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(INCORPORATED IN THE REPUBLIC OF SINGAPORE)
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**IN RESPONSE TO THE PDPC'S PUBLIC CONSULTATION ON THE
PROPOSED REVISED ADVISORY GUIDELINES ON NRIC NUMBERS
BY SHAW THEATRES PTE. LTD.**

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TABLE OF CONTENTS

<u>Contents</u>	<u>Page</u>
Cover Page	1
Table of Contents	2
Summary of Major Points	3
Comments	5
Conclusion	8

A. SUMMARY OF MAJOR POINTS

1. When conducting lucky draws/contests/promotions/events

1.1 Ensuring eligibility of participants

Our employees (including their family members) are not allowed to participate in the lucky draws/contests/promotions. Some movie tickets contests require winners to fulfill certain age rating requirements. NRIC number serves as the unique identifier for us to check the eligibility of the winners before we announce the winners to the public. It is necessary that the winner(s) be “accurately identified to a certain degree of fidelity for fulfilment of service or goods, otherwise possible identity theft/impersonation or mistaken identity would arise. Recourse for smaller monetary transactions may be harder without the adequate means.

We are therefore seeking PDPC to reconsider allowing organisations to collect the last 3 digits and the alphabet of the NRICs for the aforesaid purpose of which we believe that it will not result in fraud and risk of identity theft since the full NRIC numbers are not collected, yet it will fulfil the objective of accurately verifying and identifying the winners.

1.2 Notification to the Lucky Draw Administrator of Criminal Investigation Department (CID)

Currently, it is required under the Common Gaming Houses (Exemption) Notification 1997 or the Remote Gambling (Exempt Persons) Order 2015 to submit a Notification (Annex A) to CID on the details of the lucky draw including full particulars (i.e. Name, NRIC no. and address) of the winners. We suggest that PDPC to liaise with CID to clarify and confirm the aforesaid requirements to be in conformity with the advisory guidelines on NRIC numbers.

1.3 Promotions and events partnerships with other organisations

We run some promotions and/events with our partners who may at times collect NRIC numbers from the participants at their end with or without our knowledge (whether they are required/not required under the relevant laws to collect NRIC numbers) even though we are not the parties who collect the participants’ NRIC numbers.

We are therefore seeking PDPC’s clarification and advices on the extent of responsibility that we should bear for the actions by our partners in relation to the aforesaid.

2. Online purchase of movie tickets

2.1 We will make necessary changes and adjustments to our ticketing systems to be in compliance with the new guidelines on NRIC numbers. However, PDPC should also provide clear guidelines on the removal of existing NRIC records for implementation.

A. SUMMARY OF MAJOR POINTS (CONTINUED)

3. For entry into our buildings

- 3.1 Presently, all contractors' workers are required to surrender their original NRICs/work permit cards for verification against the workers' name list which was submitted in advance to us by the contractors' companies, in exchange for contractor's passes and/or the riser's key before entering our premises to carry out works. The original NRICs/work permit cards will be returned to the workers upon them returning the contractor's passes and/or riser's key.
- 3.2. The collection and verification of NRIC numbers/FIN of the workers are also essential for tracing purposes so as to ensure safety and security of our building. Hence, we are seeking clarifications from PDPC on the allowable procedures on the aforesaid.

4. Collection of other identification documents

- 4.1 We seek clarity from PDPC to state clearly in the advisory guidelines if the future direction is to also prohibit the usage of the other identification documents such as passports, driving licences, employment passes, work permits etc. This will help to prevent future disruptions to business continuity processes for businesses of all sizes.

5. Other comments/Clarifications on Proposed Advisory Guidelines on NRIC numbers

We also would like to seek clarity and advice from PDPC on the following areas which will be discussed in details on Pages 7 and 8 of our responses:-

- 5.1 Key considerations for choosing a Replacement Identifier for NRIC Numbers;
- 5.2 Views on the proposed provision of up to one year from the issuance of the advisory guidelines for organisations to review and implement changes to their practices and processes involving the collection, use or disclosure of NRIC numbers or copies of the NRIC, or the retention of physical NRIC;
- 5.3 Removal of existing NRIC records; and
- 5.4 Informing the public on the new regulations.

B. COMMENTS

<u>Comments on Major Points</u>	<u>Points seeking PDPC’s clarifications/advice</u>
<p>1. When conducting lucky draws/contests/promotions/events</p>	
<p>1.1. <u>Ensuring eligibility of participants</u></p> <p>(i) When conducting the lucky draws/contests/promotions/events, it is stated in our terms and conditions that our employees (including their family members) are not allowed to participate in the lucky draws/contests/promotions. Our prizes consist of cars, cash, travel packages, movie tickets, vouchers, and etc. where the monetary value ranges from S\$10 to S\$100,000 or more. Some movie tickets contests require winners to fulfill certain age rating requirements. For example, a 16 year-old winner will not be allowed to watch the movie which is rated M18 for the movie tickets that he had won. NRIC number serves as the unique identifier for us to check the eligibility of the winners before we announce the winners to the public.</p> <p>(ii) PDPC had proposed in the advisory guidelines to use name, email address and/or mobile number as alternative identifiers. These alternative identifiers may not accurately identify our employees (including their family members) who are not eligible to participate in the lucky draw. Furthermore, a person can hold multiple mobile numbers, email addresses or even different names if they are not required to present their NRICs for verifications. We do not wish to put our organisation in an awkward position where we have publicly announced the winners and subsequently found out that the winners are not eligible to claim the prizes. Circumstances of such will result in bad publicity which will adversely affect our company’s reputation.</p> <p>(iii) It has to be acknowledged that when a customer decides to take part in lucky draws/contests/promotions/events, he or she has to be “accurately identified to a certain degree of fidelity for fulfilment of service or goods. Otherwise possible identity theft/impersonation or mistaken identity would arise. Recourse for smaller monetary transactions may be harder without the adequate means.</p>	<p>(a) Based on Point 1.1, can PDPC suggest a better alternative identifier or solution which will not be prohibited for use in the near future?</p> <p>(b) Will PDPC consider allowing collection of the last 3 digits and the alphabet of the NRICs for the purpose of lucky draws/contests/promotions on the condition that organisations abide to the 9 PDPA obligations? The collection of the last 3 digits and the alphabet of the NRICs will not result in fraud and risk of identity theft since the full NRIC numbers are not collected, yet it will fulfil the objective of accurately verifying and identifying the winners.</p> <p>(c) If the suggestion in Point (a) is not allowable, will PDPC consider allowing the collection of the last 3 digits and the alphabet of the NRICs for the purpose of administering the redemption of high value prizes (i.e. S\$10,000/- or more) on the condition that organisations abide to the 9 PDPA obligations? If this is not allowable, can PDPC provide a comprehensive solution for such purpose? The collection of the last 3 digits and the alphabet of the NRICs will not result in fraud and risk of identity theft since the full NRIC numbers are not collected, yet it will fulfil the objective of accurately verifying the winners of the high value prizes.</p>

<u>Comments on Major Points</u>	<u>Points seeking PDPC's clarifications/advice</u>
<p>1.2. <u>Notification to the Lucky Draw Administrator of Criminal Investigation Department (CID)</u> Currently, it is required under the Common Gaming Houses (Exemption) Notification 1997 or the Remote Gambling (Exempt Persons) Order 2015 to submit a Notification (Annex A) to CID on the details of the lucky draw including full particulars (i.e. Name, NRIC no. and address) of the winners. We have contacted the Lucky Draw Administrator and they have mentioned that the Notification (Annex A) will be amended to exclude NRIC no. in due course.</p>	<p>We suggest that PDPC to liaise with CID to clarify and confirm the requirements under Notification (Annex A) in accordance with Common Gaming Houses (Exemption) Notification 1997 or the Remote Gambling (Exempt Persons) Order 2015 to be in conformity with the advisory guidelines on NRIC numbers.</p>
<p>1.3. <u>Promotions and events partnerships with other organisations</u> We usually have some partnerships with other organisations (or our partners) to run some promotions and/events. Our partners may at times collect NRIC numbers from the participants of the promotions and events at their end <u>with or without our knowledge</u> (whether they are required/not required under the relevant laws to collect NRIC numbers) even though we are not the parties who collect the participants' NRIC numbers.</p>	<p>(a) With reference to Point 1.3, to what extent will our organisation be responsible, assuming that our partners collect NRIC numbers from the participants at their end with our knowledge?</p> <p>(b) With reference to Point 1.3, to what extent will our organisation be responsible, assuming that our partners collect NRIC numbers from the participants at their end without our knowledge?</p> <p>(c) Please provide advices and measures for partnerships of such (whether such partners are required/not required under the relevant laws to collect NRIC numbers).</p>
<p>2. Online purchase of movie tickets</p>	
<p>2.1. Currently, we require customers who purchase movie tickets online to provide name, NRIC numbers, email address and mobile numbers.</p> <p>2.2. We also require patrons to produce their NRICs/work permit cards for age verification during admission into the cinemas for movies that are subjected to age ratings in accordance with the Films Act (Cap. 107). However, there is no collection of NRIC numbers/FIN, only sighting of the NRICs/work permit cards by our theatres staffs for age verification.</p>	<p>We will make necessary changes and adjustments to our ticketing systems to be in compliance with the new guidelines. However, PDPC should provide guidelines on the removal of existing NRIC records for implementation.</p>

<u>Comments on Major Points</u>	<u>Points seeking PDPC's clarifications/advice</u>
<p>3. For entry into our buildings</p> <p>3.1. Presently, all contractors' workers are required to report and register at Fire Command Centre (FCC) before entering our premises to carry out works. Security officer at FCC will verify the worker's particulars (i.e. NRIC numbers for Singapore Citizens and Singapore PRs; FIN/work permit numbers for foreign workers) listed in the workers' name list which was submitted in advance to us. The workers shall surrender their original NRICs/work permit cards in exchange for contractor's passes and/or the riser's key. The original NRICs/work permit cards will be returned to the workers when the workers return the contractor's passes and/or riser's key.</p> <p>3.2. The collection and verification of NRIC numbers/FIN of the workers are essential for tracing purposes so as to ensure safety and security of our building.</p>	<p>(a) Is collection of NRIC numbers/FIN allowable without the retention of the physical NRICs/work permit cards (on the condition that organisations abide to the 9 PDPA obligations) so that we can verify that the workers are being authorised by the contractors' companies to carry out works in our buildings against the workers' name list that has been provided in advance to us?</p> <p>(b) We suggest that the restrictions on NRIC numbers/FIN be exempted from such specific incidents to safeguard the security of our building and for tracing purposes.</p>
<p>4. Collection of other identification documents</p>	
<p>Do these new guidelines apply to NRICs only? What about passports, driving licences, employment passes, work permits etc?</p>	<p>PDPC should state clearly in the advisory guidelines if the future direction is to also prohibit the usage of the aforesaid identification documents which will help to prevent future disruptions to business continuity processes for businesses of all sizes.</p>
<p>5. Other comments/Clarifications on Proposed Advisory Guidelines on NRIC numbers</p>	
<p>5.1. It is stated in the Proposed Technical Guide to NRIC Advisory Guidelines that the replacement identifier should include the following key considerations:- Key considerations for Choosing a Replacement Identifier for NRIC Numbers:-</p> <ul style="list-style-type: none"> ✓ Be easily remembered by the individual ✓ Be unique to each individual ✓ Does not contain sensitive information ✓ Cannot be easily guessed by others 	<p>(a) The suggestions by PDPC to use email address, mobile number, user/organisation selected identifier and/or combination of identifier in replacement of NRIC numbers may not fulfill all the key considerations stated.</p> <p>(b) PDPC may have to review again and provide a more practical solution for implementation.</p>

<u>Comments on Major Points</u>	<u>Points seeking PDPC's clarifications/advice</u>
<p>5.2. <u>Views on the proposed provision of up to one year from the issuance of the advisory guidelines for organisations to review and implement changes to their practices and processes involving the collection, use or disclosure of NRIC numbers or copies of the NRIC, or the retention of physical NRIC</u></p> <p>Based on the above major points that we have highlighted and commented, there are several changes required to be made by different departments of the organisation. The one year transitional period may seem too tight, more so for larger organisations in the market.</p>	<p>We suggest that PDPC to consider extending the transitional period from one year to a period of at least 18 months (i.e. 12 months for implementing changes, another 6 months period to fine-tune the practices and processes to achieve desired effectiveness in order to ensure compliance with the new regulations).</p>
<p>5.3. <u>Removal of existing NRIC records</u></p> <p>Since going forward, the collection and use of NRIC numbers will be prohibited, if NRIC records are required to be removed from information systems, what level of removal of the NRIC records which are in the archives and backups is acceptable to PDPC? Do we need to destroy the storage devices that contained the NRIC records and backups?</p>	<p>PDPC should provide guidelines on the removal of existing NRIC records for implementation.</p>
<p>5.4. <u>Informing the public on the new regulations</u></p> <p>It is essential that the public have sufficient examples and information on the new changes to clear doubts.</p>	<p>It would be helpful if PDPC can have media coverage/call centre/help desk to help address doubts by the public on the new changes.</p>

C. CONCLUSION

We welcome the opportunity to provide feedback on the proposed revised advisory guidelines on NRIC numbers by PDPC and support the need for legislation to keep pace with the developments in technological advancement and addressing the risks involved.

We have also set out our views on the new guidelines and made a few suggestions in terms of the practical implementation of the proposed framework.

We trust that PDPC will give due consideration to our suggestions.