

PRIVACY POLICY

This is the Privacy Policy of **Best Fuel Club**. This Privacy Policy provides information on the processing of your personal data as a result of being a customer of Best Petrol & Diesel Supply Pte Ltd.

This Privacy Policy may be changed over time. You are advised to regularly review the Privacy Policy for possible changes. This Privacy Policy was last changed on **23 March 2018**.

1 Who is the controller of your data?

Best Petrol & Diesel Supply Pte Ltd, a company registered in Singapore with registered number 20120780K whose registered office is at 5 Benoi Place, Level 2 Singapore 629927, is the controller for the processing of your personal data.

2 For what purpose do we process your personal data?

In this Privacy Policy we describe what personal data we process and for what purposes.

2.1 Customer service and relationship management

– What does this purpose entail?

If you contact us with a question or a complaint, we may ask you for certain information to identify yourself and to help us respond to your enquiry (which may include redirecting your query and information to other third parties that Best Petrol & Diesel Supply Pte Ltd may collaborate with, such as Shell or the merchants on the redemption program, where applicable). We will use any personal data supplied only for this purpose and to improve our customer support services.

– Which personal data do we process for this purpose?

To be able to respond appropriately to your question or complaint, we will refer to your details in our customer database. We may also ask you for contact details in order to keep you informed about your question or complaint. If you have a question or complaint relating to your participation in our Best Fuel Club (e.g. your account balance, gift deliveries), we may also ask for additional personal details to confirm your identity.

2.2 Participate in promotions

– What does this purpose entail?

Best Petrol & Diesel Supply Pte Ltd regularly runs promotions for its customers. In some cases we will ask you to provide us with your personal data through a registration form, advertisement or website in order to participate in the promotion.

– Which personal data do we process for this purpose?

If you choose to participate in such promotions, we may process the personal data provided by you (including but not limited to your name, identification card or passport number, age, address and e-mail address) in order to register or confirm your participation, to determine whether you fulfil the promotion conditions and to send you any prizes or benefits. Depending on the promotion we may also process information on your participation in the promotion, such as scores, submissions or prizes/benefits won.

2.3 Development and improvement of products and services

– What does this purpose entail?

Best Petrol & Diesel Supply Pte Ltd may from time to time conduct market research with its customers through the use of surveys. We use your responses to such surveys for quality assessments and to improve your customer experience.

– Which personal data do we process for this purpose?

If you choose to participate in our surveys, we may process the personal data provided by you (including but not limited to your name, identification card or passport number, age, address and e-mail address).

2.4 General Offers

– What does this purpose entail?

As a customer of Best Petrol & Diesel Supply Pte Ltd, you may receive general offers and information from Best Petrol & Diesel Supply Pte Ltd (“**General Offers**”).

With General Offers, we would like to notify you of Shell products, events and promotions (including those with third parties that we may collaborate with from time to time), that may be of interest to you. Such General Offers may include but are not limited to the issue of:

- electronic newsletters with offers and general information;
- bonus Loyalty Program points in respect of qualifying purchases;
- Shell fuel or shopping vouchers;
- discount coupons for Shell products.

You may receive your General Offers by regular mail, email, SMS, through the Best Petrol & Diesel Supply Pte Ltd website, Apps, social media, coupons or any other digital channels used by you. You may adjust your Contact Preferences & Account Settings by contacting us at 68982525 or email to enquiry@bestpetrol.com.sg.

– Which personal data do we process for this purpose?

For sending you General Offers, we may process the personal data provided by you (including but not limited to your name, identification card or passport number, age, address and e-mail address).

– Opting out of both General and Personalised Offers

You can at any time stop receiving both General and Personalised Offers by contacting Best Petrol & Diesel Supply Pte Ltd at 68982525 or email to enquiry@bestpetrol.com.sg. We regret that we are unable to let you retain partial receipt of offers. If you opt-out, we will delete or render anonymous any personal data that is no longer needed to serve you with all Offers subject to any retention for the period that any information is required strictly for legal or fiscal purposes.

2.5 Personalised Offers

– What does this purpose entail?

As a customer of Best Petrol & Diesel Supply Pte Ltd, you may receive offers from Best Petrol & Diesel Supply Pte Ltd that are tailored towards your personal preferences based on analysing your purchase history, your participation in promotions, surveys, the Best Petrol & Diesel Supply Club and your use of Websites, Apps and other digital channels (“**Personalised Offers**”).

With Personalised Offers, we would like to notify you of our products, events and promotions that we believe may be of interest to you. Such Personalised Offers may include but are not limited to the issue of:

- electronic newsletters with offers and general information;
- bonus Loyalty Program points in respect of qualifying purchases;
- Shell fuel or shopping vouchers;
- discount coupons for Shell products.

You may receive your Personalised Offers by regular mail, email, SMS, through the Loyalty Program Website, Apps, social media, coupons or any other digital channels used by you. You may adjust your Contact Preferences & Account Settings by contacting us at 68982525 or email to enquiry@bestpetrol.com.sg.

– Which personal data do we process for this purpose?

In order to be able to provide you with Personalised Offers, Best Petrol & Diesel Supply Pte Ltd needs to understand your preferences. In order to be able to determine your preferences, Best Petrol & Diesel Supply Pte Ltd may analyse:

Your purchase history;

This includes data regarding (i) specific products you buy, (ii) the total amount of your purchases per transaction, (iii) the time and place of the purchases you make and (iv) the payment method you use.

How you choose to redeem your awarded points;

This includes data regarding (i) the type and description of the award you have chosen, (ii) the quantities of awards you have chosen, (iii) the amount of points you have redeemed, (iv) the frequency and time of redemption of your points and (v) delivery method used to deliver your award (if any).

- If, how and where you redeem offers (including coupons);
- Your use of the Website and emails you receive from us;
- Your participation in promotions.
- Your responses to surveys

In order to determine your preferences, Best Petrol & Diesel Supply Pte Ltd may also combine your personal data already known by affiliates of Best Petrol & Diesel Supply Pte Ltd including your use of:

- the Best Fuel Club Program;
 - Websites, Apps, coupons, social media, survey's, promotions and other digital channels;
 - Shell branded fuel cards and other payment cards at Shell retail sites, along with purchases of customers with similar interests and supplemental socio-demographic information about you from third party sources in order to analyse your previous purchases.
- Opting out of both General and Personalised Offers

You can request to stop receiving both General and Personalised Offers by contacting Best Petrol & Diesel Supply Pte Ltd at 68982525 or email to enquiry@bestpetrol.com.sg. We regret that we are unable to let you retain partial receipt of offers. If you opt-out, we will in such case stop analysing your personal data and purchasing habits, and delete or render anonymous any personal data that is no longer needed to serve you with all Offers subject to any retention for the period that any information is required strictly for legal or fiscal purposes.

2.6 Administering our Best Fuel Club Program

- What does this purpose entail?
- We process your personal data in order to administer your participation in our Best Fuel Club Program.
- Which personal data do we process for this purpose?
- We may process any or all of the personal data provided by you during your enrolment in the Best Fuel Club Program, such as your name, identification card or passport number, age, address and e-mail address.
- Opting out of the Best Fuel Club Program
- You can choose to discontinue your participation in the Best Fuel Club Program entirely by contacting Best Petrol & Diesel Supply Pte Ltd at 68982525 or email to enquiry@bestpetrol.com.sg. We will then delete or render anonymous any personal data you provided to us when you enrolled for the Best Fuel Club Program subject to any retention for the period that any information is required strictly for legal or fiscal purposes.

2.7 The generation of management information and statistical data

– What does this purpose entail?

Best Petrol & Diesel Supply Pte Ltd may perform research into market trends through statistical analysis. We use the results of such research to evaluate our current products and services and to adapt our products, marketing and service stations to new developments. The research results are only reported on an aggregate basis.

2.8 Preventing, detecting and investigating fraud

– What does this purpose entail?

Best Petrol & Diesel Supply Pte Ltd may use the personal data you provide Best Petrol & Diesel Supply Pte Ltd to prevent, detect and investigate fraud and to enforce its Terms and Conditions.

3 Who has access to your data?

Best Petrol & Diesel Supply Pte Ltd may disclose your personal data to any of the following:

- Authorised third party companies involved in the operation of the Best Fuel Club, such as any other company that is permitted to supply products and/or services to Best Fuel Club members;
- Any agents, service providers and/or subcontractors of Best Petrol & Diesel Supply Pte Ltd and its affiliates;
- Any person to whom Best Petrol & Diesel Supply Pte Ltd proposes to transfer any of its rights and/or duties.

Best Petrol & Diesel Supply Pte Ltd uses third parties for certain processing, such as website hosting. The collected personal data may be transferred to authorised third parties, which may be located outside of Singapore as part of the services offered to you. By way of example, this may happen if any of our servers are from time to time located in a country outside of Singapore or one of our service providers is located in a country outside of Singapore. As far as these third parties have access to personal data in order to execute these processing, Best Petrol & Diesel Supply Pte Ltd has taken the required organisational and/or contractual measures to ensure that your personal data is exclusively processed for the purposes mentioned above and that adequate levels of protection have been implemented in order to safeguard your personal data.

With your consent, Best Petrol & Diesel Supply Pte Ltd may also share your information with other third parties such as our partners. These

third parties will use your information for the purposes detailed in this Privacy Policy.

Except as set out in this Privacy Policy, we will not disclose any personal data without your permission unless we are legally entitled or required to do so or if we believe that such action is necessary to protect and/or defend our rights, property or personal safety and those of our users/customers or other individuals. Only if Best Petrol & Diesel Supply Pte Ltd is required to do so by law, will your personal data be provided to supervisory agencies, fiscal authorities and investigative agencies without notice to you.

4 For what period do we retain your personal data?

Upon your request to discontinue your participation in the Best Fuel Club or to end your relationship with Best Petrol & Diesel Supply Pte Ltd, we will close the applicable accounts as soon as reasonably possible. We will also close or deactivate inactive customer accounts and close accounts that are used in violation of this Privacy Policy or applicable Terms and Conditions. Personal data from closed or deactivated accounts will be deleted or rendered anonymous as soon as is reasonably possible. Under certain circumstances we will retain personal data from closed or deactivated accounts or for longer period, such circumstances being the prevention of fraud or to otherwise take actions permitted or required by law.

5 Who to address regarding questions and requests of access, removal etc.

We aim to keep our data about you as accurate as possible. If you would like to change or delete the details you have supplied to us, please contact Best Petrol & Diesel Supply Pte Ltd at 68982525 or email to enquiry@bestpetrol.com.sg.