

# **Personal Data Protection Policy**

## **1. Introduction**

This **Personal Data Protection Policy** ("Policy") outlines how **Rockwills MyWill Registry Portal** ("we," "us," or "our") collects, processes, and protects personal data in compliance with the **Personal Data Protection Act (PDPA)**. We are committed to safeguarding your privacy and ensuring the confidentiality of the information you provide.

By using our portal and services, you acknowledge and consent to the collection, use, and disclosure of your personal data as described in this Policy.

## **2. What Data We Collect**

When you register the location of your will on our portal, we may collect the following personal data:

- **Full Name**
- **Email Address**
- **Will Storage Location Information** (e.g., at Rockwills Custody Centre, law firm address, safe deposit box location, or personal safe location)
- **Other relevant details voluntarily provided by you**

We do **not** collect, store, or request copies of your will or its contents.

## **3. Purpose of Data Collection**

Your personal data is collected for the following purposes:

- To register and maintain records of the location of your will
- To allow authorised executors or beneficiaries to retrieve will location details when required
- To contact you for updates or verification (if necessary)
- To improve our services and user experience

Why are we doing this? As a public service, for free. We have encountered many instances of next of kin enquiring about the whereabouts of the will of the deceased, because they are not aware of the location or sometimes even the existence of the will. This may be the result of the deceased omitting to inform them either because of relocation, forgetfulness, senility, dementia, comatose or other reasons.

We will **never** use your personal data for marketing, sales, or any other unrelated purposes. However, we may provide you with relevant educational information to support your estate planning, including updates on changes in applicable laws, insights on estate planning tools and instruments, and best practices to help you make informed decisions.

## **4. Protection and Security of Data**

We implement strict security measures to ensure your personal data is protected from unauthorised access, disclosure, or misuse. Our security measures include:

- **Data Encryption** – Your information is securely stored and encrypted.
- **Access Control** – A secure access code will be sent to your registered email address each time you log in, providing an additional layer of authentication.
- **Controlled Search Results** – Search results will only be provided to persons explicitly authorised by you, ensuring that sensitive information remains secure. Such persons will have to respond to specifically directed identification checks before the results are released to them.
- **Regular Security Reviews** – We continuously monitor and update our security systems.

## 5. Disclosure of Personal Data

Your personal data will **not** be shared, sold, or disclosed to third parties except in the following circumstances:

- With your authorised representatives or executors, upon verification of their identity.
- When required by law or regulatory authorities.
- In cases where we engage third-party service providers for portal maintenance, who are bound by strict confidentiality agreements.

## 6. Retention of Personal Data

We retain your personal data only for as long as necessary to fulfil the purposes outlined in this Policy. If you wish to remove your details from our system, you may request for deletion at any time.

## 7. Your Rights

Under the PDPA, you have the following rights:

- **Access Your Data** – Request a copy of the personal data we hold about you.
- **Update Your Data** – Correct or update your personal details.
- **Withdraw Consent** – Request the removal of your personal data from our records.
- **Restrict Processing** – Limit how your data is used under certain circumstances.

To exercise these rights, please contact us at **customer-service@rockwills.com**.

## 8. Changes to This Policy

We may update this Policy from time to time to reflect changes in laws or our data security practices. Any revisions will be posted on this page, and we encourage you to review it periodically.

## 9. Contact Information

If you have any questions about this Policy or how your data is handled, please contact us:

 **Email:** [customer-service@rockwills.com](mailto:customer-service@rockwills.com)