



## TERMS AND CONDITIONS

### ELIGIBILITY AND MEMBERSHIP

1. Compass One Rewards is open to all shoppers residing in Singapore, aged 16 years and above at the time of registration, with a valid Singapore mobile number and email address.
2. Subject to Compass One Management's sole discretion, eligible persons may participate in the Compass One Rewards Programme by signing up for membership via Compass One Rewards mobile app, available for free download from the App Store (for iOS mobile devices) or Google Play Store (for Android mobile devices).
3. As a condition of shopper's participation in the Compass One Rewards Programme, shopper must provide his/her complete and accurate personal particulars as requested, his/her full name, date of birth, email address, contact number and such other information as may be required by Compass One from time to time.
4. The shopper agrees that he/she shall be solely responsible for all consequences of providing any inaccurate, incomplete and/or insufficient information. In the event that Compass One Management determines or has reason to believe that the information provided is not current, inaccurate, or incomplete in any way or that false or misleading registration information is provided, Compass One Management reserves the right to either suspend or terminate the Membership.
5. Each shopper can only register for one (1) Compass One Rewards Membership and it is non-transferable. By signing up for the membership, the shopper 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.
6. By signing up for the Compass One Rewards Programme, shoppers 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 the shoppers to Compass One Management in connection with the Compass One Rewards Programme.
7. Compass One Management may amend these Terms and Conditions from time to time in its sole discretion upon posting the amended version on the website. By the continued participation in the Compass One Rewards Programme, Members agree to be bound by these Terms and Conditions as amended from time to time.



### **COMPASS ONE REWARDS**

1. Compass One Points can be earned in accordance with these Terms and Conditions when Member makes own qualifying purchase of goods and/or services from Qualified Retailers.
2. To be eligible to earn Compass One Points for a qualifying purchase, Members must credit the points at the participating stores via Compass One Rewards mobile app upon point of purchase.
3. For non-participating stores, Members must submit their receipt(s) to Customer Service Counter at Level 3 on the same-day of purchase. Compass One Points will be credited based on the date of the receipt. Compass One Points will not be credited into the Member's account until the receipt is determined by Compass One Management to be valid. Compass One Management may reject any receipt as being invalid at its sole discretion, and any such decisions by Compass One Management shall be considered final, conclusive and binding upon the Member.
4. Members who are staff of retailer stores and have purchased from the outlet itself are required to have their purchase(s) verified and points awarded by the Outlet Manager.
5. The criteria for qualifying purchases and the points earn rate for qualifying purchases shall be determined and at Compass One Management's sole discretion and may vary as between Qualified Retailers.
6. Compass One Management may cancel and/or delete and/or otherwise deduct Compass One Rewards Points that have already been credited into the Member's account in its absolute discretion.
7. Compass One Management may delay crediting Compass One Points into the Member's account until it is verified to its satisfaction that Compass One Points were not credited into Member's account in breach of any of these Terms and Conditions.
8. Compass One Points are not redeemable for cash and are not transferable or assignable for any reason or any purpose. Compass One Points are also not transferable between membership. The sale, auction (including online auction), barter, transfer or assignment of any accumulated Compass One Points is strictly prohibited, and any Compass One Points which Compass One Management deems in its sole discretion to have been transferred, sold, auctioned, bartered or assigned in violation of these Terms and Conditions maybe confiscated and/or cancelled.

### **COMPASS ONE REWARDS VALIDITY PERIOD**

1. Compass One Points earned and accumulated by the Member shall be valid only for the Redemption Year (as hereinafter defined) in which it is earned. The "Redemption Year" will start from 1 January of the calendar year and end on 31 December of that calendar year (both dates inclusive).



2. An additional one (1) month grace period till 31 January of the following year will be given to Members to convert their Compass One Points to available rewards, failing which such Compass One Points shall expire and Compass One Management shall not be responsible to the Member for any unconverted Compass One Points.
3. Upon the accumulation of a pre-determined amount of Compass One Rewards, Members may convert the Compass One Points into Compass One Vouchers and/or Parking Credits. Compass One Management shall have the sole discretion to determine the value of each reward, the terms for accrual and the conversion rate of Compass One Points to Compass One Vouchers and/or Parking Credits.
4. Conversion of Compass One Points shall be made by the Member via Compass One Rewards mobile app or personally attending and submitting their identification details and an One-Time Password (OTP) will be sent to the Member's registered mobile number for verification at the point of redemption at Level 3 Customer Service Counter.
5. Compass One Points that have been converted to Compass One Vouchers and/or Parking Credits have a validity of three (3) months.
6. Compass One Vouchers and/or Parking Credits converted that are not utilised within the validity period will expire. Compass One Management shall not be responsible to the Members for any unutilised Compass One Vouchers and/or Parking Credits.
7. Compass One 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, Compass One Management is entitled at any time in its absolute discretion without liability to Members, without notice and without giving any reason, to:
  - suspend or terminate the Membership entirely whether or not the Member is in default of these Terms and Conditions; and/or
  - refuse to allow Member 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 the Membership.



### **INSTANT REDEMPTION / REWARDS**

1. Redemption may only be made upon the verification of the Member's identity in person in accordance with these Terms and Conditions.
2. The minimum spending requirement / points required for the redemption of rewards and/or prizes shall be determined by Compass One Management. For the avoidance of doubt, Compass One Management may from time to time amend the minimum spending requirement / points required for redemption of rewards and/or prizes without prior notice to Members.
3. Upon successful redemption of rewards and/or prizes, all rewards and/or prizes are not exchangeable for cash and/or Compass One Points and/or any other reward, prize and/or item. Refunds for and/or replacement of rewards and/or prizes will not be entertained.
4. Compass One Management reserves the right to sight purchases of submitted receipts and/or proof of payment before granting instant redemption and/or rewards at Level 3 Customer Service Counter.
5. Awarding of Compass One Points is applicable to all eligible transactions at participating stores, excluding the following:
  - Banks and financial institutions / Money changers / Offices;
  - Libraries;
  - Laundry shop;
  - ATM / AXS / SAM machines;
  - Temporary kiosks, non-tenant roadshows or atrium fairs;
  - Purchase of vouchers / cashcard / stored value card / membership;
  - Renewal of membership / Top up of stored value card;
  - Prepaid SIM card top-up transactions and purchase
  - Trade-in of gold / cash rebates / lottery tickets;
  - Bills / instalment payments / deposits;
  - Insurance policy payment;
  - SISTIC ticket purchases;
  - Deposits and payment made via cheque, GIRO or Medisave;
  - Sales that are not transacted in-store / Purchases made via 3<sup>rd</sup> party online platforms, e.g. GrabFood, FoodPanda, Deliveroo etc;
  - Any form of grant, subsidies and financial assistance

### **TERMINATION OF COMPASS ONE REWARDS PROGRAMME**

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

## PERSONAL DATA

1. It is a continuing condition of Compass One Rewards Membership as well as the Member's access to and use of the Rewards Programme that the Member consent to the collection, use, disclosure and/or processing of the Member's information, including Member's Personal Data, by Compass One Management 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 the Member's Personal Data which may be so collected, used, disclosed and/or processed for the Compass One Rewards Programme purposes include the following:-
  - Name, mobile number, transaction details, images of receipts and any other information relating to the Member which he/she has provided to Compass One Management or any of its agents, business partners and/or authorised service providers in any forms he/she may have submitted to Compass One Management or any of its agents, business partners and/or authorised service providers, or in other forms of interaction with the Member;
  - Information about the Member's usage of and interaction with the products and services under the Compass One Rewards Programme and
  - Photographs or audio-video or other recordings of the Member taken or made in connection with Programme Promotions.
  
2. In particular, the Member consents to Compass One Management and all other persons and entities involved in the Compass One Rewards Programme collecting, using, disclosing and/or processing the Member's Personal Data for the following purposes strictly in relation to and/or for the purposes of the Compass One Rewards Programme:
  - Verification of identity for the purposes of processing membership application and maintaining and servicing Member's account and membership for the Compass One Rewards Programme;
  - Administration and management of the Compass One Rewards Programme, Member's account and transactions and interactions with Compass One Management in connection therewith, and processing the Member's points accruals and redemptions;
  - Responding to the Member's queries, requests, feedback and complaints;
  - Sending 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 which Compass One Management and its entities 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 Compass One, its business partners, marketing partners and/or third parties; and (ii) programmes, events or activities conducted by Compass One, its business partners, marketing partners and/or third parties;
  - Conducting interviews, surveys and/or consumer or market related research so that Compass One Management may provide with better services and product offerings which may be of relevance to the Member;
  - Carrying out profiling and statistical analysis to improve services provided to the Member;
  - Informing the Member 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 the Member in relation to products and services offered to the Member;

- Administration 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 the Member participates in Programme Promotions, collecting, using and disclosing the photographs or audio-video or other recordings of the Member 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. The Member further agrees and acknowledge that the copyright and all other intellectual property rights in and to all photographs or audio-video or other recordings of the Member 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 the Member 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 Compass One Management's 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 the Member's Personal Data for purposes which are reasonably related to any of the purposes stated above, including disclosure to and processing by any of Compass One Management's marketing partners and/or authorised service providers.
3. In addition to Clauses 1 and 2, where the Member has specifically provided Compass One Management with consent, the Member agrees to the collection, use, disclosure and/or processing of his/her Personal Data by Compass One Management, its agents, marketing partners, business partners, authorised service providers for the following purposes: -
- communicating and providing services, products and benefits to the Member, including promotions, offers, advertisements offered by Compass One, and any promotions, programmes, events or activities conducted in Compass One;
  - matching the Member's 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 Compass One Management 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 the Member participates in Promotions, collecting, using and disclosing the photographs or audio-video or other recordings of the Member 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. The Member further agrees and acknowledges that the copyright and all other intellectual property rights in and to all photographs or audio-video or other recordings of the Member taken or made in connection with Promotions shall vest solely and absolutely in Compass One without any compensation to the Member;
  - sending the Member details of products, services, special offers and rewards which are sent to customers of Compass One and/or sending the Member details of particular products and services which may be of interest to the Member;
  - 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 the Member 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 Compass One Management will take reasonable steps to accurately record the Member's Personal Data, Compass One Management requires that the Member provides accurate and complete Personal Data, and update such Personal Data from time to time.
5. If the Member wishes to withdraw his/her consent to any use of his/her Personal Data as set out herein, or if the Member has any questions or complaints relating to his/her Personal Data, or if the Member would like to obtain access and make corrections to his/her Personal Data records, please contact Compass One's designated Data Protection Officer as follows:
- [dpo@compassone.sg](mailto:dpo@compassone.sg)
6. The Member acknowledges that if he/she chooses to withdraw his/her consent for the collection, use, disclosure and/or processing of his/her Personal Data for Compass One purposes, Compass One Management may not be able to continue providing the Member with the products and services under the Compass One Rewards Programme or otherwise administer the Member's account. In such an event, Compass One Management shall have the right to terminate the Member's membership. Such right shall be without prejudice to Compass One Management's rights and remedies against the Member in respect of any loss or damages arising from or in connection with such termination.



7. The Member agrees that his/her consents granted herein do not supersede or replace any other consents which he/she may have previously granted to Compass One in respect of his/her 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. The Member also agrees that any withdrawal of his/her consents in accordance with these Terms and Conditions will not affect any other consents which he/she may have provided to Compass One in respect of his/her Personal Data and/or the use of his/her Singapore telephone number(s) for receiving marketing or promotional information or other advertising or messages.
8. Compass One Management may in its sole discretion from time to time share aggregated, non-personally-identifiable information with third parties, such as advertisers, marketing partners and/or 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 Management shall not be liable to the Member 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 its agents, contractors, correspondents and/or their respective officers and employees) 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 Compass One Rewards Programme, including without limitation, the Member's account, membership, rewards or redemption and/or in connection with the collection, use, disclosure and/or processing of his/her Personal Data in accordance with these Terms and Conditions. The Member will release and discharge Compass One Management 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, Compass One Management shall also not be liable for any direct, incidental or consequential damage or loss suffered by the Member that may result from the collection, use, disclosure and/or processing of his/her 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. The Member shall indemnify Compass One and keep Compass One Management 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 his/her misuse of the Membership and/or breach of any of these Terms and Conditions, including without limitation, if he/she commits any fraud or misrepresents any information supplied or to be supplied under these Terms and Conditions.
2. Compass One Management may amend these Terms and Conditions from time to time in its sole discretion without notice to the Member.





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. The Member agrees 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 his/her 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 Compass One Management's part to exercise and no delay on its 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 Compass One Management of its rights or remedies in respect of any terms under these Terms and Conditions or any breach of these Terms and Conditions on the Member's part must be in writing and may be given subject to such terms and conditions as Compass One Management 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. The Member hereby irrevocably submits to the jurisdiction of the courts of the Republic of Singapore.

#### **OTHER TERMS**

1. To the full extent permitted by law, Compass One Management 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 Management arising from such disputes, warranties, representations or statements.
2. Notwithstanding any other terms or conditions, Compass One Management 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 Management 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 Management 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 Management from time to time.
5. Compass One Management 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 Management 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.