

OnMobile Singapore PTE. Ltd.
Notifiable Data Breach Notification to Affected Individual

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Name	Designation & Department	Date
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Notifiable Data Breach Notification to Affected Individual

From: OnMobile Singapore PTE. Ltd.

[Address]

[Date]

Subject: Important Notice: Data Breach Notification

To,

[Affected Individual's Name],

We are writing to inform you of a data security incident that may have involved your personal data. at OnMobile Singapore PTE. Ltd. Transparency and prompt communication are essential in such situations, and we are providing you with the details of this incident, the steps we are taking in response, and recommendations for your protection.

1. Description of the Incident

On [Date of Discovery], we discovered that [Describe the nature of the breach, e.g., an unauthorized third party gained access to our database, a ransomware attack, etc.]. The incident occurred on [Date of Breach], and it potentially affects the personal data of our users.

2. Type of Personal Data Involved

The personal data potentially compromised in this incident includes:

- [Type of Data 1: e.g., Full Name]
- [Type of Data 2: e.g., Email Address]
- [Type of Data 3: e.g., Phone Number]
- [Type of Data 4: e.g., Address]
- [Type of Data 5: e.g., Financial Information (if applicable)]
- [Type of Data 6: e.g., Account Information]

3. Measures Taken

We have taken immediate action to mitigate the impact of this breach, including:

- [Measure 1: e.g., Isolating the affected systems]
- [Measure 2: e.g., Conducting a thorough investigation to understand the scope of the breach]

- [Measure 3: e.g., Notifying relevant authorities, including the Data Protection Authority]
- [Measure 4: e.g., Implementing additional security measures to prevent future breaches]
- [Measure 5: e.g., Engaging external cybersecurity experts to assist with our response]

4. Recommendations for Your Protection

While we are taking every possible step to secure our systems, we recommend you take the following actions to protect your personal data:

- Notification: Ensure that you receive and carefully read the notification from us about the details of the breach i.e. how the breach occurred, what type of data was affected and the steps taken to remedy the situation.
- Monitor Your Accounts: Regularly check your bank and credit card statements for any unauthorized transactions.
- Change Passwords: Update your passwords for all online accounts, especially if you use the same password across multiple sites.
- Enable Two-Factor Authentication (2FA) - Enable two-factor authentication on your online accounts where available.
- Beware of Phishing Scams: Be cautious of any unsolicited communications asking for your personal information.
- Enroll in Monitoring Services: Consider enrolling in a credit monitoring service for additional protection.

5. Contact Information

We understand that you may have questions or concerns regarding this incident. Our team is here to assist you. Please contact us at:

- Email: privacy@onmobile.com
- Phone: [Contact Phone Number]
- Address: [Contact Address]

6. Your Rights

Under PDPA, you have specific rights regarding your personal data, including the right to access, correction, erase, restrict processing, and object to the processing of your data. For more information about these rights, please refer to our Data Protection Policy available at (add link to Privacy Policy)

7. Complaints

If you believe that your data protection rights have not been upheld, you have the right to lodge a complaint with the relevant Data Protection Commission, Singapore:

We deeply regret any inconvenience or concern this incident may have caused to you. Please be assured that we are working diligently to address this issue and to prevent any future occurrences.

Thank you for your understanding and cooperation.



Sincerely,

[Your Name]

[Your Position]

[Your Contact Information]