



Annex C

16 May 2014

FACT SHEET

The Consumers' Association of Singapore and Singapore Mediation Centre Sign Memoranda of Intent for the Provision of Mediation Services with the Personal Data Protection Commission

The Consumers' Association of Singapore ("CASE") and the Singapore Mediation Centre ("SMC") have signed Memoranda of Intent ("MOI") with the Personal Data Protection Commission ("PDPC"), agreeing to provide mediation services to settle disputes that arise between an individual and an organisation in relation to the Personal Data Protection Act.

CASE will provide mediation services through its panel of independent mediators at the CASE Mediation Centre, especially on disputes involving organisations that provide consumer goods or services in relation to the provision of consumer goods or services.

SMC will provide mediation service for all types of civil disputes through its panel of independent mediators.

Both CASE and SMC have agreed to provide mediation services to individuals and organisations referred to it by PDPC or to individuals and organisations that approach it directly for mediation of disputes.

About the Personal Data Protection Commission

The Personal Data Protection Commission ("PDPC") administers the Personal Data Protection Act 2012 in Singapore, which aims to safeguard individuals' personal data against misuse and promote proper management of personal data in organisations. In addition, the Act will enhance Singapore's competitiveness and strengthen our position as a trusted business hub, putting Singapore on par with the growing list of countries with data protection laws. For more information, please visit www.pdpc.gov.sg.

About the Consumers' Association of Singapore

The Consumers Association of Singapore ("CASE") is a non-profit, non-governmental organisation that is committed towards protecting consumers' interest through information and education, and promoting an environment of fair and ethical

trade practices. One of our key achievements is in advocating for the Consumer Protection (Fair Trading) Act (“CPFTA”), which came into effect on March 1, 2004.

About the CASE Mediation Centre

CASE Mediation Centre was set up by CASE in 1999, to help solve disputes between the consumers and businesses in relation to consumer goods and services. It aims to encourage consumers and businesses to participate in the mediation process, which would provide both parties an opportunity to resolve disputes speedily, and at a low cost. In addition, this would also solve disputes between consumers and business without resorting to court action.

They have 109 volunteer mediators as at 31 Dec 2013. Their mediators are CASE volunteers, from a wide array of professions. This ensures that their mediators have no vested interest in the dispute resolution process.

About the Singapore Mediation Centre

Established in 1997, the Singapore Mediation Centre (“SMC”) has become synonymous with excellence in mediation services for the resolution of commercial disputes. It has also established a reputation in Singapore and the region for providing training in negotiation and mediation that is of the highest standard. SMC enjoys the full support of the Supreme Court and the State Courts of Singapore. It continues to build relations with the legal and business community as well as promote mediation to the general public. For more information on SMC, please log on to <http://www.mediation.com.sg/>.

For media queries, please contact:

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