



## AIA Singapore

1 Robinson Road, AIA Tower  
Singapore 048542  
T : 1800 248 8000

AIA.COM.SG

Real change to health begins  
at [AIAVitality.com.sg](https://aia.vitality.com.sg)

### AIA Singapore Privacy Addendum for mainland China

#### (Privacy Addendum)

Updated: 3 June 2024

This Privacy Addendum only applies to you if you reside in mainland China.

AIA Singapore Private Limited (hereinafter also referred to as “**we**”, “**us**” or “**our**”), as the case may be, is the controller and processor of your personal data and you may reach us via [sg.dpo@aia.com](mailto:sg.dpo@aia.com). This Privacy Addendum forms part of the AIA Personal Data Policy (Singapore) and is specific to individual customers (including individual directors and employees of a corporate customer) who are located in mainland China and receiving our products and/or services from Singapore. As required by the laws of mainland China, we may need to seek your consent on how we use your personal data and, in relation to certain personal data which is considered sensitive based on the laws in mainland China, we may need your separate consent. Your personal data will be collected, accessed, processed, used, stored, and/or transferred outside of, mainland China. If you withdraw your consent to the use of your personal data as set out in this Privacy Addendum, we may not be able to provide you with the product(s) you are purchasing from us and offer you the services associated with the product(s) and this would also include our inability to provide products or services to a corporate customer which is your employer if you (as an employee) do not consent.

Under the applicable data protection laws in mainland China, we will process your personal data based on your consent, unless your personal data is:

- necessary to conclude or perform a contract in which you are a party;
- necessary for us to comply with legal obligations;
- necessary to respond to public health emergencies;
- necessary to protect individuals’ life, health, and property safety;
- reasonably processed in news reporting and public opinion oversight for public interests; and
- publicly available, because of your voluntary disclosure or a legal requirement, and reasonably processed.



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Certain personal data that we collect about you is sensitive personal data as defined in the applicable data protection laws in mainland China (“**Sensitive Personal Data**”), which is personal data that may materially impact your rights and interests, if breached or unlawfully used, including but not limited to national identification number, biometric recognition, medical and health related information, financial account, personal location tracking, or any personal data of a minor under the age of 14. We collect the Sensitive Personal Data only for specific purposes, such as evaluating your financial needs and providing recommendations of suitable products and services to you, assessing and processing the requests or transactions, collecting premiums and making any payments to you in connection with our products and services, assessing your eligibility to purchase our products and services and investigating claims applications submitted to us.

We will retain your personal data for the period necessary to fulfill the purposes outlined in the AIA Personal Data Policy (Singapore) and this Privacy Addendum. The criteria used to determine our retention periods may include one or more of the following: as long as we have an ongoing relationship with you; as required by a legal obligation to which we are subject; and as advisable in light of our legal position (such as in regard of the applicable statute of limitation, litigation, audits or regulatory investigation).

We may also provide your personal data to our agents, brokers, insurers, third party service providers, medical institutions such as hospitals, medical clinics and laboratory testing facilities, parent companies, subsidiaries and affiliated companies, auditors, legal advisors, corporate customers (including their member companies) who maintain group insurance policy with us and, under which policy, you and your dependants receive insurance products or services from us, financial advisors, reinsurers, regulators, banks, payment settlement agents, third party payment service providers and claims investigation organizations (each, a “**recipient**”, collectively, “**recipients**”) for the purpose of the administration of your insurance policies, and the provision of products and services to you. A list of personal data recipients is available [at this table](#).

The recipient(s) of your personal data may collect and process your personal data and return to us for the purpose of the administration of your insurance policies. The types of personal data that we provide to the recipients include without limitation personally-identifiable information, your medical information, your past health records/information and your financial information. We may deliver your personal data through electronic means or other modes of dispatch to the recipients. In compliance with the applicable rules and regulations of mainland China, we implement maximum security in controlling, processing and transferring of your personal data and Sensitive Personal Data. We also adopt our own security policies to safeguard your personal data and Sensitive Personal Data.



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We may use your personal data to make a comprehensive analysis in order to provide you with recommended products or services that may be of interest to you. If you do not want us to provide you with such recommendations, you may opt out by writing to [sg.dpo@aia.com](mailto:sg.dpo@aia.com), which does not affect your ability to use our other products or services.

In addition to the access rights set forth above, you have the right to obtain a copy of your personal data held by us and the right to request us to delete such personal data under any of the following circumstances:

- where the purposes of processing your personal data have been achieved or have failed to be achieved, or the personal data is no longer necessary for achieving the purposes;
- where we have ceased to provide the products or services, or the retention period has expired; and
- where you have withdrawn your consent.

To the extent inconsistent with the provisions of this Privacy Addendum, including but not limited to definitions (e.g., sensitive personal information), China's Cybersecurity Law, Personal Information Protection Law, Data Security Law, their implementing measures and other Chinese laws and regulations in relation to cybersecurity and data protection will prevail.

You are deemed to have read and understood this Privacy Addendum and agree that the AIA Group of companies can process your personal data and Sensitive Personal Data as set out in this Privacy Addendum.

We have the right to update this Privacy Addendum from time to time and we will notify you of our updates to this Privacy Addendum by posting it on our website or application platforms (as the case may be). You may withdraw your consent to our use of your personal data via the AIA+ (or such other name as we may choose for our customer portal from time to time) or by contacting us in writing through the following contact details:

AIA Customer Service Centre  
1 Finlayson Green  
Singapore 049246

OR:

AIA Customer Service Centre  
3 Tampines Grande



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Singapore 528799

For enquiries on personal data related matters, you may write to:

The Data Protection Officer  
AIA Singapore Private Limited  
1 Robinson Road, AIA Tower  
Singapore 048542  
Email: [sg.dpo@aia.com](mailto:sg.dpo@aia.com)

If you withdraw your consent to our processing of your personal data, please note we may not be able to provide the relevant products and/or services to you.