

MUJI Singapore

Personal Data Protection and Privacy Policy

Introduction

MUJI (Singapore) Pte Ltd and its affiliated companies (hereinafter collectively referred to as "**we**") have implemented this privacy policy in relation to the collection, use, and disclosure (collectively, "**Process**") of Personal Data. Our website is owned and operated by MUJI (Singapore) Pte Ltd.

Scope of Application of Privacy Policy

This Privacy Policy applies to personal data in our possession or under our control, including personal data in the possession of third-parties which we have engaged to Process Personal Data for our Purposes.

For the purposes of this policy, "**Personal Data**" means 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 we have or are likely to have access to. Personal Data collected from you using the Services will be managed in accordance with the Personal Data Protection Act 2012 ("**PDPA**"), and this Personal Data Protection and Privacy Policy ("**Privacy Policy**").

Collection, Use and Disclosure of Personal Data

We may collect Personal Data through (a) your use of our website (including but not limited to user registration, online shopping, email registration for email services) ("**Website Services**"), (b) official social media accounts, (c) other third-party websites for entry to campaigns, contests, events and other marketing purposes, (d) questionnaires, (e) surveys, (f) complaint forms, (g) purchasing of MUJI e-Gift Card and (h) MUJI Passport mobile application. (collectively, "**Services**")

By giving us your personal data, you consent to our Processing of your Personal Data for the purposes of (a) improving and advertising our Website Services or Social Media Services, (b) to improve our products and services, (c) to conduct questionnaires, (d) process membership applications, and (e) administer memberships. ("**Purposes**").

Save for instances provided under applicable law, we will not use or disclose the information collected for other purposes unless we have obtained your consent and will not acquire it by deception or other improper means, or use it by improper methods such as promoting illegal or unjust acts.

Transfer of Personal Data Outside of Singapore

The Personal Data that we collect from you may be transferred to, accessed in and stored at, a destination outside Singapore. When we transfer Personal Data to third parties outside Singapore, we ask them to provide adequate guarantees to implement appropriate technical and organizational security measures which provides a standard of protection that is at least comparable to that provided under the PDPA. You hereby expressly consent to us transferring your Personal Data outside of Singapore for such Purposes.

Security

We take necessary measures to a reasonable extent to protect the privacy of visitors to our website. Depending on the service, we may need to collect personal and highly confidential information from you but will strive to protect such information from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks through appropriate administrative, physical and technical measures, including but not limited to encrypting the Data, when it is transmitted.

Accuracy, Access and Correction of Personal Data

By providing your Personal Data to us, you consent to us processing your Personal Data in accordance with this Privacy Policy, and you confirm that all Personal Data provided by you is accurate and complete, and that none of it is misleading or out of date. You will promptly update us in the event of any change to your Personal Data. We will ensure that the Personal Data in our possession is accurate and complete to the best of our knowledge.

You have a right to make (a) an access request for access to a copy of the personal data which we hold about you or information about the ways in which we use or disclose your personal data, or (b) a correction request to correct or update any of your personal data which we hold about you. You may

submit your request in writing or via email to our Data Protection Officer at pdpa@muji.com.sg. We will get back to you within 30 days.

Upon receipt of a request for display, correction, deletion, withdrawal (in full or in part) and/or termination of use of Personal Data, we will promptly respond to such requests upon confirming the identity of the person through prescribed procedures. Notwithstanding the foregoing, we reserve our rights to rely on any statutory exemptions and/or exceptions to collect, use and disclose your Personal Data.

Withdrawing Consent

The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing. You may withdraw your consent and request us to stop Processing your personal data for any or all of the Purposes by submitting your request in writing or via email to our Data Protection Officer at pdpa@muji.com.sg.

Upon receipt of your written request to withdraw your consent, we may require some time (depending on the complexity of the request) for your request to be processed and for us to notify you of the consequences of us acceding to the request. We will get back to you within 30 days.

Please note that if you withdraw your consent, we may not be able to continue providing our goods or services to you. In such circumstances, we shall notify you before completing the processing of your request. Should you decide to cancel your request to withdraw your consent, please inform us in writing or via email to our Data Protection Officer at pdpa@muji.com.sg.

Notwithstanding the foregoing, we reserve our rights to rely on any statutory exemptions and/or exceptions to collect, use and disclose your Personal Data.

Personal Data Protection Officer

We have appointed a Data Protection Officer for appropriate and secure management of all Personal Data handled by MUJI to ensure that it is accurate and up-to-date. You may contact our Data Protection Officer if you have any enquiries or feedback on our Privacy Policy and procedures, or if you wish to make any request by contacting our Data Protection Officer in writing or via email at pdpa@muji.com.sg.

Destruction of Personal Data

We will not retain your Personal Data for any period of time longer than is necessary to serve the aforementioned purposes and any valid business or legal purposes. After this period, we shall destroy any documents containing your Personal Data in a safe and secure manner.

Contact with Customers

We may provide you with information about our services and products that may interest you by email, SMS, phone calls or postal mail. If you would like to stop receiving information from any of the aforementioned channels, please contact our Data Protection Officer in writing or via email at pdpa@muji.com.sg. We will get back to you within 30 days.

Cookies

"**Cookies**" are small files that are stored on your device when accessing our website. They allow us to recognize whether there has been any contact made between us and your end device in the past and are used to improve the functionality of this website when you visit our website but do not compromise your privacy and harm your computer. You can disable Cookies via your Internet browser software settings. However, some parts of our website may not function as expected if Cookies are disabled.

Disclaimer of Liability

We do not represent or warrant that the contents of our website are appropriate for your environment. Access to our website is voluntary and the use of our website is at your own risk. We shall have no responsibility for any loss (whether direct, indirect, consequential, punitive, special or otherwise) arising out of use of information obtained from our website or other websites linked to our website.

Governing Law and Dispute Resolution

Our privacy policy is governed by Singapore law. Our website can be accessed from countries which have different laws, but you agree that any dispute arising from your use of our website shall be subject to the laws of Singapore.

Modification of Privacy Policy

Our privacy policy may be subject to change in whole or in part at our sole discretion. If any changes are made to our privacy policy, you will be notified of them through our website. Your continued use of our website constitutes your acknowledgement and acceptance of such changes.

Membership Identification

In compliance with Personal Data Protection Commission Singapore (PDPC)'s advisory guidelines on the restricted usage of NRIC numbers, MUJI has stopped the collection and acceptance of NRIC as an identifier to access your membership account. Only your MUJI Passport mobile application membership ID is required for verification of membership.