



RITMO STUDIO PTE. LTD.

334 Kreta Ayer Road #03-06 Singapore 080334

Contact No. : 8808 9763

E-mail : hello@ritmostudio.sg

Website : <http://ritmostudio.sg>

UEN: 201634958G

DATA PROTECTION NOTICE

This Data Protection Notice (“**Notice**”) sets out the basis which Ritmo Music Studio (“**we**”, “**us**”, or “**our**”) may collect, use, disclose or otherwise process personal data of our customers in accordance with the Personal Data Protection Act (“**PDPA**”). This Notice applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

1. PERSONAL DATA

1.1. In this Notice, “customer” means an individual who (a) has contacted us through any means to find out more about any goods or services we provide, or (b) may, or has, entered into a contract with us for the supply of any goods or services by us.

1.2. “Personal data” means data, whether true or not, about a customer who can be identified (a) from that data, or (b) from that data together with other information to which we have or are likely to have access.

1.3. Depending on the nature of your interaction with us, personal data we may collect from you includes:

- Identification information — name, NRIC number, date of birth, nationality, gender, marital status
- Contact information — address, email address, telephone number
- Photographs and other audio-visual information
- Employment and financial information — e.g. credit card, debit card, or bank account details

1.4. Other terms used in this Notice shall have the meanings given to them in the PDPA, where the context so permits.

2. COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA

2.1. We generally do not collect your personal data unless (a) it is provided to us voluntarily by you directly, or via a third party you have duly authorised to disclose your personal data to us (your “authorised representative”), after you (or your authorised representative) have been notified of the purposes for which the data is collected and have provided written consent to its collection and use for those purposes, or (b) collection and use without consent is permitted or required by the PDPA or other laws. We will seek your consent before collecting any additional personal data or using your personal data for a purpose not previously notified to you, except where permitted or authorised by law.

2.2. We may collect and use your personal data to:

- perform our obligations in connection with the goods and/or services requested by you
- verify your identity
- respond to and handle your queries, requests, applications, complaints, and feedback
- manage our relationship with you
- process payment or credit transactions
- send you marketing information about our goods, services, events, and promotions
- comply with applicable laws, regulations, and requests from governmental or regulatory authorities

- fulfil any other purpose for which you have provided the information
- transmit your data to relevant third-party service providers, agents, and authorities for the above purposes
- support any other incidental business purpose connected with the above

2.3. We may disclose your personal data (a) where required to perform our obligations in connection with the goods or services requested by you, or (b) to third-party service providers, agents, and other organisations we have engaged to perform functions listed in Clause 2.2 on our behalf.

2.4. The purposes listed above may continue to apply even where your relationship with us has been terminated or altered, for a reasonable period thereafter, including where necessary to enable us to enforce our rights under any contract with you.

3. WITHDRAWING YOUR CONSENT

3.1. Consent you provide for the collection, use, and disclosure of your personal data remains valid until withdrawn by you in writing. You may withdraw consent and request that we stop using and/or disclosing your personal data for any or all of the purposes listed above by submitting a written request to our Data Protection Officer at the contact details below.

3.2. Upon receipt of your written request, we may require reasonable time — depending on the complexity of the request and its impact on our relationship with you — to process it and to notify you of the consequences of doing so, including any legal consequences affecting your rights and liabilities to us. We will generally seek to process your request within ten (10) business days of receipt.

3.3. Depending on the nature and scope of your request, withdrawing consent may mean we are no longer able to continue providing our goods or services to you; where this is the case, we will notify you before completing the processing of your request. Should you wish to cancel your withdrawal of consent, please inform us in writing as described in Clause 3.1.

3.4. Withdrawing consent does not affect our right to continue to collect, use, and disclose personal data where this is permitted or required without consent under applicable laws.

4. ACCESS TO AND CORRECTION OF PERSONAL DATA

4.1. If you wish to make (a) an access request for a copy of the personal data we hold about you, or for information on how we use or disclose it, or (b) a correction request to update any personal data we hold about you, you may submit your request in writing or via email to our Data Protection Officer at the contact details below.

4.2. A reasonable fee may be charged for an access request; if so, we will inform you of the fee before processing your request.

4.3. We will respond to your request as soon as reasonably possible. Where we are unable to respond within thirty (30) days of receiving your request, we will inform you in writing within thirty (30) days of the time by which we expect to respond. If we are unable to provide any personal data or make a requested correction, we will generally inform you of our reasons, except where we are not required to do so under the PDPA.

5. PROTECTION OF PERSONAL DATA

5.1. To safeguard your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal, or similar risks, we have put in place appropriate administrative, physical, and technical measures, such as up-to-date antivirus protection, encryption, and privacy filters, and we disclose personal data internally and to authorised third-party service providers and agents only on a need-to-know basis.

5.2. No method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect your information and continually review and enhance our information security measures.

6. ACCURACY OF PERSONAL DATA

6.1. We generally rely on personal data provided by you or your authorised representative. To help ensure your personal data remains current, complete, and

accurate, please inform our Data Protection Officer in writing or via email of any changes to your personal data.

7. RETENTION OF PERSONAL DATA

7.1. We may retain your personal data for as long as necessary to fulfil the purpose for which it was collected, or as required or permitted by applicable laws.

7.2. We will cease to retain your personal data, or remove the means by which it can be associated with you, as soon as it is reasonable to assume that retention no longer serves the purpose for which it was collected and is no longer necessary for legal or business purposes.

8. TRANSFERS OF PERSONAL DATA OUTSIDE OF SINGAPORE

8.1. We generally do not transfer your personal data to countries outside of Singapore. Where we do so, we will obtain your consent for the transfer and take steps to ensure your personal data continues to receive a standard of protection at least comparable to that provided under the PDPA.

9. DATA PROTECTION OFFICER

9.1. You may contact our Data Protection Officer with any enquiries or feedback on our personal data protection policies and procedures, or to make any request under this Notice, at the contact details set out under “Contact Us” below.

10. EFFECT OF NOTICE AND CHANGES TO NOTICE

10.1. This Notice applies together with any other notices, contractual clauses, and consent clauses that apply to our collection, use, and disclosure of your personal data.

10.2. We may revise this Notice from time to time without prior notice. Please refer to the “Last updated” date below to check whether a revision has taken place. Your continued use of our services constitutes acknowledgement and acceptance of any such changes.

Last updated : 17 July 2026