



CONSUMERS ASSOCIATION OF SINGAPORE

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MEDIA RELEASE

For Immediate Release

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CASE's Response to PDPC's Decision

The Consumers Association of Singapore ("CASE") has received and fully accept the written decision by the Personal Data Protection Commission ("PDPC") issued on 9 July 2024, and the financial penalty of \$20,000.

In the two incidents that occurred in October 2022 and June 2023, CASE promptly alerted affected consumers and reported the matter to the Police and the PDPC. CASE also promptly engaged the services of an IT forensic investigation firm and implemented various measures to strengthen our policies and systems against unauthorised access.

CASE is committed to safeguarding consumer's data and has complied with PDPC's directives to update our personal data protection policies and to rectify security gaps. We will continually review our systems and practices to prevent a recurrence of such incidents.

Dexter Tay
Executive Director
Consumers Association of Singapore

For media queries, please contact:

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About the Consumers Association of Singapore:

The Consumers Association of Singapore ("CASE") is an independent, non-profit organisation that is committed to protecting consumers' interest through information and education and promoting an environment of fair and ethical trade practices. One of its key achievements is in advocating for the Consumer Protection (Fair Trading) Act ("CPFTA") which came into effect on 1 March 2004.