# Privacy Policy

## Data Protection Notice

**Airssen Pte Ltd** | UEN: 201107945W
**Last Updated: 23 September 2026**

Airssen Pte Ltd ("Airssen", "we", "us" or "our") respects your privacy and is committed to protecting the personal data entrusted to us.

This notice explains how we collect, use, disclose, retain and protect personal data in connection with our air-conditioning services, website, social media channels, WhatsApp communications and other customer interactions. We manage personal data in accordance with Singapore's Personal Data Protection Act 2012 ("PDPA") and other applicable requirements.

### 1. Personal Data We May Collect

Depending on your interaction with us, we may collect:

- Your name, telephone or mobile number, WhatsApp number and email address.
- Your residential or service address, appointment details and booking information.
- Air-conditioning system details, requested services, service history, and photographs or information supplied for assessment or servicing.
- Quotations, invoices, payment transaction records and related correspondence.
- Communications through phone, email, WhatsApp, our website, Facebook or Instagram.
- Website usage information, including IP address, browser, device and cookie information, where applicable.

We collect only personal data reasonably necessary for the purposes described in this notice.

### 2. How We Collect Personal Data

We collect data when you contact us, submit an enquiry or booking, request a quotation, arrange a service, provide information to our technicians, or participate in a promotion, survey or feedback activity.

We may also receive data from your authorised representative or from service providers and business partners where permitted by law. If you provide another person's data, please ensure you are authorised to do so and that they are informed of the relevant purposes.

## 3. How We Use Your Personal Data

We may collect, use and disclose your personal data for the following purposes:

- Responding to enquiries, assessing service needs and preparing quotations.
- Arranging appointments, assigning technicians and providing air-conditioning servicing, $O_3$ + Steam Deep Cleaning, repairs, installation and related services.
- Communicating with you before, during and after a service, including appointment confirmations, service updates and service-related follow-ups.
- Processing payments, issuing invoices and receipts, and maintaining customer, transaction and service records.
- Providing customer support, handling feedback and complaints, and managing warranties or other service-related matters.
- Improving our services and customer experience, maintaining website and system security, and preventing or investigating misuse or fraud.
- Meeting accounting, administrative, legal and regulatory requirements, and managing disputes or legal claims.
- Sending marketing communications in accordance with section 6 below.

We rely on your consent, consent deemed under the PDPA where applicable, or another basis permitted or required by law. If we intend to use your data for an additional purpose, we will notify you and obtain consent where required. We do not require consent beyond what is reasonable to provide the service you request.

## 4. Disclosure of Personal Data

Where reasonably necessary for the purposes above, we may disclose relevant data to our employees and authorised technicians; contractors; IT, website, cloud, communications and software providers; payment providers; and professional advisers such as accountants and legal advisers. We may also disclose data to authorities or other parties where required or permitted by law.

We limit disclosure to information reasonably needed for the relevant purpose and require providers processing data on our behalf to protect it appropriately. We do not disclose your data to unrelated third parties for their own marketing without your consent or another lawful basis.

## 5. WhatsApp and Social Media

When you contact us through WhatsApp, Facebook, Instagram or another third-party platform, that platform may also process your data under its own privacy terms. Please review those terms and avoid sending unnecessary sensitive personal information through messaging or social media.

## 6. Marketing Communications

We may send information about Airssen services, promotions and offers where you have consented or where otherwise permitted by law. For marketing directed to Singapore telephone numbers, we comply with applicable Do Not Call (DNC) requirements, including checking the relevant register unless valid consent or an applicable exception permits the message.

You can opt out at any time through the channel used to contact you, by emailing admin@airssen.com, or by WhatsApp at +65 8134 7286. We will process your request as soon as reasonably practicable and within applicable legal time limits. For marketing messages to Singapore telephone numbers, we will stop within 21 days of receiving your opt-out request.

Opting out of marketing does not prevent you from using our services. We may still send necessary communications about an enquiry, quotation, booking, payment or service. Promotional reminders remain subject to your marketing preferences and applicable law.

## 7. Cookies and Website Technologies

Our website may use cookies or similar technologies for essential functionality, security, usage analysis, improvements to user experience and measurement of marketing performance, where these features are in use. These technologies may collect device or browsing information and may involve third-party providers.

Where required, we will provide further information and obtain consent before using technologies that collect personal data. You can manage available cookie preferences or use your browser settings to block or delete cookies. Disabling certain cookies may affect website functions.

## 8. Protection of Personal Data

We take reasonable administrative, technical and organisational measures to protect personal data in our possession or control against unauthorised access, collection, use, disclosure, copying, modification, disposal, loss and similar risks. No method of electronic transmission or storage is completely secure.

If a data breach occurs, we will assess it and notify the Personal Data Protection Commission and affected individuals where required by the PDPA.

## 9. Retention of Personal Data

We keep personal data for as long as reasonably necessary for the purposes for which it was collected, including providing and supporting our services, maintaining business and accounting records, resolving disputes, and meeting legal or regulatory requirements.

When those purposes no longer apply and retention is no longer necessary for legal or business reasons, we will delete or anonymise the data, or otherwise remove the means of associating it with you.

## 10. Access and Correction

You may contact our Data Protection Officer to request access to your personal data and information about how it was used or disclosed in the year before your request, or to request correction of an error or omission, subject to applicable legal requirements and exceptions. We may verify your identity and request details needed to process your request.

We will respond to access requests as soon as reasonably possible. If we cannot respond within 30 days, we will inform you in writing within that period of when we expect to respond. Any permitted access fee will be explained in advance. We will make required corrections as soon as practicable. Please let us know if your details change.

## 11. Withdrawal of Consent

You may withdraw consent to our collection, use or disclosure of your personal data by giving reasonable notice to our Data Protection Officer. We will explain any likely consequences, such as being unable to arrange or continue a service if essential information can no longer be used.

Once withdrawal takes effect, we will cease the relevant collection, use and disclosure, and cause our data intermediaries and agents to do so, unless continued handling without consent is required or authorised by law. Withdrawal does not affect retention where still necessary for legal or business purposes.

## 12. Overseas Processing or Transfers

Some technology, cloud, communications or other service providers may process or store data outside Singapore. Where we transfer personal data overseas, we will meet applicable PDPA transfer requirements, including ensuring a standard of protection comparable to the PDPA unless an applicable exemption permits otherwise.

## 13. Third-Party Websites

Our website or social media pages may link to third-party websites or services. Their privacy practices are governed by their own notices. Please review those notices before providing personal information to them.

## 14. Changes to This Notice

We may update this notice to reflect changes in our services, systems, practices or applicable requirements. The latest version and its updated date will be published on our website. We will provide further notice or obtain consent for changes where required by law.

## 15. Contact Us / Data Protection Officer

**Data Protection Officer | Airssen Pte Ltd**
UEN: 201107945W
Email: admin@airssen.com
Phone / WhatsApp: +65 8134 7286 | Website: airssen.com

# Website implementation

## Publication and placement

**FOR THE WEBSITE VENDOR**

Publish the company details, date and policy text on pages 1-4. Pages 5-6 are implementation instructions and should not appear in the public policy.

### A. Publish the Privacy Policy Page

**Public URL:** https://airssen.com/privacy-policy
**Page heading:** Privacy Policy
**Subtitle:** Data Protection Notice
**Browser title:** Privacy Policy | Airssen Pte Ltd
**Last updated:** 23 September 2026

Create a public, mobile-friendly HTML page with the complete wording and numbered headings. Keep the policy accessible without an account or login. Use selectable text and accessible headings, rather than displaying the PDF as an image or making it the only way to read the policy.

### B. Add a Website Footer Link

Add a visible **Privacy Policy** link in the site-wide footer, including booking and contact pages. Link to **/privacy-policy** on the same website. Check the link on desktop and mobile.

### C. Add the Facebook Privacy Policy Link

Once the page is published and opens correctly, add https://airssen.com/privacy-policy to the Facebook Page's privacy policy link field. The field may appear under **About / Privacy and legal information**; the exact menu label can vary. Use the same URL for any Facebook or Instagram lead forms that request a privacy policy link.

### D. Display the DPO Contact Details

Retain the full contact block from section 15. Make admin@airssen.com a working email link and +65 8134 7286 a click-to-call link. A separate WhatsApp link can point to wa.me/6581347286.

### E. Confirm the Website Features in Use

Check the actual form fields, cookies, analytics, advertising pixels, embedded tools and service providers with Airssen. The notice must match the features in use. Provide tool-specific cookie information and consent controls where needed, and update the notice when data uses change.

Airssen should ensure that its designated DPO receives messages sent to the published email address and can handle access, correction, withdrawal and privacy enquiries.

# Forms and launch checks

## Copy-ready notice and final checks

### F. Add This Short Notice Near Each Form

Place this directly above the Submit / Send enquiry / Book now button on every booking or contact form. Link the words **Privacy Policy** to **/privacy-policy**.

> **COPY-READY FORM NOTICE**
>
> By submitting this form, I consent to Airssen Pte Ltd collecting, using and disclosing the information I provide to respond to my enquiry, arrange and deliver requested services, and handle related follow-up, as described in the Privacy Policy.

Keep the notice visible before submission. If a service-consent checkbox is used, leave it unticked by default and use the same stated purposes. Record the notice version and submission time. Do not use service consent as a marketing opt-in.

### G. Keep Marketing Consent Separate

If Airssen wants a WhatsApp marketing option, use a separate, optional checkbox, unticked by default. The customer must be able to submit an enquiry or booking without selecting it.

> **OPTIONAL WHATSAPP MARKETING CHECKBOX**
>
> I agree to receive Airssen Pte Ltd promotions and offers by WhatsApp at the number I provide. I can withdraw my consent at any time by replying STOP or emailing admin@airssen.com.

Record the wording, customer choice and time of consent. Name any additional marketing channels explicitly. Ensure opt-outs reach the team responsible for marketing.

### H. Complete the Launch Checks

- Open the public policy URL in a signed-out browser; verify all 15 sections, the date, UEN and contact details.
- Test footer, form, Facebook, email, phone and WhatsApp links; check mobile readability and keyboard access.
- Submit a test enquiry. Confirm the notice is visible, submission succeeds without marketing consent, and any consent record is saved correctly.
- Send Airssen the live page URL and screenshots of the footer, form notice and Facebook privacy policy link.

**REFERENCE GUIDANCE**

PDPC: Data Protection Obligations; Guide to Notification; DNC Registry and Your Business; Key Concepts Guidelines.