggestion:</p>

			<p>Issue a valid photo-id by the Government, which does not have the confidential information required from the NRIC. The Photo ID can provide sufficient information about:</p> <ol style="list-style-type: none"> 1. Photo as in Passport/ NRIC 2. Name as in Passport/ NRIC 3. Date of Birth 4. Photo Id Card Issue Date 5. Photo Id Number: A unique number that is tied to the NRIC in govt records, but is not the same as the NRIC number <p>Features:</p> <ol style="list-style-type: none"> 6. Bar Code for scanning photo id card information 7. No EZ Link/ CEPAS features to minimize transactions and risk of lost cards. <p>This will help businesses and people to transact on sufficient information to verify identity. Linked card to NRIC in govt records provides traceability to an individual. The bar code will be easy to configure/ update for organisations that are using NRIC numbers as current records (although any security risks will have equal chance of being carried over during migration)</p> <p>Such a scheme can be made applicable holders of all types of IC - pink, blue, employment pass, S Pass, Work Permits.</p>
44	Sookie Ten	14/11/2017	<p>Here I would like to share my feedback that I totally agree PDPA has a thought/initiative to restrict the use of consumers' personal data such as NRIC and full residential address in public or by merchandisers etc</p> <p>One of my main concerns and suggestion is please not to reveal the full NRIC number in medical certificate, maybe just the last 3-4 digits indicated in that paper as reference will do. Because, I do not see the need to print out such a full details in a medical certs when the clinic/hospital have recorded those info in their system</p> <p>The reason I raise the above issue is I noticed and experienced it personally, especially when one is working in a big organization, the HR dept prompt to escalate the duty to record medical leave down to respective dept or team. And thus, the important info such as NRIC will expose to the person or colleague who has been tasked to do so. Note this person is not from HR and he/she may not have the professionalism of concept of HR scope where staff privacy should be taken care of. So, there is a risk for one that the info maybe misuse or abuse for other improper purpose(s)</p> <p>Another separate scenario, I.e. I also do not see valid reason that a normal business operator such as hair care salon, need complete NRIC and full address, some even need everything including both phone number and email address as compulsory field in order to proceed to the registration to their service. For such case, I just</p>

			<p>bought one hair care package from them on ad hoc basis only and uncertain will continue using their service for second time...so, how will this business operator to well keep consumers most personal data?</p> <p>Therefore, kindly look into this seriously and I really hope to see positive changes or announcement in nearer time soon from your authority</p>
45	H Chin	14/11/2017	<p>My feedback as follows</p> <p>a) Banks, Telcos, Insurance Companies, Hospitals, Car Sales Above Corporations should not Scan or photo-copy NRIC (which they are doing now.) They should just VERIFY what the applicants have written in the application Forms and return the NRIC. Excuses given by them : "Required by "MAS", "Required by "Auditors", Required by "CPF", Required by "LTA" which are not TRUE. OR Frontline Staffs will said "Instructed by Management"</p> <p>b) Hotline (via Telephone) They ask for our NRIC number even when making "GENERAL ENQUIRIES". Some will not even entertain any enquiries and insist on NRIC before proceeding Try calling MOM.</p> <p>c) Straits Times Go to their website and subscribe to Straits Times Newspaper. Why do ST wants NRIC numbers for?</p> <p>d) Online Membership Many local Websites require our NRIC ("required field") before we can proceed further.</p>
46	Viktor Atanasov	15/11/2017	<p>We, as individuals agree to the new guidelines and the protection of our data but we would also like to rise a concern regarding the new guidelines in regards to our enterprise and the prevention of fraud against the business.</p>
47	Nathan Ramesh	17/11/2017	<p>Just want to know if access to my commercial building requires a pass for lift access to different floors what particulars or identification documents is there besides NRIC, driving licence for security to expect from visitors.On one end the ministry say strong security measures needed to prevent any forms of attacks.Now you come with new regulations making things difficult for security to perform strict controls duties as members of public or visitors will refuse to comply giving their particulars because of your new directives.Please dont make security job even more difficult for us to perform.Even visitors and contractors will also refuse to</p>

			handover their particulars because of the new PDPC regulations. Hoping for your kind understanding and advice from you.
48	Quoc Bui	17/11/2017	<p>I am writing in response to a Channel News Asia article , http://www.channelnewsasia.com/news/singapore/guidelines-on-nric-numbers-companies-9382290 , that invited feedback in regards to the over-use of NRIC cards as a form of authentication by commercial entities.</p> <p>I write, because I agree with the article. Allow me to provide a personal experience for reference. Recently, my SMRT anchored EZ-Link card stopped functioning. Unfortunately I had an excess of over 100\$ remaining on the card. The station ticket representative (at the Chinatown MRT station), requested for my NRIC card so that a refund can issued by cheque, and delivered by mail. I was wondering, why is my identification required? What if I was a tourist? I protested, and instead gave her my driver’s license, but she was not satisfied with that. She said that my refund would be sent as a cheque by mail, and so my address was required. I handwrote the address, and she went on to ask for bank account details. I have no idea why my bank account is relevant, if they plan to refund by cheque. At this point, I felt that I was hostaged to her demands, perhaps because I was adamant on not providing my NRIC card to her.</p> <p>I doubt I will ever see the refund from SMRT.</p>
49	Abdul Jamal	18/11/2017	<p>How do we protect the building occupants if we cannot have the details of visitors,contractors,etc who may actually disguise himself or herself as such category but may have other motives to enter a building for example.</p> <p>Presently our national record of facial image is not yet accurate as to identify a person.</p> <p>Please advice.</p>
50	Willie Ong	18/11/2017	<p>I refer to the article in ST and CNA regarding proposed new regulations regarding collection and photocopying of NRIC.</p> <p>In the articles it was mentioned that hotels are allowed to ask and make copies of the guest NRIC. May I check does hotel also refer to other lodging establishments not registered as hotels - like Serviced Apartments and such?</p>
51	Aurelia Tan	19/11/2017	<p>I totally in agreement and get cheesed off when companies want to take my NRIC as a “deposit” for entry into a building or renting a bicycle.</p> <p>I give them my employee pass most times but some refused to accept that.</p>

			<p>Some buildings (esp those owned by Capitaland) scan our NRIC details and I am not sure how the data is protected.</p> <p>And forcing us to write down our NRIC in lucky draws in my pet peeve as with that data plus my address/mobile number, a “thief” can easily get through bank “checks” on telephone banking.</p> <p>Another pet peeve is when a bank phone teller calls you back on a query and before they can proceed, they ask for your NRIC, mother’s maiden name etc....I keep telling them I won’t give out such data to strangers who just identify themselves as calling from such a Bank and they refused to proceed giving me details without my verification.... chicken and egg problem! Hullo! The bank called my number!</p>
52	May Lee	19/11/2017	I curious whether is it acceptable for company to have carbon copy of my NRIC during job interview and yet do not employ me. Why would they need a carbon copy of my NRIC when there is no confirmation of employment yet?
53	Melvin Yong	19/11/2017	<p>This is very good news to hear. I am fully supportive. I have three points feedback to share:</p> <ol style="list-style-type: none"> 1. daily reality vs regulation is two worlds apart. who is taking responsibility of enforcement? consumers are held hostage by ignorant/errant vendors - consumers are "forced" to provide as long as we need the service. what choice do we have? also in instances of websites making it "compulsory" fields to give personal details. I pray this will not just be another sinage "no litter - fine \$" but lack enforcement. lack of enforcement will just translate to poor consumer protection - not to forget risk of consumer taking defense into their own hand. 2. not just NRIC number but also other very private and personal details e.g. date of birth, residential address. <p>Given Government's approach to digitization, this also means we are more exposed to hacks and data theft. the amount of personal data being collected (floated around) by vendors should be very very limited given their poorer ability to counter threats.</p> <ol style="list-style-type: none"> 3. the amount of data being collected must be reasonable and not excessive. for example, buying movie tickets online should not have the need at all for residential address, full name as per nric, nric number, etc.
54	Joel David Platek	24/11/2017	<p>Federation Identities</p> <p>When local companies will be required to migrate away from using NRIC numbers for authentication this possess an opportunity to</p>

			<p>improve authentication and credential hygiene. Company should avoid ownership of storing passwords, resetting passwords, proving authenticity, and multifactor authentication. In theory companies will be switching from a login format of NRIC as the user name to a email address such as @outlook.com, @gmail.com, @facebook.com, etc. This is exchanging one problem for another. We must understand that its human nature to re-use passwords across multiple websites. Thus if a company is breached the username and password will be automatically tried by the hackers automated botnet to authenticated to thousands of sites.</p> <p>Companies should first explore using federated protocols such as Oauth or Saml. They should avoid to “own” the password. Instead relying on companies who have proven themselves as a better defense and handling of credentials. There are major players already such as Microsoft (outlook.com), Google (gmail), and Facebook. Avoid Yahoo their security is terrible massive 3 billion account breach. Also, these 3 companies have dedicated cyber security teams where a small company can never afford this.</p> <p>Multifactor Authentication</p> <p>Third, all three Federated providers offer 2FA/MFA for free. This is important else Singpass would have mailed out OTP for everyone last year. 2FA/MFA is the best defense against credential theft. Companies do not have to invested in MFA, then federated provides will already include this feature. More security without additional cost to these local companies.</p> <p>Developers</p> <p>Most developers can do federated authentication which is the standard of the Internet for past 10 years. This route will eliminate business having to own the password, store the password, password resets, and 2FA/MFA. All of this is handle by Microsoft, Google, and Facebook who also provide 2FA/MFA mobile apps. This is less code and also ensures that “WHEN” a company is breached at least they will not be able to steal the passwords. I use the word when because its common practice to plan for when a breach happens.</p> <p>Implementation</p> <p>Most internet users will have 1, 2 or all 3 of these accounts. Just implement all 3 and that covers just about every consumer. The only ones left out are Yahoo, but they have proven not to be trust worthy. Onboarding of customers will take no time as most will have registered an email address already and it will require switching to the email address for the username at the website, along with a little bit of code to configure federation.</p> <p>Written/Documented</p> <p>There is another area that has not been discussed. I see this happen very often since I do attend meetings at Singapore Government agencies. Before entering companies have the security staff or concierge. They will write this information into a log book before</p>
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			<p>handing a temporary pass. Should these companies have a formal documented process on how long these books are kept? Should concierge be allowed to enter the NRIC into a computer when accessing a building, and for how long should this information be kept?</p> <p>Emailing</p> <p>I would have to say this is the worst of the worst. A great an example is the G50 security clearance for Singapore government IT projects. NRIC should not be emailed. Email is not secure by design. The transmission of email is secured by using TLS, but that is just the channel. Email is plain text for the P2 (Body) of the email. Also emails are typically journal (copied) to other mailboxes for DLP. Emails can be forward to anyone without the original sender knowing this. This is why Microsoft has Azure RMS (Rights Management Service). This allows the email body to be encrypted along with control of the original sender to ensure its not forward, print, copied, etc. Companies should avoid using email to transmit this information, but instead offer other secure solutions to transfer these files such as One Drive for Business or a secure portal site to upload the files.</p> <p>Question 1 Response</p> <p>I agree that NRIC should only be used under certain use case to provide the identity such as the following:</p> <ul style="list-style-type: none">• Medical• Insurance• Police/EMT/Fire• Financial• Government agencies/clearances <p>The following are examples that should not require an NRIC. Verification of the user is done via checkout by Visa/MasterCard/AMEX, thus this verification does not need to happen twice:</p> <ul style="list-style-type: none">• Consumer based sites• Online stores• Movie tickets <p>Question 2 Response</p> <p>Storing of this data should be limited to systems that have proven their IT, Security, Operations, and other practices are mature. Fining a company is not a good plan, but revoking their ability to do business is. Some companies find it cheaper to pay the fine than to fix the problem. Fining and revoking their right to do business will ensure they fix the problem. Companies should also adopt cloud where possible that have already been certified. Microsoft Azure and Office 365 have already received level 3 MTCS (Mufti-Tier Cloud Security) standard.</p>
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55	JY	29/11/2017	<p>I like to share my concern about photocopying nric for use of vouchers since it's not mentioned in the notes.</p> <p>Just recently (days ago) I went to cycle and carriage to redeem the vouchers that they issued to the owner of the vehicle. The voucher mentioned that any lost etc isn't to be claimed from cycle and carriage etc. No where in the voucher t&c requires the car owner or voucher owner to be presented. Neither mentioned photocopying of ic. Neither is mine stamped with name. Only expiry date.</p> <p>The person in charge said since it's my relative voucher so I need to have my ic photocopied.</p> <p>The lady said if I bring the owner ic, she will also need to photocopy it. As now identity theft can be so easily obtained and we have so many foreigners working in Singapore, how would we know if the person will handle our ic properly? When she went away with my ic</p>

			<p>to a far place without informing me and photocopy out of my view, I have no idea if she may be taking pictures of my ic or whatsoever.</p> <p>The issue date of ic is required to reset password etc so why should organizations be allowed to photocopy our ic easily? Some also photocopy out of our views liked bank staff Shouldn't they be photocopied our ic in front counter where we can see it's just photocopy etc? Why do they always leave the counter with our ic and out of our views?</p> <p>Right now organizations and malls have been using our ic too easily liked it's something that isn't unique n difficult to steal Even when we drop receipts to claim points etc (e.g. Vivocity), we will have to fill in our ic numbers to claim carpark points. Why don't they allow vehicle numbers instead?</p> <p>Why when we provide information to government authority liked DNC service or concern that merchants are doing doubt swipe on credit card (one to their systems or writing my full credit card number on the charge slip), I must provide full ic to the authority for them to investigate the case? Does it mean government departments people will handle our ic numbers carefully? Why should I disclose my full NRIC numbers over the internet or email else I can't lodge a complaint?</p>
56	Steven Tan	3/12/2017	<p>I visited my elderly aunt at [redacted] quite frequently over the decades. Recently when I drove over to her place the security guard recorded my vehicle #, name, contact # and asked me for my IC #. I refused to give him my IC # and was refused entry by the security guard. I ve visited many private estates all over Singapore and none have taken down my IC #. Is it legal for [redacted] to demand IC # from visitors? Can they protect my personal details and IC #? In Singapore, most of the security personnel are foreigners (Malaysian Indians take the pie) which by itself is already a major concern.</p>
57	Molly Chan	5/12/2017	<p>What about Spas and saloons that sells voucher to customer in order for them to experienced their services; and they insisted on recording our IC number, address & phone numbers?</p> <p>I understand where they are coming from. It is for them to monitor that there is no repeat customer trying out their products again, within the 6 months period.</p> <p>Hope you could highlight on this issue too.</p>

58	Sarah	13/12/2017	<p>I personally think it is unnecessary to collect one's NRIC to verify one's identity, especially if an organisation or company were to make copies of it. It is a security vulnerability and allows for others to exploit copies of the NRIC for their own gain. And this is similarly true for travel agencies requesting copies of one's passport as well.</p> <p>I have had personal experiences where copies of my NRIC were used to make several large purchases at Singtel. These purchases were then billed to me. That was not the end of it however, Singtel also made it very inconvenient for me to make any future purchases despite this being their mistake & producing one's NRIC being their company policy.</p> <p>There are several issues with collecting one's NRIC:</p> <ol style="list-style-type: none"> 1. Companies who make copies of it when a customer is already registered with them: <ol style="list-style-type: none"> a. Said company can verify identity by asking for customer's account number or something similar b. Said company asks to make copies every time a purchase is made, which means they already have the customer's details, making this completely unnecessary if their argument is that they need a customer's details – surely updating their system does not require a copy or scan of one's NRIC 2. Companies who are registering a new customer and requesting copies of NRIC <ol style="list-style-type: none"> a. It is sufficient for a company to take down the necessary information on the spot without having to scan or photocopy an NRIC – surely a person's name and address is enough, why the need for an NRIC number for every registration? 3. Establishments that keep one's NRIC <ol style="list-style-type: none"> a. One does not know what is being done in the duration one's NRIC is with said establishment b. The establishment could have staff making copies of the NRIC unnecessarily or using it to check personal details (also may be unnecessary or irrelevant to the establishment), compromising privacy <p>When registering with a company/organisation/etc, should an NRIC be required, it should only be to take down information to be recorded in their system ONCE, and in full view of the customer/client. Copies should NOT be made and one would not need to produce their NRIC anymore. Instead, a user identification can be given by the organisation.</p> <p>Preferably, no NRIC or passport details should be required. Name, address and contact information should be sufficient. Making such changes in a year should be sufficient.</p>
59	Kelvin Loke	15/12/2017	I wish to add on to the feedback you are collecting.

			<p>I am strongly against companies or organisation of retaining our IC in exchange of visitor pass for entry to commercial building, school, condominium and many other building.</p> <p>I am not sure what the security staff will do to my IC behind my back. As my identity is taken by them I on the other hand do not know the identity of the one who keep my IC. That is not fair.</p> <p>Another situation is when applying for membership to Ezylink, Genting Resort, shopping centres, banks, share brokers, etc, we are asked to photocopy our IC to send to them if doing it online. If we are doing it in person at the counter the staff will photocopy our IC.</p> <p>When we try to get anything that is offered to senior citizen such as discounted tickets, other promotion, they will ask us to give them our IC and they will photocopy it as proof.</p> <p>I feel very offended by such practice.</p> <p>Many security staff behave very rude and demanding as if they are the boss, the authority and we are slave, criminals to them. But if we don't comply we will not be given entry or application unsuccessful or senior citizen discount not given.</p> <p>I hope the situation can change asap.</p>
60	Hannah Yee Fen Lim	18/12/2017	<p>Question 1:</p> <p>Please refer to my book <i>Data Protection in the Practical Context: Strategies and Techniques</i> (2017 Academy Publishing) Chapter 7, especially paragraphs 7.9 to 7.19 inclusive; Chapter 1; paragraph 2.54; and Chapter 3.</p> <p>Question 2:</p> <p>Please refer to my book <i>Data Protection in the Practical Context: Strategies and Techniques</i> (2017 Academy Publishing) Chapter 7, especially paragraphs 7.9 to 7.19 inclusive; Chapter 1; paragraph 2.54; and Chapter 3.</p> <p>Question 3:</p> <p>Please refer to my book <i>Data Protection in the Practical Context: Strategies and Techniques</i> (2017 Academy Publishing) in its entirety.</p> <p>Question 4:</p> <p>My view is that a period of 12 months is an overly generous period of time – 6 months would be more than adequate. The activities relating to NRIC numbers pose grave and significant risks to not just individuals but also the organisation – Please refer to my book <i>Data</i></p>

			<i>Protection in the Practical Context: Strategies and Techniques</i> (2017 Academy Publishing) for a thorough exposition of the risks.
61	Unsigned letter	18/12/2017	<p>I am writing in to provide some comments and suggestions that I hope will be taken into consideration in your planning of guidelines with regard to Personal Data Protection (this is not just to address the public consultation on collection of NRIC numbers, but also personal data protection in general).</p> <p>I am in support of the proposal to limit the collection and use of NRIC numbers to instances where it is required under the law/for legitimate purposes. While I regret that this move should have been implemented earlier, I commend the government for inviting views on this.</p> <p>Many businesses have made it common practice to demand for sensitive information including NRIC numbers for the most trivial of purposes, claiming they need it for verification of identity (for all sorts of normal services), and even for exemption of carpark fees. Not only has there been irresponsible usage/collection of individuals' NRIC numbers, but also a severe lack of care taken by providers to safeguard customers' information. One request is the collection of data when insurance agents sign up customers. Some of them request for sensitive data e.g. salary, claiming that the information is necessary, although it is not. I have also come across agents who take pictures of customers' NRIC on their mobile phones for the application, which seems to me as a serious shortfall in duty required to uphold client confidentiality, as the agent could be keeping dozens of NRICs from different customers, which could land in the hands of a third party if they lose their hand phones.</p> <p>There are many more instances I can raise of negligence of care by service providers and businesses to protect client confidentiality, or unnecessary use of sensitive data, be it ticket sellers (Sistic, who requests for contact details on purchase of tickets, even though I do not see how that is necessary), beauty parlours, or hotels (signing of wedding banquet packages). I do not see the need for offices to take down your NRIC and contact numbers (or even hold on to them) when accessing the building – a name card or pass should be sufficient.</p> <p>[Redacted]</p> <p>With regard to all of the above, while I think that the proposal is commendable, it is not enforced retroactively. Even if you enforce this new law, and businesses stop collecting details from customers, how do you ensure that information in the past is removed from the databases of these companies? Hence, I believe this move does not completely solve the issue. I hope the government can come up with something more substantive to address this, even if it means issuing</p>

			<p>new NRICs for everyone, because this identifier sticks with all of us for life. Also, these laws need to be enforced strictly as many businesses are still clearly not abiding by the PDPA guidelines, as it is not in their interest to. The same should be applied to online businesses as well.</p>
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