

# Do Not Call Regime – Personal Data Protection Act

**RAJAH  
TANN**

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Training for Professional Investment Advisory Services

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Benjamin Cheong / Marcus Lim

Partner / Associate, Technology, Media & Telecoms



# Scope

- ❖ The Do Not Call regime/framework
- ❖ The organisation's Do Not Call Policy
- ❖ Checking with the DNC Registry

# Introduction

“DNC” = Do Not Call

“PDPA” = Personal Data Protection Act

- ❖ DNC Policy to be implemented
- ❖ Sets out the processes and procedures to be followed in relation to complying with DNC obligations when sending marketing messages/making marketing calls
- ❖ All employees and agents are expected to strictly comply with the policy
- ❖ A risk of a breach of the DNC regime under the PDPA is severe : criminal liability → Penalties of up to \$10,000 per breach/message, and up to \$1,000 in composition fines

# Introduction

- ❖ DNC Policy Will form part of the employment contract of employees
- ❖ Failure to comply with the policy or a breach by the employee of the terms of the DNC Policy will subject the employee to disciplinary proceedings including possible termination at the discretion of the organisation
- ❖ Organisation reserves the right to claim compensation and damages for any fine resulting from a breach of the DNC regime as a result of an action or omission of any employee

# The Do Not Call regime/framework



Stop  
Calling  
Me!



# General Overview

- ❖ Intended to allow individuals to opt-out of receiving marketing messages (“specified messages”) by registering their Singapore phone numbers
- ❖ Does not cover marketing messages sent by post, email, in-person communication or other methods which do not use a Singapore telephone number
- ❖ Definition in use in these slides : “**Do Not Call Provisions**” or “**DNC Provisions**” means the Do Not Call requirements and prohibitions in the PDPA.

# 3 DNC Registers

- ❖ There will be three separate Do Not Call Registers covering:
  - Voice Calls
  - Text Messages (SMSes and MMSes)
  - Fax Messages
- ❖ Individuals can register on 1 or more registers. Registration by user or subscriber of telephone number is free
- ❖ The Do Not Call Provisions in PDPA come into effect starting from 2 January 2014. Users/subscribers can start registering their telephone numbers with the DNC Registry from 2 December 2013



# Application of the DNC Provisions

- ❖ The Do Not Call Provisions apply to persons including individuals as well as companies, associations, and other bodies of persons, corporate or unincorporated
- ❖ The Do Not Call Provisions applies to any Singapore telephone number, whether mobile phone number, fax number, landline, residential or business line. DNC Provisions will apply so long as it is to a Singapore Telephone Number
- ❖ Applies to all senders of a specified message → Even if you outsource the sending of marketing messages, you are still deemed to be the sender → any sender will be held liable for the breach of the DNC Provisions → Who is sender?

# Extra territoriality

- ❖ The requirements and prohibitions of the DNC regime have extra-territorial effect. They apply where :
  - the sender of the message is in Singapore when the message is sent to a Singapore telephone number; or
  - the recipient of the message is in Singapore when the message is accessed
- ❖ It is not possible to avoid the application of the DNC regime by outsourcing the sending of messages to an overseas service provider or a local service provider
- ❖ If that outsource provider breaches the DNC regime/framework, the parties in breach would include the outsourced provider as well as your organisation

# What is caught?

***“...the DNC Provisions apply to all marketing messages sent to all telephone numbers”***

*True/False?*

- ❖ DNC Provisions only apply to marketing messages sent to a Singapore Telephone Number

# What is caught?

- Targeted at messages that contain marketing elements (“specified messages”)
- A “specified message” is a message, where, having regard to
  - the content of the message
  - the presentational aspects of the message
  - the content that can be obtained using the numbers, URLs or contact information mentioned in the message
  - if the number from which the message is made is disclosed to the recipient, the content that can be obtained by calling that number,
- it would be concluded that the purpose/one of the purposes of this message is:
  - to offer to supply, advertise or promote goods or services;
  - to offer to supply, advertise or promote land or an interest in land;

# What is caught?

- to advertise or promote a supplier, or prospective supplier, of goods or services
- to advertise or promote a supplier, or prospective supplier, of land or an interest in land
- to offer to provide a business opportunity or investment opportunity;
- to advertise or promote a business opportunity or investment opportunity
- to advertise or promote a provider, or prospective provider, of a business opportunity or investment opportunity
- any other prescribed purpose related to obtaining or providing information
- Immaterial whether goods, services, land, interest or opportunity exists or is lawful

# What is caught?

- Exceptions to what are “specified messages:
  - any message sent by a public agency under, or to promote, any programme carried out by any public agency which is not for a commercial purpose
  - any message sent by an individual acting in a personal or domestic capacity
  - any message which is necessary to respond to an emergency that threatens the life, health or safety of any individual

# What is caught?

- any message the sole purpose of which is
  - to facilitate, complete or confirm a transaction that the recipient of the message has previously agreed to enter into with the sender
  - to provide warranty information, product recall information or safety or security information with respect to a product or service purchased or used by the recipient of the message
  - to deliver goods or services, including product updates or upgrades, that the recipient of the message is entitled to receive under the terms of a transaction that the recipient has previously agreed to enter into with the sender

# What is caught?

- any message the sole purpose of which is to provide
  - notification concerning a change in the terms or features of
  - notification of a change in the standing or status of the recipient of the message with respect to
  - at regular periodic intervals, account balance information or other type of account statement with respect to

a subscription, membership, account, loan or comparable ongoing commercial relationship involving the ongoing purchase or use by the recipient of goods or services offered by the sender



# What is caught?

- any message the sole purpose of which is to conduct market research or market survey
- any message sent to an organisation other than an individual acting in a personal or domestic capacity, for any purpose of the receiving organisation

# Practical considerations

- ❖ There may be instances where you intend to call someone or send an SMS/MMS or a fax to someone where you are unsure whether it is a marketing message. ALWAYS err on the side of caution
- ❖ If unsure whether such message constitutes a marketing message, then the default position should be that you treat it as a marketing message and comply with the requirements of the PDPA
- ❖ Alternatively, seek clarification from your Data Protection Officer

# Overview of the 3 key DNC obligations

❖ Overview of the 3 key obligations:

- a) Requirement to check the DNC Registry;
- b) Requirement to provide Contact Information;
- c) Voice call calling line identity prohibition.

Breach of the any of the above DNC obligations is **CRIMINAL**.

# 1) Requirement to check DNC Registry

- ❖ Must within prescribed period prior to sending marketing message, checked with the DNC Registry whether the Singapore telephone number has been registered on the relevant DNC Register (depending on whether a fax, SMS or voice call is intended to be sent/made); and
- ❖ Can only send the marketing message to that Singapore telephone number via the mode of communication for which the Singapore telephone number has not been registered, within the validity period of the results.
- ❖ You must NOT send the marketing message if the Singapore telephone number is registered.
- ❖ Once the validity period has lapsed, organizations will be required to perform another check against the DNC Registry if they intend to continue their telemarketing activities.

## **Exception:**

Clear and unambiguous consent which is in writing or other form which is accessible for subsequent reference.

# 1) Requirement to check DNC Registry

- ❖ The following prescribed periods for checking Singapore telephone number against the DNC Registers will apply :
  - for Marketing Messages sent from 2 January 2014 and before 1 August 2014 (i.e. between 2 January 2014 to 31 July 2014), the prescribed period is 60 days.
  - for messages sent on or after 1 August 2014, the prescribed period is 30 days.
- ❖ If any person wishes to send a Marketing Message to an Sg Tel No., it is mandatory under the law to check with the DNC Registry unless clear and unambiguous consent given → Even if one takes the risk of not checking and indeed the Sg Tel No. is not registered, a criminal offence is still committed as the PDPA requires checking as a default.

# 1) Requirement to check DNC Registry

## ❖ Exemption To The Requirement To Check

- The Personal Data Protection (Exemption from Section 43) Order 2013 was announced on 26 December 2013. It introduced an exemption from the requirement to check.
- The exemption will only apply to text or fax messages, and does not applicable to voice calls

# 1) Requirement to check DNC Registry

- ❖ To rely on the exemption, the following conditions must be met by the sender or his agent:
  - At the time of the transmission of the message, the sender is in an ongoing relationship with the recipient

AND

- The purpose of the message is related to the subject of the ongoing relationship

# 1) Requirement to check DNC Registry

- ❖ The Exemption is subject to the following conditions:
  - An exempt message must contain a statement to inform the subscriber or user that he may opt out from receiving via that SG telephone number any exempt from the sender in future by submitting an opt-out notice
  - An opt-out facility must be available and valid and capable of receiving the opt-out notice from the recipient, if any, at all times for a period of 30 days after the date on which the exempt message is transmitted
  - The opt out facility must not result in the recipient incurring any additional cost normally incurred in sending a text or fax message



# 1) Requirement to check DNC Registry

- ❖ The Exemption will not apply if at the time of the transmission of the exempt message:
  - The recipient has withdrawn the consent given to the sender for sending to that number and the prescribed period under S47(3) of the PDPA has expired
  - The recipient has opted out from receiving any exempt message from the sender and a period of 30 days after the date on which the opt-out notice was submitted has lapse
  - The recipient has otherwise indicated to sender that he does not consent to the sender sending such messages

## 2) Requirement to provide contact information

All marketing messages must contain clear and accurate information:

- ❖ identifying the organisation that sent or authorised the sending of the message;
- ❖ on how the recipient of the message can contact the sender; and
- ❖ that is to be valid for at least 30 days after the recipient receives the message.

### 3) Voice call calling line identity prohibition

- ❖ Where voice call/telephone call made to the recipient, the calling line identity must not be concealed from the recipient
  - the recipient must be able to see the actual telephone number of the sender and the sender information on his telephone/mobile phone must not read as ‘Blocked’ or ‘Private Number’ or any other words to that effect.
- ❖ “**Calling line identity**” means the telephone number or information identifying the sender.

# Do I have to check the DNC Registry?

***“...before sending a marketing message to a Singapore Telephone Number, I always have to check the DNC Registry.”***

*True/False?*

- ❖ A person is not required to check the Do Not Call Registry before sending a specified message to a Singapore telephone number if the person has obtained clear and unambiguous consent of the user/subscriber of the Singapore Telephone Number to send marketing messages to that number.

# Understanding Clear and Unambiguous Consent

- ❖ A mere failure to opt out through inaction on the part of the user or subscriber is insufficient. It must be opt-in.
- ❖ Consent has to be evidenced in written or other form and must be obtained from the subscriber or user of the Singapore Telephone Number for the sending of the message to that number

# Evidence of Consent

- ❖ Evidence must be in written or other form so as to be accessible for subsequent reference
- ❖ Written form may include physical documents, documents or other form of records in electronic form
- ❖ Applies to both online and offline situations
- ❖ Regardless of the form in which consent is recorded, always ensure that you keep a record of the consent provided

# Consent

- Mechanism of consent
- A person shall not, *as a condition* for supplying goods, services, land, interest or opportunity, require a subscriber or user of a Singapore telephone number to *give consent* for the sending of a specified message to that Singapore telephone number or any other Singapore telephone number *beyond what is reasonable* to provide the goods, services, land, interest or opportunity to that subscriber or user, *and any consent given in such circumstance is not validly given*
- Consent is not validly given if consent was obtained by providing false or misleading information/practices

# Methods of obtaining Consent

- PIAS forms to be used
  - ❖ PIAS Financial Planner and Abridged Financial Planner Forms (to be used effective 1 Feb 2014)
  - ❖ PIAS Personal Data Notice & Consent Form
  - ❖ PIAS Personal Data Update Form
  - ❖ PIAS Event Evaluation Form
  - ❖ Email version of PIAS Personal Data Notice & Consent Form



# Methods of obtaining Consent

Consent can be obtained from New & Existing Clients via the following Forms

1. Financial Planner ("FP") & abridged version of FP ("AFP"), available for use from 1<sup>st</sup> February 2014

2. Personal Data Notice & Consent Form

3. Personal Data Update Form

4. Event Evaluation Form

4. Email version of Personal Data Notice & Consent Form

- Submit the form to DPU as per existing business lodgment process
- You are encouraged to maintain records on your end as well

- Submit soft copy of the form within 3 working days to DPU ([dataprotection@proinvest.com.sg](mailto:dataprotection@proinvest.com.sg))
- You are encouraged to maintain records on your end as well

DPU updates internal records by;

- by 2 working days for consent given via FP Forms
- by 1 to 2 weeks for consents received via Personal Data Notice and Consent Form, Personal Data Update Form or Event Evaluation Form

- No DNC Register check is required for telephone numbers with given consent.
- However, any individual can instruct PIAS to withdraw the consent that he/ she had given before.
- Hence, always check the validity status of this consent for each number prior to calling, texting, faxing Marketing Message via PIAS Client Consent Portal\* for the interim until when IAgent is running.

**\*To be launched end of January 2014, more information will be provided in due time**

# Methods of Obtaining Consent

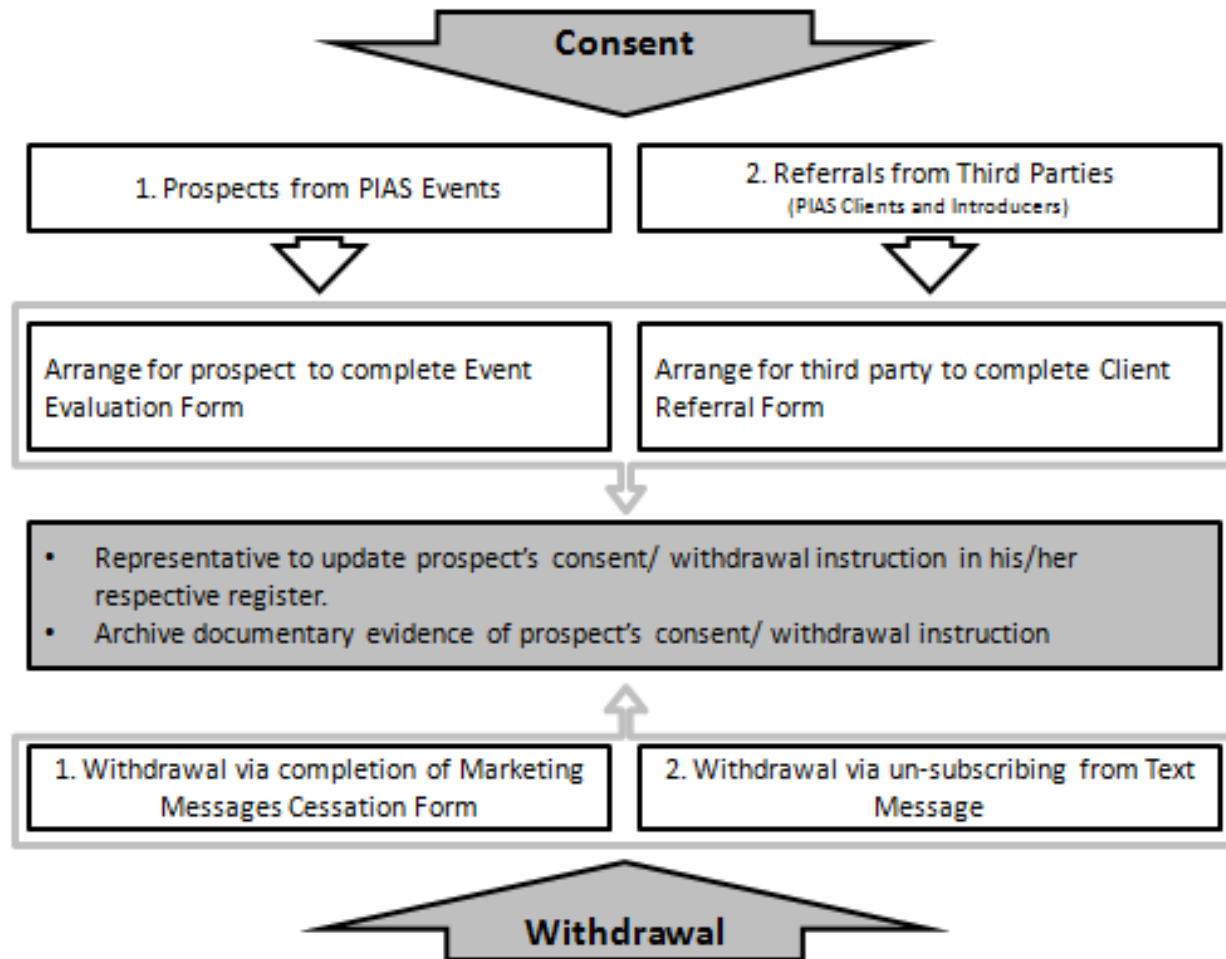
- The interim PIAS Client Consent Portal (To be launched end of January 2014) is limited to capturing only existing client's consent withdrawal data.
- Until when the IAgent system is available, such information of their own leads will be updated in registers maintained by each individual representative.
- Therefore, consent or withdrawal instructions of non-PIAS clients (prospects) should not be submitted to DPU as the system will not be able to capture the data.
- With the above, it is a requirement that the register contains all the below information specified in the below table illustration.

Client Name	NRIC	CONSENT GIVEN			WITHDRAWAL INSTRUCTED		
		Voice Call Number(s) and Consent Date	SMS/ MMS Number(s) and Consent Date	Fax Number(s) and Consent Date	Voice Call Number(s) and Withdrawal Date	SMS/ MMS Number(s) and Withdrawal Date	Fax Number(s) and Withdrawal Date

Each representative is responsible of ensuring

- The accuracy and completeness of the data entered and
- Prompt updates in the register upon receiving the consent or withdrawal instructions.

# Methods of Obtaining Consent



# Withdrawal of Consent

## Withdrawal of consent

- An individual may withdraw consent at any time upon giving notice
- A person cannot prohibit an individual from withdrawing his consent, but this does not affect any legal consequences arising from such withdrawal
- The withdrawal can be in any form – eg. sms, email, face to face, in writing. If you receive any withdrawal of consent by an individual to receiving Marketing Messages, you must immediately act upon it. → send it to [dataprotection@proinvest.com.sg](mailto:dataprotection@proinvest.com.sg).

# Withdrawal of consent

Obligations when withdrawal of consent notice received:

- ❖ Receipt of a notice of such withdrawal of consent means that an organisation must cease (and cause its agents to cease) sending marketing messages to that number after the expiry of the “prescribed duration”.
- ❖ “prescribed duration”
  - 60 days, for a notice of withdrawal given by an individual from 2 January 2014 to 1 July 2014 (inclusive); and
  - 30 days, for a notice of withdrawal given on or after 2 July 2014.
- ❖ Criminal offence committed if you still send a marketing message to the individual after the above prescribed duration.

# Procedure (1)

## RECEIVING A REQUEST TO WITHDRAW CONSENT THROUGH ANY MODE OF COMMUNICATION (MEETINGS, CALLS, EMAILS, EXCEPT TEXT MESSAGE)

- ❖ You must advise the existing client to complete the Marketing Messages Cessation Form and forward a soft copy of the completed form to DPU at [dataprotection@proinvest.com.sg](mailto:dataprotection@proinvest.com.sg)

# Procedure (2)

## RECEIVING A REQUEST TO WITHDRAW CONSENT THROUGH TEXT MESSAGE

- ❖ Upon receipt of SMS, you must forward the request via email to [dataprotection@proinvest.com.sg](mailto:dataprotection@proinvest.com.sg), with the following mandatory information
  - ❖ name of the existing client;
  - ❖ NRIC/ Passport Number of the client;
  - ❖ Date and time of un-subscription message sent by that client to withdraw his/ her consent

# Withdrawal of Consent

## Modes of Withdrawal for Consent from Existing Clients

### 1. Withdrawal via Un-subscription from Text Message

Submit withdrawal instruction for only marketing via text message, via email within 3 working days to DPU ([dataprotection@proinvest.com.sg](mailto:dataprotection@proinvest.com.sg)) with the following mandatory information;

1. Name of the client
2. NRIC/ Passport Number of the client
3. Date and time of un-subscription message sent by that client to withdraw his/ her consent

### 2. Withdrawal via any other mode of communication

- Arrange for client to complete Marketing Messages Cessation Form
- Submit soft copy within 3 working day to DPU ([dataprotection@proinvest.com.sg](mailto:dataprotection@proinvest.com.sg))

DPU updates internal records within 2 weeks, you will be able to access the updated records in the PIAS Clients Consent Portal\* thereafter.

Upon withdrawal of consent, you must be checked with the DNC Registry whether that Singapore telephone number is registered on the relevant DNC Register prior to calling, texting, faxing Marketing Message hereafter

\*To be launched end of January 2014, more information will be provided in due time



# Dealing with vague communication

## VAGUE COMMUNICATION

- ❖ When you are unclear on whether that individual is seeking to withdraw his consent to receive specified messages but you have an impression that the individual appears to be seeking to withdraw his consent
- ❖ You must clarify with the existing client, advise the existing client to complete the Marketing Messages Cessation Form

# Third party leads

- ❖ You are allowed to purchase information of leads (which may include the leads' telephone numbers) from a third party source **provided** that you filter all the numbers with the DNC Registry before calling.
- ❖ You must get a suitable warranty/declaration from such third party source (Introducers and Client Referrals). ***Refer also to the Client Referral Form.***
- ❖ Prior to disclosing the personal data of a lead to PIAS, you should ensure that the lead has consented to you disclosing his/her personal data to PIAS (either by way of written forms or verbal consent).

# Engaging third parties to send messages

- ❖ Before engaging third parties to send messages on your organisation's behalf, you must ensure that:
  - your Data Protection Officer is notified in writing about it
  - such engagement has been authorised by your head of department.
  - there is a written contract in place between your Organisation and the third party service provider.

# DNC Provisions and the 8 data protection principles

- ❖ PDPA consists of two parts which every organisation needs to comply with. One part is the DNC regime/framework while the other is the 8 DP principles.
- ❖ The DNC regime/framework will come into force first on 2 January 2014, while the 8 DP principles come into force on 2 July 2014.
- ❖ As the DNC regime/framework comes into force first, it is possible for you to send a marketing message to an individual whose Singapore telephone number you have checked is not registered on the DNC Registry, without breaching the 8 DP principles (this is because the 8 data protection principles do not come into force until 2 July 2014).
- ❖ This will only apply to specified messages sent during the period between 2 January 2014 and 1 July 2014 inclusive.

# Checking with the DNC Registry



# DNC Registry: Account Creation

To use the services of the DNC Registry, an individual will need to:

- ❖ Apply for a individual account with the DNC Registry.
  - There is a one-time creation fee for each account.
  - Each account will receive **500 free credits every year** which will be valid for one year from the given date.
  - One time registration fee

# DNC Registry: Account Creation

## Welcome to the Do Not Call (DNC) Registry

### Consumer

You can opt-out of unsolicited tele-marketing calls and messages by registering your Singapore telephone number with the DNC Registry. There are 3 ways to register - online, by phone, or by SMS. [Read More](#)

### Organisation

For organisation (including individual) checking the DNC Registry, please create a DNC account to proceed. If you have a DNC account, please proceed to log-in. [Read More](#)



#### Register Online

Click here to add or remove your phone number



#### Register by SMS

Send us SMS "DNC" to register your number  
[Click here to find out more](#)



#### Register

[Click here to find out more](#)



#### Apply for an Account

[Click here to apply for an account](#)



#### Login with SingPass

For organisation registered in Singapore and individual person



#### Login with DNC User ID

For organisation registered overseas


Source of pictures: Personal Data Protection Commission

# DNC Registry: Account Creation

## Individual Person

**Individual Details** > On Behalf List > Payment > Confirmation

Required fields are marked with an asterisk \*.

**Contact Information**

Name\*

Singpass ID\*

Telephone\*

Mobile Number

Email\*

Email Confirm\*

Alternate Email

Postal Code\*

Block No\*

Unit No

Street\*

Building Name


Back


Proceed

- Choose “Individual Person” option



# DNC Registry: Account Creation



 Secure

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## Welcome

to SingPass Authentication Service

**Security Advisory**

SingPass is a common password that allows you to access Government e-services. It is important for you to be vigilant in protecting the confidentiality of your SingPass.

Please click [here](#) for tips on online security. You may also find useful guides on how to safeguard your online security and other cyber security related information at [www.gosafeonline.sg](http://www.gosafeonline.sg).

Click [here](#) to view more details about New SingPass Security Enhancements.

SingPass ID

(Enter your [Identification Number](#))  
e.g. S1234567G, G1234567G

SingPass

(8-24 characters, CASE-SENSITIVE)

Submit

Cancel

Change SingPass

By clicking on the Submit button, you agree to be bound by the terms specified in the [Terms of Use](#) and Important Notes below.

# DNC Registry: Account Creation

## Account Creation Summary

Organisation Details > Sub Account > On Behalf List > **Payment** > Confirmation

Organisation Name: ABC Company  
Main Account: John Doe  
Email: jdoe@abc-company.com  
Telephone: 65562342

### List of Sub Account(s)

Account Name	Office Number	Mobile Number	Email Address
John Tan	65523342		jtan@abc-company.com

### Payment Details

Description	Unit Price (SGD)	Quantity	Sub Total (SGD)
Main Account	\$30.00	1	\$30.00
Sub Account	\$30.00	1	\$30.00
GST			\$4.20
<b>Grand Total</b>			<b>\$64.20</b>

[Back](#)[Proceed To Payment](#)

# DNC Registry: Account Creation

## Registration Confirmation

Organisation Details > Sub Account > On Behalf List > Payment > **Confirmation**

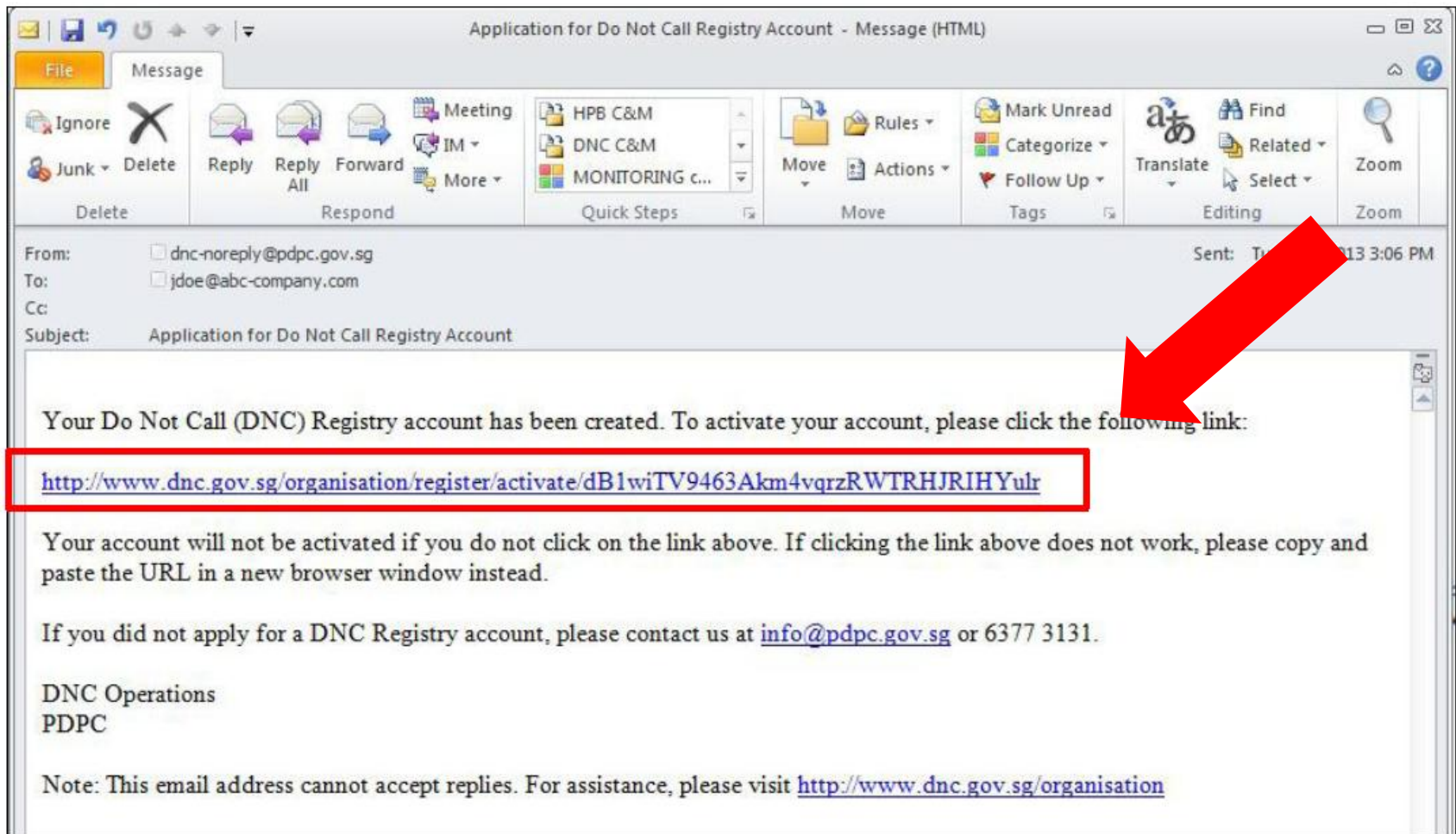
**An activation email has been sent to the contact person of the main account and each sub account (if any).**

Payment Amount:	\$64.20
Payment Method:	Internet Banking
Payment Reference Number:	TEST585151
Payment Date/Time:	18 September 2013 03:10:16
DNC Reference Number:	DNCA13091858818

Main Account	\$30.00
Sub Account	\$30.00
GST	\$4.20
Grand Total	\$64.20

[View Receipt](#)

# DNC Registry: Account Creation




# Pricing Breakdown


Pre-paid Pricing Breakdown			
Price (S\$)	No. of credits	Price (S\$)	Price Per Number (S\$)
A	5,000	100	0.02
B	10,000	150	0.015
C	25,000	350	0.014
D	100,000	1,200	0.012
E	250,000	2,700	0.0108
F	1,000,000	10,000	0.01

Pay-per-use Pricing Breakdown	
Quantity of Valid Numbers Submitted	Price Per Number (S\$)
1 – 4,999	0.025
> 5,000	0.023

# Buying Pre-paid Credits



PERSONAL DATA  
PROTECTION COMMISSION  
SINGAPORE



Singapore Government  
Integrity • Service • Excellence

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[Check Registry](#) | [View Results](#) | **[Manage Credits](#)** | [Sub Accounts](#) | [On Behalf List](#) | [My Account](#)

[Logout](#)

Last login date : 18 September 2013 11:48:37

## Purchase Credits

**Purchase Credits** | [Purchase History](#) | [Transfer Credits](#) | [View Credit Expiry](#)

Total free credits available	5,000 (Expires on 19 September 2015)
Total paid credits available	0

Tier Name	Number Of Credits	Price(SGD)	Quantity
A	5,000	\$100.00	<input type="text" value="1"/>
B	10,000	\$150.00	<input type="text"/>
C	25,000	\$350.00	<input type="text"/>
D	100,000	\$1,200.00	<input type="text"/>
E	250,000	\$2,700.00	<input type="text"/>
F	1,000,000	\$10,000.00	<input type="text"/>

Total Credits	5,000
Total Amount Payable	\$100.00

[Proceed](#)

# Buying Pre-paid Credits

## Payment Summary

Description	Unit Price (SGD)	Quantity	Sub Total (SGD)
Tier A	\$100.00	1	\$100.00
GST			\$7.00
<b>Grand Total</b>			<b>\$107.00</b>

[Back](#)[Proceed](#)

## Payment Confirmation

Payment Amount: \$107.00  
Payment Channel: Internet Banking  
Payment Reference Number: TEST596530  
Payment Date/Time: 19 September 2013 05:17:23  
DNC Reference Number: DNCA13091962860

Tier A \$100.00  
GST \$7.00  
Grand Total \$107.00

[Download Receipt](#)

# DNC Registry & Organisations: Checking the Registry

- ❖ Log in at [www.dnc.gov.sg](http://www.dnc.gov.sg)
- ❖ Telephone numbers submitted will be checked against all three DNC registers automatically. Each number will be charged, regardless of duplicates.

There are two methods to submit telephone numbers for checking against the DNC Registry:

1. **Small Number Lookup:** Enter up to 10 telephone numbers at a time via the DNC Registry website.
2. **Bulk Filtering:** Submit as many telephone numbers as required by uploading a file to the DNC Registry website.



# DNC Registry & Organizations: Checking the Registry

- ❖ Small Number Lookup : results will be displayed immediately
- ❖ Bulk Filtering of numbers: results will be available within 24 hours
- ❖ An email and/or SMS will be sent to notify account holders when the results are available. Account holders may access the results of telephone numbers checked against the DNC Registry

# Checking the registry:

- ❖ When you check a Singapore telephone number against the DNC Registry, you will receive a confirmation from the DNC Registry on whether the telephone number in question is registered in the relevant DNC Register or not. Subject to further changes from the PDPC
  - if you see the notation “**NR**”, it means the telephone number in question is not registered with the DNC Register in question; or
  - If you see the notation “**DNC**”, it means the telephone number in question is registered with the DNC Register in question.

# DNC Registry & Organisations: Checking the Registry

## Welcome to the Do Not Call (DNC) Registry

### Consumer

You can opt-out of unsolicited tele-marketing calls and messages by registering your Singapore telephone number with the DNC Registry. There are 3 ways to register - online, by phone, or by SMS. [Read More](#)



#### Register Online

Click here to add or remove your phone number



#### Register by SMS

Send us SMS "DNC" to register your number  
[Click here to find out more](#)



#### Register by Phone

Register easily by calling us  
[Click here to find out more](#)

### Organisation

For organisation (including individual) checking the DNC Registry, please create a DNC account to proceed. If you have a DNC account, please proceed to log-in. [Read More](#)



#### Apply for an Account

[Click here to apply for an account](#)



#### Login with SingPass


For organisation registered in Singapore and individual person



#### Login with DNC User ID

For organisation registered overseas

# DNC Registry & Organisations: Checking the Registry



 Secure

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to SingPass Authentication Service

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Click [here](#) to view more details about New SingPass Security Enhancements.

SingPass ID

(Enter your [Identification Number](#))  
e.g. S1234567G, G1234567G

SingPass

(8-24 characters, CASE-SENSITIVE)

Submit

Cancel

Change SingPass

By clicking on the Submit button, you agree to be bound by the terms specified in the [Terms of Use](#) and Important Notes below.

# DNC Registry & Organisations: Checking the Registry

[Check Registry](#)

[View Results](#)

[Manage Credits](#)

[Sub Accounts](#)

[On Behalf List](#)

[My Account](#)

[Logout](#)

Last login date : 18 September 2013 11:48:37

## Credit Status

Total free credits available

**500** (Expires on 01 January 2015)

Total paid credits available

0

[Purchase Credit](#)

## Results within Validity Period

Date Submitted

Method of Submission

Expiry Date

Download

You have not submitted any telephone number for checking yet.

❖ Dashboard

# DNC Registry & Organisations: Checking the Registry

## ❖ Small Number Lookup

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Check Registry View Results Manage Credits Sub Accounts On Behalf List My Account

### Check Registry

I want to check the registry by: Small Number Lookup

Please enter 8-digit phone numbers that start with 3, 6, 8 or 9.

94368642	93452452
63452345	98345235
86456456	62345353
95567575	93452345
83452345	92345234

[Clear All](#)

☐ My organisation is checking on behalf of other organisations listed [here](#).

TICK if this check is done on behalf of another organisation

[Proceed](#)

# DNC Registry & Organisations: Checking the Registry

## ❖ Small Number Lookup - Payment

### Submission and Payment Summary

Total valid numbers submitted	10
Current credit balance (Free + Pre Paid)	4,890
Quantity of credits used for this check	10
Remaining credit	4,880

[Back](#)[Proceed](#)

# DNC Registry & Organisations: Checking the Registry

## ❖ Small Number Lookup - Results

### Your Submission Results

These results are valid until 3 May 2014

Numbers	No Voice Call Register	No Text Message Register	No Fax Message Register
94368642	NR	DNC	NR
93452452	NR	NR	NR
63452345	DNC	DNC	DNC
98345235	DNC	DNC	NR
86456456	NR	NR	NR
62345353	DNC	DNC	NR
95567575	NR	NR	NR
93452345	NR	NR	NR
83452345	DNC	NR	NR
92345234	DNC	NR	NR

**Legend:** DNC (Do not Call/SMS/Fax), NR (Not Registered)

Print

Download Results

Download On Behalf List



# DNC Registry & Organisations: Checking the Registry

## ❖ Bulk Filtering

### Check Registry

I want to check the registry by:

Bulk Filtering

Select file to upload:  No file selected.

**Note:** The uploaded file should contain the telephone numbers in a single column.  
Click [here](#) for more detailed instructions.

☐ I want to receive SMS notification to this number **82342423** once the result is ready.

☐ My organisation is checking on behalf of other organisations listed [here](#).

Proceed

# DNC Registry & Organisations: Checking the Registry

## ❖ Bulk Filtering - Payment

### Submission and Payment Summary

Total valid numbers submitted	100
Quantity of invalid telephone numbers (Less than 8 digits or not starting with 3,6,8,9)	0
Current credit balance (Free + Pre Paid)	4,890
Quantity of credits used for this check	100
Remaining credit	4,790

[Back](#)[Proceed](#)

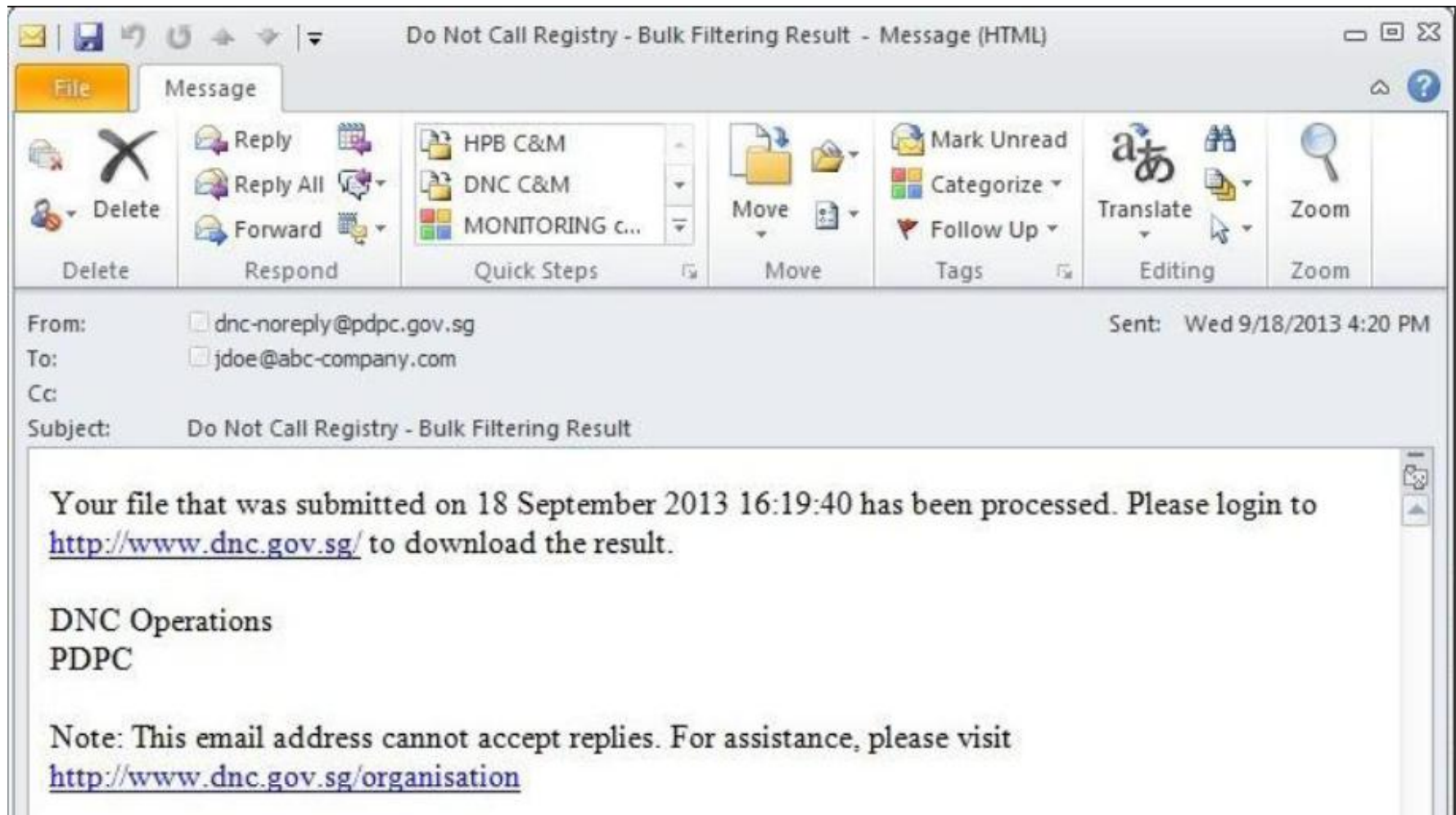
### Your Submission Results

Your request has been successfully submitted. You will receive an email notification once the result is ready.

[Go to Home](#)[Check More Numbers](#)


# DNC Registry & Organisations: Checking the Registry

- ❖ Bulk Filtering – Results notification by email (or SMS) within 24 hours




# DNC Registry & Organisations: Checking the Registry

## ❖ Dashboard after submitting numbers for checking



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[Check Registry](#) | [View Results](#) | [Manage Credits](#) | [Sub Accounts](#) | [On Behalf List](#) | [My Account](#)

[Logout](#)

Last login date : 16 June 2014 22:04:34

### Credit Status

Total free credits available	0
Total paid credits available View Expiry Date(s)	3,260
Paid credits expiring on 17 September 2015	3,260

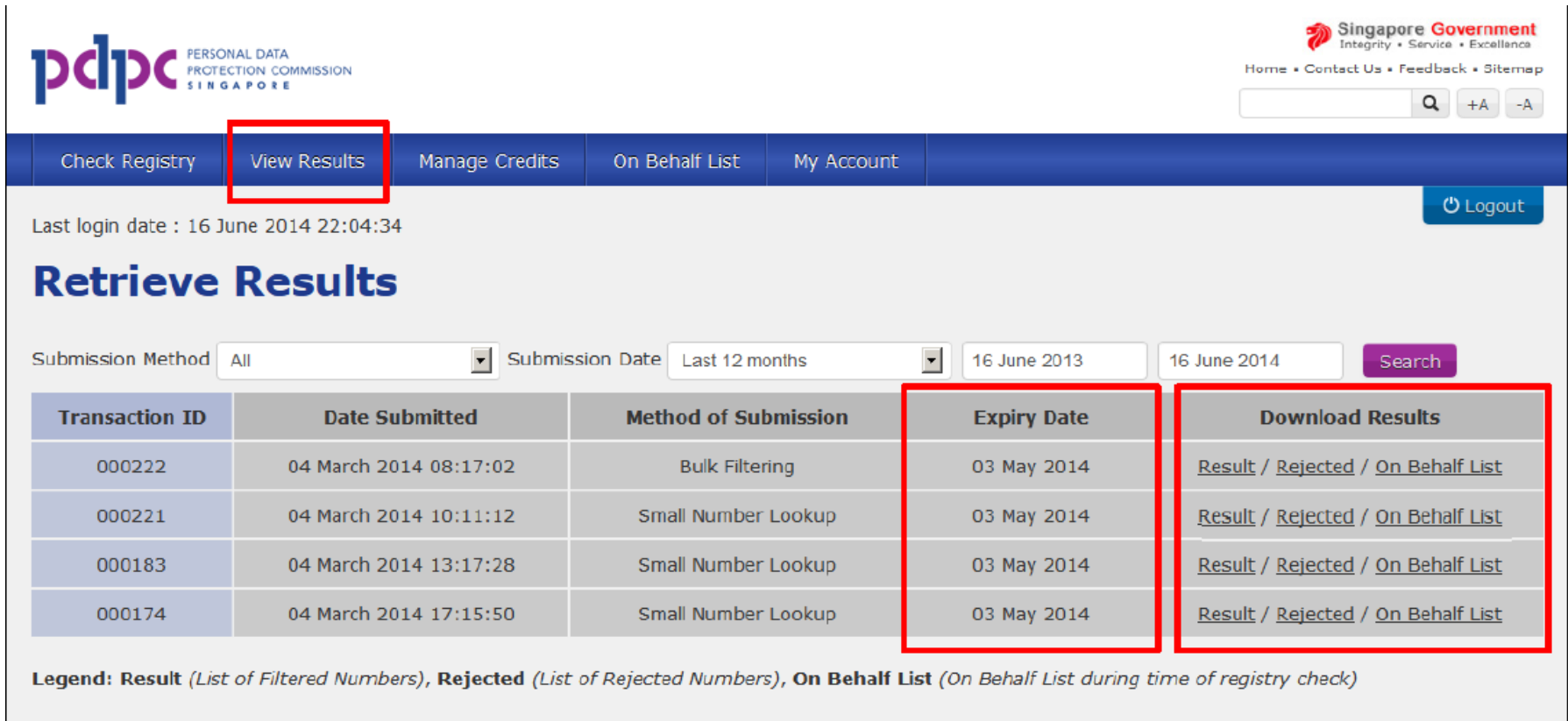
[Purchase Credit](#)

### Results within Validity Period

Date Submitted	Method of Submission	Expiry Date	Download
04 March 2014 08:17:02	Bulk Filtering	03 May 2014	<a href="#">Click here to download</a>
04 March 2014 10:11:12	Small Number Lookup	03 May 2014	<a href="#">Click here to download</a>
04 March 2014 13:17:28	Small Number Lookup	03 May 2014	<a href="#">Click here to download</a>
04 March 2014 17:15:50	Small Number Lookup	03 May 2014	<a href="#">Click here to download</a>

# DNC Registry & Organisations: Checking the Registry

## ❖ Viewing current and past results



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Check Registry **View Results** Manage Credits On Behalf List My Account

Last login date : 16 June 2014 22:04:34

**Retrieve Results**

Submission Method: All Submission Date: Last 12 months 16 June 2013 16 June 2014 Search

Transaction ID	Date Submitted	Method of Submission	Expiry Date	Download Results
000222	04 March 2014 08:17:02	Bulk Filtering	03 May 2014	<a href="#">Result</a> / <a href="#">Rejected</a> / <a href="#">On Behalf List</a>
000221	04 March 2014 10:11:12	Small Number Lookup	03 May 2014	<a href="#">Result</a> / <a href="#">Rejected</a> / <a href="#">On Behalf List</a>
000183	04 March 2014 13:17:28	Small Number Lookup	03 May 2014	<a href="#">Result</a> / <a href="#">Rejected</a> / <a href="#">On Behalf List</a>
000174	04 March 2014 17:15:50	Small Number Lookup	03 May 2014	<a href="#">Result</a> / <a href="#">Rejected</a> / <a href="#">On Behalf List</a>

**Legend:** **Result** (List of Filtered Numbers), **Rejected** (List of Rejected Numbers), **On Behalf List** (On Behalf List during time of registry check)

# Validity Period of results

## Validity period of results returned from the Do Not Call Registry

Receipt of Results	Validity Period	Remarks
Between 2 January 2014 to 31 May 2014 (both dates inclusive)	60 days from receipt of results	E.g., If an organization submits telephone numbers for checking against the Do Not Call Registry and receives the results on 4 March 2014, the results will be valid until 3 May 2014.
Between 1 June 2014 to 1 July 2014 (both dates inclusive)	Until 31 July 2014	As this is the transition period between the 60/30 days validity period, all results received during this period will be valid until 31 July 2014.
From 2 July 2014 onwards	30 days from receipt of results	E.g., If an organization submits telephone numbers for checking against the Do Not Call Registry and receives the results on 4 July 2014, the results will be valid until 4 August 2014.

# Checking the registry:

- ❖ For any and all results that you receive from the DNC Registry on your checks, you must keep a copy of the same for future verification or investigation. How long?
- ❖ Once the validity period for a check on a Singapore telephone number has expired, you must re-check that Singapore telephone number with the DNC Registry to ensure that it is not registered in the relevant DNC Registers before sending a specified message to that Singapore telephone number.

# Questions?





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Thank You

