

CHANGI INSIDERS TERMS AND CONDITIONS

1. Participation in Changi Insiders

- 1.1 “Changi Insiders” refers to an exclusive online research community owned and administered by Changi Airport Group (Singapore) Pte. Ltd. (UEN No. 200910817N) (“**CAG**”). In these Changi Insiders Terms and Conditions (“**Terms and Conditions**”), “we”, “us” or “our” refers to CAG, the Singapore-registered entity that manages and operates Singapore Changi Airport, and includes our employees, officers and agents.
- 1.2 Your participation in Changi Insiders constitutes your consent to be a member of Changi Insiders, and your consent to be bound by these Terms and Conditions, which shall form the agreement we have with you (the “**Agreement**”).

1.3 Eligibility

The following persons shall not be eligible to participate in Changi Insiders or any activities associated with Changi Insiders, including but not limited to its Incentives as stipulated in Clause 2 below:

- (a) Directors or employees of, CAG, Changi Airports International, CAG's appointed agencies (which includes Vision Critical Pte. Ltd) and any other persons involved in organising, promoting and/or conducting Changi Insiders;
- (b) persons who are not mentally sound, insolvent or the subject of a criminal investigation or have criminal proceedings of any nature instituted against them in any jurisdiction; or
- (c) any other person or class of persons deemed ineligible or notified by CAG as being ineligible from time to time.

2. Incentives

- 2.1 As a member of Changi Insiders, you will be invited to participate in surveys from time to time (“**Surveys**”, each a “**Survey**”), which may entitle you to win attractive prizes (the “**Prizes**”, each a “**Prize**”). The first three (3) respondents who complete each Survey in every quarter (i.e. three months), commencing from January of each year, will be entitled to receive a Prize. However, if you had participated in more than one (1) Survey that quarter, you will only be entitled to receive one (1) Prize.
- 2.2 All winners of the Prize (“**Winners**”) will be notified by email, in accordance with the email address(es) provided to CAG by you, sometime at the beginning of the next quarter (“**Notification**”).
- 2.3 Winners are required to acknowledge receipt of the Notification from CAG and accept the Prize redemption terms and conditions, by responding to the Notification by email. It is the Winners' responsibility to notify CAG of his or her correct mailing address details within one (1) week of the Notification date (“**Acknowledgement**”). CAG will deliver the Prizes to the respective Winners via post thereafter, and Winners should allow up to six (6) weeks from their Acknowledgement for delivery of the Prizes.
- 2.4 CAG reserves the right to request the Winner to provide proof of identity and other relevant documentation as required by CAG, in order to verify the Winner's identity and prove their eligibility to claim the Prizes. The Winner hereby consents to providing their Personal Data for this verification process. If the Winner is unable to provide the above to CAG's satisfaction, he or she shall be deemed to have forfeited his or her Prize and no substitute shall be offered. “**Personal Data**” means data, whether true or not, about an individual who can be identified

from that data or from that data and other information to which the organisation has or is likely to have access.

- 2.5 CAG's decision on all matters relating to Changi Insiders and the Winners is final, conclusive and binding on all participants and Winners. All Winners will be selected at CAG's discretion based on the criteria stated in these Terms and Conditions. CAG is not obliged to entertain any correspondence relating to the decisions of CAG.
- 2.6 If CAG cannot contact the Winner or the Winner does not respond within one (1) week of the Notification, CAG reserves the right to offer the Prize to another Survey participant, forfeit the Prize and/or donate the Prize to charity.
- 2.7 No prize or part of a Prize is exchangeable for cash, tickets or services. All Prizes are non-exchangeable, non-refundable and non-transferable and may be subject to availability.
- 2.8 CAG may reject a Survey entry for being incomplete, fraudulent, inauthentic or failing to comply with the Terms and Conditions stated herein.
- 2.9 CAG is not responsible for inaccurate Prize details supplied to any Survey participant by any third party or sponsor connected with Changi Insiders.
- 2.10 CAG reserves the right to (i) cancel any of the Surveys; (ii) not give out any of the Prizes for each Survey; or (iii) amend the terms and conditions of the Prize redemption, for any reason whatsoever, including reasons arising from circumstances outside of CAG's reasonable control.

3. Personal Data

- 3.1 Participation in Changi Insiders requires the processing of your Personal Data, including your name and email address. CAG may use your Personal Data for the purposes of administering Changi Insiders and the Surveys, matching Personal Data collected through Changi Insiders with other data CAG holds about you, to optimise operations and services offered to you through Changi Insiders and other platforms such as providing relevant and personalised content designed to make the user experience smoother and more enjoyable, statistical analysis, and improving the products and services that the CAG group offers (the "**Relevant Purposes**"). CAG may also disclose such Personal Data to any of its subsidiaries, affiliates, service providers and/or agents for the Relevant Purposes. By participating in Changi Insiders and the Surveys, you hereby consent to CAG's collection, use, disclosure, storage and other processing of any personal data provided in accordance with all applicable privacy laws and CAG's Privacy Policy (<https://www.changiairport.com/en/privacy-policy.html>).
- 3.2 You represent and warrant that any Personal Data you disclose to CAG is complete and accurate.
- 3.3 By accepting the Prize, the Winner consents to the collection and public disclosure of his name, city/country of residence, photographs and image recordings for publicity or commercial purposes in relation to Changi Insiders (including for any Changi Insiders' newsletter which is emailed to Changi Insiders' members). The Winner further agrees to participate in any advertising, promotion, media interviews and publicity activities stipulated by CAG in relation to Changi Insiders, and to provide and permit the use of his Personal Data for any future marketing efforts and media publicity by CAG in relation to Changi Insiders.

4. General

- 4.1 CAG's decision on all matters concerning Changi Insiders shall be final and binding.
- 4.2 CAG reserves the right to terminate this Agreement at any time at its sole discretion without compensation to you, if:

- (a) you breach any of these Terms and Conditions;
 - (b) you are suspected of misconduct or if your actions are deemed to be detrimental to the interests of CAG, Changi Insiders and its partners; or
 - (b) you are inactive over a period of time. Inactive members are defined as those who do not participate in any surveys/activities after several invitations, such inactivity to be decided at the sole discretion of CAG.
- 4.3 We may amend these Terms and Conditions from time to time to reflect any changes in the way Changi Insiders is run, changing legal requirements, or otherwise. We may make changes by posting them on this page without notification to you. Where appropriate, we may notify these changes to you. It is your responsibility to check and read the most up-to-date versions of these Terms and Conditions, and you are deemed to have notice of the amended versions upon publication of the amended Terms and Conditions.
- 4.4 You shall indemnify and hold CAG, its employees, officers and agents, harmless from and against all claims, demands, choses in action, judgments, suits, proceedings, liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties, legal costs (calculated on a full indemnity basis and including solicitor and client costs) and all other professional costs and expenses) suffered or incurred by us arising out of or in connection with:
- (a) your use or misuse of the website, webpage, platform or online portal on which Changi Insiders is run;
 - (b) your acts, defaults or omissions or any breach, performance, negligent performance or non-performance of this Agreement; and/or
 - (c) the breach of any representation or warranty that you make under this Agreement.
- 4.5 CAG, its employees, officers, agents, and authorised agencies, shall not be liable for any claims, damages, losses, costs or expenses incurred, or inconvenience for any matter arising out of or in connection with Changi Insiders (including without limitation the Prizes), save and except for any personal injury or death caused by CAG, its employees and/or its authorised agencies' negligence.
- 4.6 This Agreement is governed by the laws of the Republic of Singapore. Both you and CAG agree to submit to the non-exclusive jurisdiction of the Singapore courts to resolve any dispute arising out of or in connection with the Agreement, including its validity or formation.
- 4.7 Changi Insiders is in no way sponsored, endorsed or administered by, or associated with the site or platform on which it is hosted, which may have its own terms and conditions of use.