

## **FEEDBACK AND COMPLAINT NOTICE**

Philip Morris Singapore Pte Ltd ("PMS" or, as appropriate in the context, "we," "us" or "our") respects the privacy and protection of the personal information of individuals and values the relationship we have with you. For this reason, we would like to know if you have any feedback or complaints about our personal data protection policies and practices. We take your feedback and complaints seriously.

This Feedback and Complaint Notice describes how you can provide your feedback or complaints to us on PMS' personal data protection policies and practices or on how PMS has used and shared your personal information.

### **Submitting Feedback on PMS' Personal Data Protection Policies and Practices**

If you have any feedback concerning any of our Policies and Notices concerning our personal data protection practices, please send your feedback to the Data Protection Officer by e-mail, fax or post to:

Email: Singapore.DPO@pmi.com

Fax: (65)64130948

Post: The Data Protection Officer, Philip Morris Singapore Pte Ltd

3791 Jalan Bukit Merah, #08-18 E-Centre@Redhill, Singapore 159471

If you are sending your feedback by fax or post, please attention your correspondence to the "Data Protection Officer".

### **Submitting a Complaint on PMS' use of your Personal Information**

If you have a complaint on how PMS has used or shared your Personal Information, you may submit your complaint to the Data Protection Officer by completing the Form [[http://www.pmi.com/marketpages/pages/market\\_en\\_sg.aspx](http://www.pmi.com/marketpages/pages/market_en_sg.aspx)] and sending it by e-mail, fax or post to:

Email: Singapore.DPO@pmi.com

Fax: (65)64130948

Post: The Data Protection Officer, Philip Morris Singapore Pte Ltd

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If you are sending your feedback by fax or post, please attention the Form to the "Data Protection Officer".

Once we receive your complaint, we will acknowledge receipt of your complaint within 3 working days.

PMS takes all complaints that it receives on PMS' use and sharing of your personal information seriously and we will look into and investigate your complaint. To assist us in looking into, investigating and responding to your complaint, it is important for you to provide us with adequate and sufficient details when you fill the Form in.

It may be necessary for us to contact you to request more information to assist us to investigate your complaint. We also need to respond to your complaint once we have finished investigating it. For these reasons, we need you to provide us with your contact details when you fill the Form in.

PMS will use reasonable endeavours to respond to your complaints in writing within 30 working days from the date we acknowledge receipt. If we are not able to respond to your complaint that time, we will contact you and inform you of the time we estimate we still need to respond.

At any time, you may contact our Data Protection Officer to enquire about the status of your complaint, or if you have any queries about our personal data protection policies and practices:

- Email address: [Singapore.DPO@pmi.com](mailto:Singapore.DPO@pmi.com)
- Facsimile no.: (65)64130948