# Sample — privacy policy

SYNTHETIC EXCERPT | Singapore AI Governance & PDPA Toolkit | Sample only, not for operational use.

Owner: Example Operations Lead (synthetic role) at Example Harbour Supplies Pte. Ltd. (synthetic). Effective: 2030-04-01. Next review: 2030-07-01. Approved by: Example Managing Director (synthetic role).

About this sample: this is one clause from the editable template, filled in with fictional values. It is not the full toolkit.

This toolkit provides general information and editable examples, not legal advice. Adapt it to your organisation and obtain qualified advice where appropriate. Using it does not guarantee compliance or certification.

### PDPA-01.C01 — Accountability and complaints

Management remains responsible for the organisation’s handling of personal data. Appoint Example DPO (synthetic role) and publish an accessible business contact at dpo@exampleharbour.example. Give the DPO authority to request records, escalate concerns and report unresolved risks to Example Managing Director (synthetic role). Maintain policies and a complaint process; staff must know where to seek help. Log complaints, acknowledge them promptly under a locally agreed target, investigate facts and communicate the outcome without exposing unrelated individuals’ data.

Sources: [SG-ACT] (ss.11–12); [PDPC-KEY] (Chapter 21 Accountability Obligation).

## Sources


[PDPC-KEY] Advisory Guidelines on Key Concepts in the PDPA. Personal Data Protection Commission (PDPC). Revised May 2022. Advisory guidance. Official PDF.

[SG-ACT] Personal Data Protection Act 2012. Singapore Statutes Online. Statutory requirement; check the current consolidated version. Official text.


Citations are given for orientation. Check the current official text before relying on any clause.