**PDPC Template for Notification of Data Breach Incident**

**Basic information about the data breach incident**

**Is this a new notification or an update? \***

New notification  Update

**Is this data breach notification related to: \***

Financial Sector (e.g. MAS regulated entity)

**Organisation details**

**Organisation Name \***

|  |
| --- |
| Singapore Life Ltd. |

**Unique Entity Number (UEN)\***

|  |
| --- |
| 196900499K |

**Organisation Sector \***

Private

**Organisation's Correspondence Address \***

|  |
| --- |
| 4 SHENTON WAY  #01-01 SGX CENTRE II  Singapore 068807 |

**Contact details**

**Name of person making this notification \***

|  |
| --- |
| **<Data Risk team / Group DPO >** |

**Designation**

|  |
| --- |
|  |

**Email Address \***

|  |
| --- |
|  |

**Contact Number \***

|  |
| --- |
|  |

**Are you the DPO for your organisation? \***

Yes  No

**Name of DPO \***

|  |
| --- |
| **<Business/Function DPO>** |

**Email Address of DPO \***

|  |
| --- |
|  |

**Contact Number of DPO \***

|  |
| --- |
|  |

**Details of incident**

**When did your organisation become aware of the incident? \***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date |  |  | Time |  |
|  |  |  |  | (Tick here if time is not confirmed) |

**Date of incident \***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date |  |  | Time |  |
|  | (Tick here if date is estimated) |  |  | (Tick here if time is not confirmed) |

**Cause/Suspected Cause of incident \* (select only one)**

|  |  |
| --- | --- |
|  | Human error |
|  | System error |
|  | Cyber incident (e.g. malware, ransomware, DDoS, phishing)  Was there any data exfiltration? **\***  Yes  No  Unknown  Type of Cyber Incident \*   |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | DDoS |  | Unauthorized root access | | |  | Phishing |  | Others, please specify: \* | | |  | Ransomware |  | |  | | --- | |  | | | |  |  |  | |  |   What was/were the type(s) of device/domain that was/were compromised? \*   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | Server |  | | Personal device (e.g. personal laptops, desktops, phones) | | |  | Online account |  | | Others, please specify: \* | | |  | Website |  | | |  | | --- | |  | | | |  |  | |  | |  | | |
|  | Theft of information (e.g. theft of physical devices or paper records containing personal data)  Was there a police report made? \*  Yes  No  Is there any evidence that data had been misused? **\***  Yes  No  Unable to confirm  Has your organisation managed to retrieve the information from the perpetrator? **\***  Yes  No  Ongoing |

**Where is/are the affected database(s)/server(s) holding the personal data involved in this incident located? \***

Singapore

Overseas

Singapore and overseas

**Does your organisation already have an investigation/incident report? \***

|  |  |  |  |
| --- | --- | --- | --- |
|  | Yes. Please upload the incident report. **\*** |  |  |
|  | No. Please provide summary of the cause/suspected cause of incident and how your organisation first became aware of the breach **\***   |  | | --- | |  | | | |

**How was personal data affected? \* (select only one)**

|  |  |
| --- | --- |
|  | Data was disclosed to unintended parties |
|  | Data was encrypted/deleted and held ransom |
|  | Data was exfiltrated |
|  | Data was lost/deleted |
|  | Others, please specify: **\***   |  | | --- | |  | |

**Potential Risk of Data Breach to Data Subject(s) \* (select where applicable)**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Threat to personal safety |  | Loss of business opportunities |
|  | Identity theft |  | Loss of employment opportunities |
|  | Financial loss |  | No potential harm to data subject(s) |
|  | Damage to reputation |  | Others, please specify other potential risk of data breach to data subject(s): \*   |  | | --- | |  | |

**Status of the incident \***

|  |  |  |
| --- | --- | --- |
|  | Ongoing | |
|  | Rectified  Indicate rectified date: **\*** | |  | | --- | |  | |

**Were there any other organisations affected? \***

|  |  |  |
| --- | --- | --- |
|  | Yes, please list them: \* | |
|  | |  | | --- | |  | | |
|  | No |
|  | To be confirmed |

**Details of Affected Personal Data**

**Type(s) of Personal Data Involved \***

|  |  |  |
| --- | --- | --- |
| Contact information | name  address | personal email address  telephone number |
| Identification information | NRIC number  passport number | photograph  date of birth |
| Additional information | health information  financial information  life/health insurance information | transaction information  other information, please specify: \*   |  | | --- | |  | |

**Number of Individuals Affected \***

|  |
| --- |
|  |

**Are there any Singapore-based Individuals affected? \***

|  |  |  |
| --- | --- | --- |
|  | Yes, please state the number of Singapore-based individuals affected under each of the Personal Data involved:\* | |
|  | |  | | --- | |  | | |
|  | No |

**Please state the number of Singapore-based Individuals Affected under each of the following type of Personal Data: \***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Contact information | name   |  | | --- | |  |   address   |  | | --- | |  | | personal email address   |  | | --- | |  |   telephone number   |  | | --- | |  | |
| Identification information | NRIC number   |  | | --- | |  |   passport number   |  | | --- | |  | | Photograph   |  | | --- | |  |   date of birth   |  | | --- | |  | |
| Additional information | health information   |  | | --- | |  |   financial information   |  | | --- | |  |   life/health insurance information   |  | | --- | |  | | transaction information   |  | | --- | |  |   other information, please specify: \*   |  |  | | --- | --- | |  | | |  | | |

**Action Taken by the organisation**

**Have the affected individuals been notified of the data breach incident? \***

|  |  |
| --- | --- |
|  | Yes. Please attach a sample of the notification provided/to be provided \* |
|  | No and we do not intend to notify the affected individuals. Please provide the reason for not notifying the affected individuals \*   |  | | --- | |  | |
|  | No but we intend to notify the affected individuals. Please attach a sample of the notification provided/to be provided \*  Intended to date: \*   |  | | --- | |  | |

**Did your organisation notify the PDPC within three (3) calendar days from the time the data breach was determined to meet the criteria for such notifications as defined under the PDPA? \***

|  |  |
| --- | --- |
|  | Yes. |
|  | No. Please explain why PDPC was not notified within three (3) calendar days \*   |  | | --- | |  | | (800 characters limit) | |

**Have any other authorities/agencies/organisations been notified of the data breach? (For e.g. Regulators, Data Controllers, etc)\***

|  |  |  |
| --- | --- | --- |
|  | Yes. Which other agency has been notified? **\*** | |
|  | |  | | --- | |  | | (800 characters limit) | | |
|  | No |

**Has your organisation issued or does your organisation intend to issue a media statement? \***

|  |  |  |  |
| --- | --- | --- | --- |
|  | Issued.  Please attach a copy of the media statement \*   |  | | --- | |  |   Date issued: \*   |  | | --- | |  | |
|  | Intend to issue.  Intended date of issue: \*   |  | | --- | |  | |
|  | No |

**Any other information relevant to the incident?**

|  |
| --- |
|  |
| (800 characters limit) |

**Declaration**

* By submitting the information above, I confirm that I am authorised to make this notification on behalf of the organisation mentioned above, and confirm that the account as stated above is true and correct to the best of my knowledge and belief.
* If this notification is filed pursuant to section 26D(1) of the Personal Data Protection Act 2012, I confirm that this notification includes all information prescribed by Regulation 5 of the Personal Data Protection (Notification of Data Breaches) Regulations 2021.
* I understand that any false or misleading information provided by me may constitute an offence under Section 51(3)(c) of the Personal Data Protection Act 2012 and/or section 182 of the Penal Code.
* I understand that the information provided by me in this notification will be used by the PDPC, the relevant sectoral regulator(s), and/or other government agencies for investigations and follow-up purposes in accordance with the relevant legislation(s) and/or regulation(s) that may be applicable.
* I further understand that the PDPC, the relevant sectoral regulator(s), and/or other government agencies may contact me to seek further information in relation to this notification.

|  |  |
| --- | --- |
|  | I understand and agree to the above. \* |