

OnMobile Singapore PTE. Ltd
Data Breach Notification to Data Protection Commission

Document Release Date: 2025

Document Version: 1.0

Document classification: External / Important

Document Control:

Document Status	Final
Document Classification	External / Important
Document Owner	Director – Information Technology
Effective Date	01.09.2025
Version	1.0

Approval and authorization:

Name	Designation & Department	Date
Ramani Gogoi	Director – Information Technology	01.09.2025

Breach Notification to Singapore Data Protection Commission

From: OnMobile Singapore PTE. Ltd

[]
[]

[Date]

To: [Singapore Data Protection Commission]

[Data Protection Commission's Address]

Subject: Notification of Personal Data Breach

Dear [Authority's Name / Title],

We are writing to inform you of a personal data breach that has occurred at OnMobile Singapore PTE. Ltd , as required under Section 26D of the Personal Data Protection Act 2012 (PDPA). We discovered the breach on [Date of Discovery], and we are providing you with the details of the incident as outlined below.

1. Description of the Personal Data Breach

On [Date of Breach], [brief description of the incident, e.g., an unauthorized access to our database, a ransomware attack, accidental data exposure]. The breach was detected on [Date of Discovery]. The incident resulted in the potential compromise of personal data of approximately [Number of Individuals Affected] affected individuals.

2. Categories of Affected Individuals and Personal Data Affected

The breach involved the following categories of affected individuals and types of personal data:

- Categories of affected individuals: [e.g., customers, employees, users]
- Types of Personal Data:
 - [Type of Data 1: e.g., Full Name]
 - [Type of Data 2: e.g., Contact Information (email address, phone number)]

- [Type of Data 3: e.g., Address]
- [Type of Data 4: e.g., Financial Information (if applicable)]
- [Type of Data 5: e.g., Account Information]

3. Likely Consequences of the Personal Data Breach

The potential consequences of this breach include:

- Unauthorized access to personal data
- Identity theft or fraud
- Financial loss
- Phishing attacks and other forms of social engineering
- Compromised account security

4. Measures Taken or Proposed to Address the Breach

We have taken the following steps to address the breach and mitigate its impact:

- Immediate Actions:
 - [e.g., Isolated affected systems]
 - [e.g., Conducted a thorough investigation]
 - [e.g., Informed relevant internal teams and stakeholders]
- Security Enhancements:
 - [e.g., Implemented additional security measures]
 - [e.g., Engaged cybersecurity experts]
 - [e.g., Updated access controls and monitoring]
- Affected Individual Notification:
 - We have notified the affected individual via [method of communication, e.g., email, postal mail] on [Date of Notification to affected individuals].

5. Contact Information

For any further information or to discuss the details of this breach, please contact our Data Protection Officer (DPO):

- Name: Praneet Ranjan



- Email: privay@onmobile.com

- Phone: []

- Address: []

6. Additional Information

We are committed to protecting the personal data of our individuals and ensuring the highest level of security. We are taking this incident very seriously and will continue to monitor the situation and take any necessary actions to prevent future breaches.

Acknowledgment

We acknowledge our responsibility under the PDPA and will cooperate fully with your office to address this breach. We will provide further updates as more information becomes available.

Thank you for your attention to this matter.

Sincerely,

[Your Name]

[Your Position]

[Your Contact Information]

OnMobile Singapore PTE. Ltd