

Terms & Conditions

GENERAL TERMS & CONDITIONS

- Compass One Rewards are issued over 12 months from 01 January 2021 to 31 December 2021. This is the redemption year.
- Compass One Rewards must be redeemed by 31 December 2021, which is the redemption year. Balance points will not be brought forward and be forfeited.
- Compass One Rewards can be earned by submitting the receipts, with all information required, at Level 3 Customer Service Counter on the day of the purchase. Only same-day receipts are accepted for rewards earning at Customer Service Counter.
- Only the nett amount spent (exclusion of discounts, usage of points for redemption. Purchasing of membership cards and itunes and/or game cards) will be taken into consideration for redemption(s).
- Purchases made online like GrabFood, FoodPanda, Deliveroo, Fave etc are not allowed for redemption. Receipts should be printed with Compass One address to qualify for redemption.
- Compass One Rewards are only awarded after receipt is verified.
- Each receipt must have a minimum purchase value of \$10 to qualify for rewards earning.
- Each member can earn a maximum of 1,000 Compass One Rewards daily, regardless of amount spent.

ELIGIBILITY AND MEMBERSHIP

1. Subject to our sole discretion, eligible persons may participate in the Compass One Rewards Programme by signing up at the Customer Service Counter located at Level 3.
2. As a condition of applicant's participation in the Compass One Rewards Programme, applicant must provide and produce his/her complete and accurate personal particulars as requested, his/her full name, date of birth, local address, contact numbers and such other information as may be required by Compass One from time to time.
3. The applicant agrees that they shall be solely responsible for all consequences of providing any inaccurate, incomplete and/or insufficient information. In the event that Compass One Management determine or have reason to believe that the information provided to us is not current, inaccurate, or is incomplete in any way or that false or misleading registration information is provided, Compass One Management reserve the right to either suspend or terminate the Membership.
4. All tenants' staff members purchases must present the goods upon redemption for verification.
5. All participants must be at least 16 years old on the date they sign up for the Compass One Rewards Programme.
6. Each Member can only register for one Compass One Membership and it is non-transferable. By accepting the Compass One Rewards membership, the Member agrees and undertakes to provide any merchants who are tenants or licensees located in Compass One and are required to provide proof or verification of his/her identity on demand.
7. By signing up to the Compass One Rewards Programme, you shall be deemed to have read, understood, and accepted these Terms and Conditions. These Terms and Conditions shall also apply in relation to any Personal Data provided by you to us in connection with the Compass One Rewards Programme.

8. We may amend these Terms and Conditions from time to time in our sole discretion upon posting the amended version on the Website. By your continued participation in the Compass One Rewards Programme, you agree to be bound by these Terms and Conditions as amended from time to time.

COMPASS ONE REWARDS

1. Compass One Rewards can be earned in accordance with these Terms and Conditions when shopper makes own qualifying purchase of goods and/or services from Qualified Retailers.
2. All tenants' staff members purchases must present the goods upon redemption for verification.
3. To be eligible to earn Compass One Rewards for a qualifying purchase, shopper must submit their Receipt to us no later than one (1) day following their purchase via customer service counters located at Level 3.
4. Compass One Rewards will be credited based on the date of the receipt
5. The criteria for qualifying purchases and the Compass One Rewards earn rate for qualifying purchases shall be determined and at Compass One's sole discretion and may vary as between Qualified Retailers.
6. Compass One Rewards will not be credited into your Account until your Receipt is determined by us to be valid. We may reject any Receipt as being invalid at our sole discretion, and any such decisions by us shall be considered final, conclusive and binding upon you.
7. We may cancel and/or delete and/or otherwise deduct Compass One Rewards that have already been credited into your Account in our absolute discretion.
8. We may delay crediting Compass One Rewards into your membership until we have verified to our satisfaction that Compass One Rewards were not credited into your Account in breach of any of these Terms and Conditions.
9. Compass One Rewards are not redeemable for cash and are not transferable or assignable for any reason or any purpose. Compass One Rewards are also not transferable between Membership. The sale, auction (including online auction), barter, transfer or assignment of any accumulated Compass One Rewards is strictly prohibited, and any Compass One Rewards which we deem in our sole discretion to have been transferred, sold, auctioned, bartered or assigned in violation of these Terms and Conditions may be confiscated and/or cancelled.

COMPASS ONE REWARDS VALIDITY PERIOD

1. Compass One Rewards earned and accumulated by the Member shall be valid only for the Redemption Year (as hereinafter defined) in which it is earned. A "**Redemption Year**" means a period of 12 months, starting 01 January and ending 31 December 2021.
2. Any Compass One Rewards that are not converted during the Redemption Year, the member will be given **until 31 January 2022 (grace period)** to redeem your Compass One Rewards, failing which such Compass One Rewards shall expire and Compass One Management shall not be responsible to the member for any unconverted Compass One Rewards.
3. Upon the accumulation off a pre-determined amount of Compass One Rewards, the member may convert the Compass One Rewards into Compass One Shopping Vouchers. Compass One Management shall have the sole discretion to determine the

value of each Compass One Rewards, the terms for accrual and the conversion rate of Compass One Rewards to Shopping Vouchers.

4. Conversion of Compass One Rewards shall be made by the Member by personally attending and submitting their identification details and an One-time-password (OTP) will be sent to member's mobile phone for verification at the point of redemption at Compass one Customer Service Counter at Level 3.
5. Compass One Rewards that has been converted to Compass One Shopping Vouchers have a validity of three (03) months.
6. Compass One Shopping vouchers converted that are not utilised within the validity period will expire. Compass One Management shall not be responsible to the member for any unutilised Compass One Shopping Vouchers.
7. Compass One Shopping Vouchers may be utilised within the validity period specified in any one of the forms below: -
 - To offset the whole or part of the retail price of selected goods or services
 - For redemption of selected gift items (subject to availability); or such other modes as may be determined by Compass One Management from time to time.

DISCRETION

1. Notwithstanding and without prejudice to the other terms of these Terms and Conditions, we are entitled at any time in our absolute discretion without liability to you, without notice and without giving any reason, to:
 - suspend or terminate your Membership entirely whether or not you are in default of these Terms and Conditions; and/or
 - refuse to allow you to participate in the Compass One Rewards Programme; and/or
 - introduce, amend, restrict, suspend or terminate all or any of the benefits, services, facilities and privileges in respect of or in connection with your Membership.

INSTANT REDEMPTION/ REWARDS

1. Redemption may only be made upon the verification of your identity in accordance with these Terms and Conditions.
2. Redemption may be made by you personally attending and submitting your information such as mobile number and date of birth for verification at Level 3 Customer Service Counter from time to time in our absolute discretion.
3. The list of Rewards, Prizes and the number of Compass One Rewards required for the Redemption of the respective Rewards shall be determined by Compass One Management. For the avoidance of doubt, we may from time to time amend the number of Compass One Rewards required for Redemption of Rewards without prior notice to you.
4. Rewards and Prizes are offered subject to their availability.
5. Any dispute arising from or relating to the goods or services received as Rewards and/or Prizes shall be settled between you and the supplier of the Rewards and/or Prizes. We shall not be liable for any claim arising from or relating to the Rewards and/or Prizes and/or the Redemption process.

6. After Redemption, Rewards and/or Prizes may not be exchanged for cash and/or Compass One Rewards and/or any other Reward, Prize or item. Refunds for and/or replacements of Rewards and/or Prizes will not be entertained.
7. Compass One Management reserves the right to sight purchases of submitted receipts or proof of payment before granting Instant Redemption and/or Rewards Earning at Customer Service.
8. The following receipts, including but not limited to, are not entitled to Compass One Rewards and/or Instant Redemptions/ Rewards:-
 - Non-profit organisations;
 - Child care centres
 - Banks and financial institutions;
 - Offices;
 - Libraries;
 - AXS/SAM machines;
 - Kiosks/ Roadshows/ Atrium fairs;
 - Sales of vouchers/ Cashcard/ Stored value card/ Membership/ Renewal of Membership/ Prepaid SIM card top-up transactions and purchase;
 - Money changers;
 - Trade in Gold receipts/ Cash rebates
 - ATMs;
 - Bill/ Instalment payments/ deposits;
 - Insurance Policy payment;
 - SISTIC ticket purchases;
 - Lottery tickets;
 - Deposits and
 - Payment made via cheque, GIRO or Medisave
 - Online purchases like GrabFood, FoodPanda, Deliveroo, Fave etc.

TERMINATION OF COMPASS ONE REWARDS PROGRAMME

1. We may at our absolute and sole discretion, without prior notice to you, suspend or terminate the Compass One Rewards Programme for any reason whatsoever as we deem fit.

PERSONAL DATA

1. It is a continuing condition of your Membership as well as your access to and use of the Rewards Programme that you consent to the collection, use, disclosure and/or processing of your information, including your Personal Data, by us and all other persons and entities involved in the Compass One Rewards Programme in relation to and/or for the purposes of the Compass One Rewards Programme. Examples of your Personal Data which may be so collected, used, disclosed and/or processed for the Compass One Rewards Programme Purposes include the following: -
 - your name, your mobile number, transaction details, images of Receipts and any other information relating to you which you have provided to us or any of our agents, business partners and/or authorised service providers in any forms you may have submitted to us or any of our agents, business partners and/or authorised service providers, or in other forms of interaction with you;
 - information about your usage of and interaction with the products and services under the Compass One Rewards Programme and

- photographs or audio-video or other recordings of you taken or made in connection with Programme Promotions.
2. In particular, you consent to us and all other persons and entities involved in the Compass One Rewards Programme collecting, using, disclosing and/or processing your Personal Data for the following purposes strictly in relation to and/or for the purposes of the Compass One Rewards Programme:
- verifying your identity for the purposes of processing your Membership application and maintaining and servicing your Account and Membership for the Compass One Rewards Programme;
 - administering and managing the Compass One Rewards Programme, your Account, and your transactions and interactions with us in connection therewith, and processing your Compass One Rewards accruals and Redemptions;
 - responding to your queries, requests, feedback and complaints;
 - sending you notifications as well as marketing and promotional messages under and in relation to the Compass One Rewards Programme (including via sms, email or other modes of communication using any of your telephone numbers which any entity comprised in Compass One may have in its records from time to time), such as information, updates, advertisements, promotions (including without limitation discounts and special offers) and other communications in connection with (i) products, services, offers and promotions offered by us, our business partners, our marketing partners and/or third parties; and (ii) programmes, events or activities conducted by us, our business partners, our marketing partners and/or third parties;
 - conducting interviews, surveys and/or consumer or market related research so that we may provide you with better services and product offerings which may be of relevance to you;
 - carrying out profiling and statistical analysis to improve services provided to you;
 - informing you of changes and development to Compass One Rewards Programme and/or policies, terms and conditions and other administrative information, including for the purposes of servicing you in relation to products and services offered to you;
 - administering and conducting Programme Promotions, including announcing the results of Programme Promotions, identifying and contacting the winners of the Programme Promotions, and publicising and conducting marketing in relation to Programme Promotions;
 - where you participate in Programme Promotions, collecting, using and disclosing the photographs or audio-video or other recordings of you taken or made in connection with Programme Promotions and to agents, marketing partners, business partners and/or authorised service providers, for use in any publicity and/or advertising campaigns related to Programme Promotions across all media, including printed publications, presentations, promotional materials or websites, in their original or edited format which any of the aforesaid persons deems appropriate. You further agree and acknowledge that the copyright and all other intellectual property rights in and to all photographs or audio-video or other recordings of you taken or made in connection with Programme Promotions shall vest solely and absolutely in Compass One without any compensation to you;
 - managing the infrastructure and business operations of Compass One in relation to the Compass One Rewards Programme and complying with internal policies and procedures;

- facilitating business asset transactions (which may extend to any merger, acquisition or asset sale) involving Compass One that is managing the Compass One Rewards Programme;
 - matching any Personal Data which relates to you for any of the purposes listed herein;
 - preventing, detecting and investigating crime, including fraud and money-laundering, and analyzing and managing other commercial risks;
 - protecting and enforcing our contractual and legal rights and obligations;
 - compliance with any applicable rules, laws and regulations, codes of practice or guidelines or to assist in law enforcement and investigations by relevant authorities; and
 - processing your Personal Data for purposes which are reasonably related to any of the purposes stated above, including disclosure to and processing by any of our marketing partners and/or authorised service providers.
3. In addition to Clauses 1 and 2, where you have specifically provided us with consent, you agree to the collection, use, disclosure and/or processing of your Personal Data by us, our agents, our marketing partners, our business partners, our authorised service providers for the following purposes: -
- communicating and providing services, products and benefits to you, including promotions, offers, advertisements offered by Compass One, and any promotions, programmes, events or activities conducted Compass One;
 - matching your Personal Data with other data collected for other purposes and from other sources (including third parties) in connection with the provision or offering of products and services, whether by us or any third party;
 - administering and conducting Promotions for or in relation to Compass One, including, announcing the results of these Promotions, identifying and contacting the winners, and publicising and conducting marketing related to these Promotions;
 - where you participate in Promotions, collecting, using and disclosing the photographs or audio-video or other recordings of you taken or made in connection with Promotions at Compass One and to agents, marketing partners, business partners and/or authorised service providers, for use in any publicity and/or advertising campaigns related to Promotions across all media, including printed publications, presentations, promotional materials or websites of Compass One, in their original or edited format which any of the aforesaid persons deems appropriate. You further agree and acknowledge that the copyright and all other intellectual property rights in and to all photographs or audio-video or other recordings of you taken or made in connection with Promotions shall vest solely and absolutely in Compass One without any compensation to you;
 - sending you details of products, services, special offers and rewards which are sent to customers of Compass One and/or sending you details of particular products and services which may be of interest to you;
 - conducting consumer and market related research, understanding and determining customer preferences and demographics for Compass One to review, develop and/or improve products, services and Advertising & Promotional Activities (including special offers and/or marketing programmes); and
 - informing you via mail, email, sms, fax, voice calls and all other means of communication (including via all and any of your Singapore telephone numbers

which Compass One may have in its records from time to time) about and/or in relation to Advertising & Promotional Activities.

4. Whilst we will take reasonable steps to accurately record your Personal Data, we require that you provide accurate and complete Personal Data, and update such Personal Data with us from time to time.
5. If you wish to withdraw your consent to any use of your Personal Data as set out herein, or if you have any questions or complaints relating to your Personal Data, or if you would like to obtain access and make corrections to your Personal Data records, please contact our designated Data Protection Officer as follows:

dpo@compassone.sg

6. You acknowledge that if you choose to withdraw your consent for the collection, use, disclosure and/or processing of your Personal Data for Compass One Purposes, we may not be able to continue providing you with the products and services under the Compass One Rewards Programme or otherwise administer your Account. In such an event, we shall have the right to terminate your Membership. Such right shall be without prejudice to our rights and remedies against you in respect of any loss or damages arising from or in connection with such termination.
7. You agree that your consents granted herein do not supersede or replace any other consents which you may have previously granted to Compass One in respect of your Personal Data, and are additional to any rights which Compass One may have at law to collect, use, disclose and/or process your Personal Data. You also agree that any withdrawal of your consents in accordance with these Terms and Conditions will not affect any other consents which you may have provided to Compass One in respect of your Personal Data and/or the use of your Singapore telephone number(s) for receiving marketing or promotional information or other advertising or messages.
8. We may in our sole discretion from time to time share aggregated, non-personally-identifiable information with third parties, such as advertisers, our marketing partners and/or our business partners, for use in marketing, promotional or other activities.

EXCLUSION OF LIABILITY

1. Notwithstanding any other terms or conditions in these Terms and Conditions, Compass One shall not be liable to you for any loss, damage, inconvenience, moral distress, cost and expense of any nature (including, without limitation for any act, omission, neglect or wilful default on the part of our agents, contractors, correspondents and/or their respective officers and employees) which in any way may be suffered or incurred by you or by any other person in respect of or in connection with the Compass One Rewards Programme, including without limitation, your Account, Membership, Rewards or Redemption and/or in connection with the collection, use, disclosure and/or processing of your Personal Data in accordance with these Terms and Conditions. You will release and discharge us from all claims in relation to the aforesaid loss, damage, inconvenience, embarrassment, cost and/or expense.
2. Without prejudice to the generality of the foregoing and to the maximum extent permitted by applicable law, we shall also not be liable for any direct, incidental or

consequential damage or loss suffered by you that may result from the collection, use, disclosure and/or processing of your Personal Data, including but not limited to any loss of, or any inability to retrieve, any Personal Data, howsoever caused, or any inaccuracy in the Personal Data presented, used or transmitted.

GENERAL

1. You shall indemnify Compass One and keep us indemnified against any loss, damage, liability cost and expense (including legal costs and disbursements on a full indemnity basis), directly or indirectly arising from or relating to your misuse of the Membership and/or breach of any of these Terms and Conditions, including without limitation, if you commit any fraud or misrepresent any information supplied or to be supplied under these Terms and Conditions.
2. Compass One may amend these Terms and Conditions from time to time in our sole discretion without notice to you.
3. Each of these Terms and Conditions is severable and distinct from one another and if at any time, any one or more of these Terms and Conditions or any part thereof is or becomes invalid, illegal or unenforceable, the validity, legality or enforceability of the remaining provisions will not thereby be affected or impaired in any way.
4. You agree to be bound by these Terms and Conditions and all other terms and conditions governing the use of such facilities, benefits or services in connection with your Membership, as the same may be amended or varied from time to time. If there is any conflict between these Terms and Conditions and any other terms and conditions, the former will prevail and apply and the latter will be deemed to be modified so far only as it is necessary to give effect to the provisions of these Terms and Conditions. Unless otherwise provided by these Terms and Conditions, nothing in these Terms and Conditions will affect the validity and enforceability of our rights or remedies under any other terms and conditions which will continue to apply.
5. The rights and remedies provided in these Terms and Conditions are cumulative and not exclusive of any other right or remedies (whether provided by law or otherwise).
6. No failure on our part to exercise and no delay on our part in exercising any right or remedy under these Terms and Conditions will operate as a waiver of such right or remedy, nor will any single or partial exercise of any right or remedy preclude any other or further exercise of such right or remedy or the exercise of any other right of remedy. Any waiver by us of our rights or remedies in respect of any terms under these Terms and Conditions or any breach of these Terms and Conditions on your part must be in writing and may be given subject to such terms and conditions as we may deem fit and is effective only in the instance and for the purpose for which it is given.
7. These Terms and Conditions are governed by and shall be construed in accordance with the laws of the Republic of Singapore. You hereby irrevocably submit to the jurisdiction of the courts of the Republic of Singapore.

OTHER TERMS

1. To the full extent permitted by law, Compass One hereby disclaims any and all such warranties, representations or statements made or given by the Retailers of the Programme, condition of the Retailers' outlets, and/or the benefits of privileges or rewards. The Member shall waive all claims against Compass One arising from such disputes, warranties, representations or statements.

2. Notwithstanding any other terms or conditions, Compass One shall not be liable for any loss, damage, inconvenience, embarrassment, cost and expenses of any nature (including without limitation for any act, omission neglect or wilful default on the part of their agents, contractors, correspondents and/or their respective officers and employees) arising out of or in connection with the Programme which in any way may be suffered or incurred by the Member or by any other person in respect of or in connection with the Programme, including without limitation the Member's entitlement to Compass One Rewards and/or Shopping Vouchers.
3. Compass One may notify the Member of changes in the Terms & Conditions by publishing such changes via website, email or by such other means of communication as Compass One may determine in its absolute discretion from time to time.
4. By participating in the Programme, all Members agree to be bound by the Terms & Conditions herein and all amendments, additions, replacements and modifications as may be made by Compass One from time to time.
5. Compass One shall not be responsible for (a) withdrawals of any of the Retailers from the Programme, (b) Compass One Rewards and/or benefits cancellation caused by withdrawals, or (c) changes or discontinuance of the Retailers which may affect the Compass One Rewards and/or benefits offered. Participating Retailers are subject to change at any time without notice.
6. Compass One shall be entitled to, at any time and without the consent of or notice to the Members, assign or transfer the whole or part of its rights and obligations in relation to the Programme to any other person or entity.
7. These Terms & Conditions shall be interpreted and enforced in accordance with the laws of Singapore and the Member hereby submits to the non-exclusive jurisdiction of the courts of Singapore.