

Privacy Policy

1 Our commitment to privacy

1.1 Jolly Companion Limited (“**Jolly Companion**”) knows that protecting the privacy and confidentiality of your personal information is important. Jolly Companion shall therefore only use your name and other information that relates to you in the manner set out in this Privacy Policy. Jolly Companion will only collect information where it is necessary for Jolly Companion to do so and if it is relevant to Jolly Companion’s dealings with you, in the manner set out in this Privacy Policy. Jolly Companion will only keep your information for as long as Jolly Companion is either required to by law or as is relevant for the purposes for which it was collected.

1.2 The collection, use and disclosure of personal information (see Clause 2.1 for a definition) by Jolly Companion are governed by the Personal Data Protection Act 2012 (the “**Act**”). This Privacy Policy explains what personal information is collected from users of Jolly Companion’s website and/or other online platforms (collectively, the “**Platforms**”) and services and how such personal information is used and disclosed to other parties. It also explains how you can ask questions, make suggestions, and complain about Jolly Companion’s privacy practices.

1.3 This Privacy Policy applies to personal information collected by Jolly Companion. Note that Jolly Companion may contain links to other websites provided and maintained exclusively by third parties not subject to this Privacy Policy. Please review the privacy policies on any third party websites to determine their information handling practices. Jolly Companion will not be liable under any circumstances for any damages whatsoever, direct or indirect, resulting from any use of Jolly Companion or any other third party website linked to Jolly Companion, whether or not Jolly Companion is advised of the possibility of such damages. This Privacy Policy is available to the public in electronic form at <https://jollycom.sg>. If you have any additional concerns or questions, you are encouraged to contact Jolly Companion and Jolly Companion will address your concerns to the best of its ability. Please read this Privacy Policy carefully and check back periodically as Jolly Companion updates it from time to time. By submitting your personal information to Jolly Companion and by visiting Jolly Companion, you signify your agreement to the terms and conditions of this Privacy Policy, and expressly consent to the collection, use and disclosure of your personal information in the manner and for the purposes set out in this Privacy Policy.

1.4 If you have any comments, suggestions or complaints, you may contact Jolly Companion by email.

2 What is personal information?

2.1 “**Personal information**” refers to data, whether true or not, about an individual who can be identified (a) from that data; or (b) from that data and other information to which the organisation has or is likely to have access, whether stored in electronic or non-electronic form. “Personal information” does not include the name, title, business address or telephone number of an employee of an organisation. Information used solely for journalistic purposes is exempted from the Act.

3 What personal information does Jolly Companion collect, and why?

3.1 Jolly Companion collects your personal information for specific, limited purposes, as set out in this Clause 3. Information is collected by fair and lawful means.

3.1.1 Jolly Companion collects contact information (for example, name, address, email address, and telephone numbers). This information is used to complete your Jolly Companion bookings and respond to your inquiries.

3.1.2 Jolly Companion also collects credit card and bank account information as needed to process payments for Jolly Companion's services. Jolly Companion does not permanently store your credit card and bank account information.

3.1.3 If you enter a contest or other promotion, Jolly Companion collects your personal contact information to administer the contest or promotion, including for the purposes of contacting, announcing and promoting prize winners.

3.1.4 Jolly Companion collects booking history and a list of promotions offered to you ("**History**") in order to gain a better understanding of your interests so that Jolly Companion may develop better services and to determine eligibility for Jolly Companion's services.

3.1.5 Jolly Companion collects and stores your location history to establish your location, improve your experience and from time to time to send you information, such as promotional offers, that are most relevant to your geographic location.

3.1.6 Jolly Companion keeps notes and special instructions in respect of your personal information on file to help Jolly Companion fulfil your care service requirements and care bookings, and provide customer service.

3.1.7 Jolly Companion also collects your personal information to help Jolly Companion improve the services provided by Jolly Companion (including the types of services offered by Jolly Companion, the quality of the care professionals used to provide the services, Jolly Companion's internal care operations, customer service and support, and outreach services).

3.1.8 If you wish to apply for a job on any of the Platforms, Jolly Companion will collect personal information such as your name, email address, phone number and additional information such as resume and gender. Jolly Companion uses the information, collected through the Platforms to register and process your application, to determine your qualifications for the position for which you have applied and to contact you.

3.1.9 If you choose to opt out of any use of your personal information in accordance with Clause 6, Jolly Companion keeps your contact information on a list so that your request can be honoured.

3.1.10 If you complain to any of Jolly Companion's departments for any reason, Jolly Companion collects your contact information and the nature of your complaint for the purpose of investigating your complaint and responding to you.

3.1.11 If you are a service provider, Jolly Companion collects your personal and/or business identification details for tax reporting purposes and your contact information in order to pay you through Jolly Companion's third-party payment agent. Jolly Companion may also collect financial information (for example, banking details and credit history) from Jolly Companion's service providers to assess credit risk, sales data to prepare commission reports and other information to help Jolly Companion evaluate its services.

3.1.12 Additional purposes for the collection, use or disclosure of personal information, which are not set out in this Privacy Policy, will be set out at the time of collection. Jolly Companion will obtain your consent to such additional purposes no later than at the time of such collection.

3.1.13 **Collection of Computer Data:** Jolly Companion may use cookies, web beacons, and other similar technologies for storing information to help provide you with a better, faster, safer and personalised experience when you use Jolly Companion's services and/or access any of the Platforms. When you visit Jolly Companion's website, Jolly Companion's servers will automatically record information that your browser sends whenever you visit a website. This data may include:

1. your computer's IP address;
2. browser type;
3. webpage you were visiting before you came to Jolly Companion's website;
4. the pages within Jolly Companion's website which you visit; and
5. the time spent on those pages, items and information searched for on Jolly Companion's website, access times and dates, and other statistics.

This information is collected for analysis and evaluation in order to help Jolly Companion improve Jolly Companion's website and the services and products Jolly Companion provides.

3.1.14 **Internet Cookies:** An internet cookie is a small piece of information that a website stores on your internet browser. Jolly Companion uses cookies to better understand how you use Jolly Companion's website and to improve your experience. For example, a cookie may recall a set of preferences you have set for Jolly Companion's website. Storing cookies on your web browser allows Jolly Companion to present you with custom web pages and other content that are tuned with your preferences. These activities are invisible to you, and are generally intended to improve your internet surfing convenience. Unless you have set your preferences so that you will be alerted when a cookie is being stored on your computer, you will not know about it.

3.1.15 If you are concerned about cookies, you may disable them by adjusting the privacy and security settings of your mobile device or web browser. However, please be aware that by disabling cookies, you may not

be able to use all portions of Jolly Companion's website and may not have the optimal experience.

3.1.16 If you use Jolly Companion social media features, and give Jolly Companion authorisation to access your personal information on your social media account, you expressly consent for Jolly Companion to collect, use and disclose such personal information from your social media account in accordance with the settings of your authorisations for the purposes set out in this Privacy Policy. Jolly Companion will manage the personal information which Jolly Companion has collected in accordance with this Privacy Policy. Please refer to the privacy settings of the social media website or application to determine how you may adjust your authorisations and manage the interactivity between Jolly Companion and your social media account or your mobile device.

3.1.17 Jolly Companion may place advertising or other links on any of the Platforms that originate from outside advertisers. If you view these ads, the advertisers may assign a cookie. Jolly Companion does not control these cookies, nor is it responsible for any marketing or other use of your name by these advertisers.

4 Market Research

4.1 Occasionally, Jolly Companion asks its users to complete market research surveys. Survey results are aggregated and shared with Jolly Companion's advertisers, sponsors and related corporations in a manner that does not disclose personal information.

5 To whom does Jolly Companion disclose personal information, and why?

5.1 Jolly Companion may use or disclose your personal information under the following circumstances:

5.1.1 Jolly Companion may transfer your personal information to service providers acting on its behalf in order to perform processing and other specialised services, for example, prize fulfilment of Jolly Companion's contests, collection of overdue accounts, service delivery, credit card or bank transfer processing.

5.1.2 Jolly Companion may disclose your personal information to any legal, regulatory, governmental, tax, law enforcement or other authorities or the relevant right owners pursuant to Clause 13.

5.1.3 Jolly Companion may disclose your personal information to parties connected with the contemplated or actual financing, insuring, sale, assignment or other disposal of all or part of its business or assets, including for the purposes of determining whether to proceed or continue with such transaction or business relationship or fulfilling any records or other reporting requirements to such parties. Jolly Companion will require such parties to treat your personal information in accordance with this Privacy Policy and to use and disclose it only for the purposes for which it was collected.

5.2 In disclosing or transferring your personal information to third parties and/or Jolly Companion's related corporations located overseas, Jolly Companion will ensure that the receiving jurisdiction has in place a standard of protection accorded to personal information that is comparable to the protection under or up to the standard of the Act.

6 Withdrawal of Consent and Opting Out

6.1 Jolly Companion will obtain your express consent to collect, use and disclose your personal information for any additional purposes not set out in this Privacy Policy at or prior to the time of collection.

6.2 You may, at any time, withdraw your consent to and opt out of Jolly Companion's collection, use and/or disclosure of your personal information for any the purposes set out in Clauses 3, 4, and/or 5 by contacting Jolly Companion at its email address set out in Clause 14.3 below.

6.3 Please note that if you opt out of allowing Jolly Companion to collect, use and/or disclose your personal information for any of the purposes set out in this Privacy Policy, Jolly Companion may not be in a position to continue to provide Jolly Companion's services to you or perform any contract Jolly Companion has with you. Jolly Companion's rights and remedies (legal or otherwise) are expressly reserved in such an event.

7 Security of Your Personal Information

7.1 Jolly Companion maintains personal information in a combination of paper and electronic files. Jolly Companion takes technical, contractual, administrative and physical security measures to protect your personal information. Not all Jolly Companion interactions require that credit card and/or bank information be provided. If you provide credit card and/or bank account information to Jolly Companion, Jolly Companion works to help protect the security of your credit card and/or bank account information by using industry standard secure sockets layer (SSL) encryption technology.

7.2 Please be aware that email is not a secure medium, and any personal information you send to Jolly Companion by email could be intercepted. If your communication is very sensitive, or includes information such as your credit card number and/or bank account information, you should not send it electronically unless the email is encrypted or your browser indicates that the access to Jolly Companion's website is secure. Materials posted to online forums such as bulletin boards or chat rooms are public, not secure and may be viewed by anyone. Any personal information you post may be collected and used by anyone and may result in unsolicited messages from other internet users.

7.3 If you believe your privacy has been breached by Jolly Companion, please contact Jolly Companion.

8 No Spam, Spyware, or Virus

8.1 No spam, spyware or virus is allowed on any of the Platforms. Please set and maintain your communication preferences so that Jolly Companion sends communications to you as you prefer. You are not licensed or otherwise allowed to

add other users to your mailing list (email or physical mail) without their express consent. You should not send any messages which contain any spam, spyware or virus via Jolly Companion. If you would like to report any suspicious messages, please contact Jolly Companion at its email address set out in Clause 14.3 below.

9 How to access and correct your personal information

9.1 Jolly Companion provides you with the means to access, update, edit or delete certain subscriber and registration information you have provided at any time by going to the appropriate location at any of the Platforms, and changing or deleting such information as desired

9.2 If you would like to view the personal information Jolly Companion has on you or inquire about the ways in which your personal information has been or may have been used or disclosed by Jolly Companion within the past year, please contact Jolly Companion at its email address set out in Clause 14.3 below. Jolly Companion reserves the right to charge a reasonable administrative fee for retrieving your personal information records.

9.3 If you want to close your account or have other questions or requests, please contact Jolly Companion. While Jolly Companion is ready to assist you in closing your account, and removing your active profile, Jolly Companion cannot always delete records of past interactions and transactions. For example, Jolly Companion is required to retain records relating to previous bookings on its website for financial reporting and compliance reasons.

9.4 Jolly Companion will give you access to the information Jolly Companion retains about you within a reasonable time, upon written request, satisfactory identification and proof of entitlement. In some cases, Jolly Companion may not provide access to personal information in Jolly Companion's possession or control. If Jolly Companion denies your request, Jolly Companion will advise you in writing of the reason for the refusal and you may challenge Jolly Companion's decision.

10 Do-Not-Call Privacy Statement

10.1 Jolly Companion takes its responsibility to protect the information you provide to Jolly Companion very seriously.

10.2 From time to time, Jolly Companion and its partners may call or SMS its users to inform them about its latest services or promotional offers.

10.3 Jolly Companion will only call or SMS you after (i) ascertaining that you have not registered with the national DNC Registry administered by the Personal Data Protection Commission of Singapore and (ii) having obtained your clear and unambiguous consent for Jolly Companion and/or its partners to call or SMS you about its latest services or promotional offers (including Marketing Offers).

10.4 If you no longer wish to receive marketing calls or messages, you may withdraw your consent by contacting Jolly Companion at its email address set out in Clause 14.3 below.

10.5 However, as Jolly Companion may rely on the one-month validity period of its search results from the DNC Registry, you may inadvertently still receive marketing

or promotional messages/calls. If you have received a telemarketing call from someone representing Jolly Companion although you have registered with the DNC Registry or withdrawn your consent, please inform Jolly Companion.

11 General Provisions

11.1 You must only submit to Jolly Companion, or Jolly Companion's authorised agent, information which is accurate and not misleading and you must keep up to date and inform Jolly Companion of any changes to such information. Jolly Companion reserves the right to request for documentation to verify the information provided by you.

11.2 By sharing the personal information of any third party with Jolly Companion, you expressly represent and warrant to Jolly Companion that you have obtained all required consents from the relevant third party to disclose and transfer his/her personal information to Jolly Companion and for Jolly Companion to collect, use and disclose such personal information for the purposes set out in this Privacy Policy. You agree to indemnify Jolly Companion against any and all claims, losses, and damages arising from or in connection with any third party claims as a result of Jolly Companion's collection, use or disclosure of such personal information.

11.3 Jolly Companion may disclose or share non-personally identifiable information with partners, advertisers, current in-home personal care businesses and/or prospective in-home personal care businesses to help explain its business and the effectiveness of Jolly Companion's business or for promotional purposes. For example, Jolly Companion may disclose aggregated demographic information which does not include any personally identifiable information.

12 Changes to the Privacy Policy

12.1 Jolly Companion shall regularly review the sufficiency of this Privacy Policy. Jolly Companion reserves the right to modify and change the Privacy Policy at any time. Any changes to this policy will be published on <https://jollycom.sg>.

13 Jolly Companion's Right

13.1 You acknowledge and agree that Jolly Companion has the right to disclose your personal information to any legal, regulatory, governmental, tax, law enforcement or other authorities or the relevant right owners, if Jolly Companion has reasonable grounds to believe that disclosure of your personal information is necessary for the purpose of meeting any obligations, requirements or arrangements, whether voluntary or mandatory, as a result of cooperating with an order, an investigation and/or a request of any nature by such parties. To the extent permissible by applicable law, you agree not to take any action and/or you hereby waive your rights to take any action against Jolly Companion for the disclosure of your personal information in these circumstances.

13.2 You acknowledge and agree that Jolly Companion has the right to disclose your personal information to any legal, regulatory, governmental, tax, law enforcement or other authorities or the relevant right owners, if Jolly Companion has reasonable grounds to believe that disclosure of your personal information is necessary for the purpose of meeting any obligations, requirements or arrangements, whether voluntary or mandatory, as a result of cooperating with an order, an

investigation and/or a request of any nature by such parties. To the extent permissible by applicable law, you agree not to take any action and/or you hereby waive your rights to take any action against Jolly Companion for the disclosure of your personal information in these circumstances.

14 How to challenge Jolly Companion's privacy practices

- 14.1 Jolly Companion encourages you to contact Jolly Companion with any questions or concerns you have about Jolly Companion's privacy practices or this Privacy Policy. If you have a question concerning Jolly Companion's Privacy Policy or would like a copy, or if you have a complaint, please contact Client Services.
- 14.2 Client Services can deal with many issues. If you prefer or if, after contacting Client Services, your concerns or questions have not been resolved to your satisfaction, you can contact Jolly Companion.
- 14.3 If you wish to withdraw your consent to Jolly Companion's use of your personal information, wish to request access and/or correction of your personal information, have any queries, comments or concerns, or require any help on technical or cookie-related matters in relation to Jolly Companion's website, please feel free to contact Jolly Companion.