

## HPB REWARDS PROGRAMME: TERMS AND CONDITIONS

Last Revision Date: 12 September 2022

These terms and conditions ("**T&Cs**"), and all subsequent revisions or amendments made by the Health Promotion Board ("**HPB**"), shall apply to the HPB Rewards Programme ("**Programme**").

You have accepted and agreed to be bound by the Programme T&Cs upon your participation in any campaigns and activities that enable you to earn HP and/or Rewards.

In these T&Cs, the words "we", "our" and "us" refer to HPB.

### 1. About the Programme

- 1.1. The Programme is an initiative by HPB to incentivise and reward its participants through the HPB Platforms when they empower themselves with health knowledge and adopt healthy lifestyle behaviours. HPB Platforms shall mean the Healthy 365 mobile application as well as other platforms designated by HPB for the Programme.
- 1.2. Upon creating a HPB Healthy 365 account, registered users will be able to participate in various health-related activities listed on any HPB Platforms and accumulate Healthpoints ("**HP**"), which can be used to redeem for rewards such as HPB eVouchers, HPB Credit\$, voucher codes and any other rewards ("**Rewards**") made available in the Programme's Rewards Catalogue ("**Rewards Catalogue**") from time to time.

### 2. Eligibility

- 2.1. In order to qualify for participation in the Programme, you must:
  - 2.1.1. be a Singapore citizen, a Singapore Permanent Resident, a Singapore Employment Pass holder, a Singapore Student Pass Holder or a Singapore Work Permit Holder; and
  - 2.1.2. have a registered account in any HPB Platform.
- 2.2. Notwithstanding Clause 2.1, if you are a HPB employee, an immediate family member of any HPB employee or is a vendor of HPB, you are eligible to participate in the Programme, provided that the Rewards won involving an element of luck or chance ("**Prizes**") are not more than S\$10 in value for a single prize. You may earn Rewards of similar value provided to all participants upon completion of the activities' requirements ("**Incentives**").

### 3. HPB Healthy 365 Account

- 3.1. You may create a HPB Healthy 365 account by downloading the Healthy 365 mobile application and creating your profile by providing your full name, NRIC/FIN, date of birth, residential address, mobile phone number, and all other necessary information as may be required. After your account has been set up, you will be able to participate in the Programme in accordance with these T&Cs.
- 3.2. You are solely responsible for the security of your HPB Healthy 365 account and HPB shall not be liable in any way for any losses incurred or suffered by you if there had been a compromise in the security of your HPB Healthy 365 account as a result of your own negligence in ensuring its security.
- 3.3. For so long as your HPB Healthy 365 account is active, you acknowledge and agree that we shall have the right, at our sole and absolute discretion, without any prior written notice to you:

- 3.3.1. access your account and its contents as and when we consider necessary for specific purposes, including but not limited to, identifying or resolving technical problems with your account or to verify any suspected irregular transactions;
  - 3.3.2. block your access to the Rewards feature on the Healthy 365 app (and other HPB platforms), for the purposes of investigating any breaches by you of these T&Cs or if we suspect that there is a compromise in the security of your account; and/or
  - 3.3.3. suspend, discontinue, remove or disbar you from participating in the Programme should there be any breaches by you or suspicion of fraud, in which event, you may be referred to the relevant law enforcement agencies for investigation (where necessary).
- 3.4. You further acknowledge and agree that, for so long as your HPB Healthy 365 account is blocked from the Rewards feature as a result of Clauses 3.3.2 or 3.3.3, you will not be able to utilise your unused HP and/or Rewards. Should your HP and/or Rewards expire during the period of suspension, the expired HP and/or Rewards shall be automatically forfeited, cancelled and become null and void, and any request for an extension, exchange, replacement or refund will not be entertained.
- 3.5. Any request by you for the resumption of your participation in the Programme shall be determined at our sole and absolute discretion.
  - 3.5.1. If, for any reason, you no longer wish to participate in the Programme or in any other HPB's activities, you may do through the Healthy 365 by choosing "Withdraw from Healthy 365" in settings or contacting our Customer Care hotline during the operating hours. By withdrawing from Healthy 365, you acknowledge that you shall have no claims whatsoever against HPB in respect of any outstanding HP and/or Rewards in your account that have not expired or redeemed. If you withdraw from the Programme or in any other HPB's activities, no additional data will be collected about you, however data that was previously collected about you may continue to be used as described HPB's Privacy Policy which can be found <https://www.hpb.gov.sg/privacy-statement>. After withdrawal, HPB will keep your data in accordance with any relevant applicable law, and in compliance with legal guidelines, if any.

#### **4. Privacy Policy**

- 4.1. By participating in the Programme, you agree and consent to our collection, use, and disclosure (including transfer) of your personal data in accordance with:
  - 4.1.1. the provisions under this Clause 4; and
  - 4.1.2. our Privacy Statement available at <https://www.hpb.gov.sg/privacy-statement>, as may be amended or modified from time to time.
- 4.2. As and when the Privacy Statement is amended, the updated Privacy Statement will be made available on <https://www.hpb.gov.sg/privacy-statement>. The updated Privacy Statement will take effect immediately and will supersede all earlier versions but will continue to apply to all personal data provided to us previously. Each time you access the HPB Platforms, or contact, interact or transact with us, you acknowledge and agree that the latest version of the Privacy Statement shall apply to you.
- 4.3. We may use "cookies", where a small data file is sent to your browser in your portable/mobile device to store and track information about you when you access the HPB Platforms. The cookie is used to track information such as number of users and their frequency of use, profile of users and their preferred sites. While this cookie can tell us when you access the Programme, it cannot read data off your hard disk or mobile device.

- 4.4. HPB may collect various types of personal data through the HPB Platforms including information that you have provided to us such as your full name, NRIC/FIN, date of birth, gender, mobile number, email address, residential address and/or other information that you have submitted to us.
- 4.5. HPB may collect, use and disclose the personal data received from you for the purposes listed below and any other related associated purposes (collectively known as the “**Purposes**”):
  - 4.5.1. Setting up of your account on the HPB Platforms (including the HPB Healthy 365 account);
  - 4.5.2. Managing your redemptions of HP and/or Rewards including but not limited to:
    - i. Ensuring delivery of your Rewards; and/or
    - ii. Providing status updates of your HP and/or Rewards, including sending in-app notifications, SMSes and/or emails;
  - 4.5.3. Assisting you with your enquiries;
  - 4.5.4. Obtaining feedback from you;
  - 4.5.5. Accounting, risk and fraud management, and record keeping;
  - 4.5.6. Carrying out research, planning and statistical analysis to improve the offering of the Programme;
  - 4.5.7. Sending you advertisements and information by HPB and/or its partners; and/or
  - 4.5.8. Providing you with necessary reminders for the purpose of redemption.
- 4.6. HPB may also use the personal data collected for:
  - 4.6.1. Sharing with other Government agencies and Public Healthcare Institutions, so as to enhance and provide more personalised products and services, unless such sharing is prohibited by law.
  - 4.6.2. Sharing with non-Government agencies and non-Public Healthcare Institutions only where such non-Government agencies and non-Public Healthcare Institutions have been authorised by HPB to carry out functions on our behalf for which we have collected your personal data pursuant to these T&Cs or for other specific Government services.
- 4.7. You shall be responsible for providing accurate and valid information that is required for the Purposes stated above.
- 4.8. To safeguard your personal data, all electronic storage and transmission of personal data is secured with appropriate security technologies.
- 5. Issuance of HP**
  - 5.1. You can earn HP by completing the various activities listed on the HPB Platforms, and the number of HP to be issued for each activity will be stated on the HPB Platforms. Our issuance of HP to you may also be subject to additional terms and conditions for each activity stated on the relevant HPB Platform.
  - 5.2. You acknowledge that there may be delays in the issuance of HP to you due to unforeseen circumstances such as technical issues or such other issues that is beyond our control.

- 5.3. Each HP has an expiry date, and any HP not redeemed by the expiry date shall be automatically forfeited/cancelled and become null and void; and any request for an extension, exchange, replacement or refund will not be entertained.
- 5.4. HP can only be redeemed for Rewards and are not exchangeable for cash. HP cannot be transferred to any third party.
- 5.5. In the event of death or renouncement of Singapore citizenship, any unredeemed HP of the affected user shall automatically be forfeited and cannot be transferred to another registered user's account.
- 5.6. The number of HP earned by you will be reflected in your HPB related account, and for so long as you have a positive HP balance, you may proceed to redeem the HP for Rewards before those HP expire. If you have a negative HP balance, it will remain so until you have earned enough HP to bring it back to a positive balance.
- 5.7. We reserve the right to, at any time, without prior written notice to you, revise the number of HP awarded to you in respect of each activity on the HPB Platform as a result of system glitches, malfunction, failure or disruption, human error, dishonest or fraudulent means, or operational mistakes to reflect the correct number of HP in your HPB related account.
- 5.8. Any decision made by HPB under this Clause 5 shall be final and binding.

## **6. Redemption of Rewards**

- 6.1. We will publish the list of available Rewards on the Rewards Catalogue, which will be uploaded on the HPB Platforms. We may revise the Rewards Catalogue from time to time without prior written notice to you.
- 6.2. You may use your HP to redeem any Reward, subject to the availability of your selected Reward, and provided you have sufficient HP to redeem for your selected Reward.
- 6.3. Your redemption of HP for any Reward is subjected to these T&Cs; the terms and conditions contained in the Rewards Catalogue; and any other terms and conditions as may be stipulated by the respective participating merchant outlets or third-party operators, service providers or suppliers engaged by us to provide Rewards featured under the Programme ("**Participating Merchants**"). You agree and acknowledge that we and/or any of the Participating Merchants, may at any time, vary, modify or amend any of the terms and conditions governing your redemption of HP and/or Rewards, at our sole and absolute discretion, and you shall be bound by such variations and amendments.
- 6.4. Any redemption of HP for third-party partner points or currency is subjected to the exchange rate as agreed between HPB and the service providers. The calculation of the exchange rate is rounded down to the nearest 2 decimal place.
- 6.5. Any Reward once redeemed is not refundable, nor exchangeable for cash, HP, or for any other Reward.
- 6.6. Any eVoucher once activated by accident or otherwise, is not refundable, nor exchangeable for cash, HP, or for any other Reward.
- 6.7. Any Reward once expired is not refundable, nor exchangeable for cash, HP, or for any other Reward.
- 6.8. In the event of death or renouncement of Singapore citizenship, any unredeemed rewards of the affected user shall automatically be forfeited and cannot be transferred to another registered user's account.

- 6.9. Any misuse, tampering or forgery of HP and/or Rewards may constitute a criminal offence and the offender may be referred to the relevant law enforcement agencies for investigation (where necessary).
- 6.10. We are not liable or responsible whatsoever for the acts or default of any Participating Merchant (including the failure of a Participating Merchant to honour any redemption of Rewards) or in respect of any defect or deficiency in the goods or services provided by the Participating Merchant under this Programme. You agree that we are not an agent of any Participating Merchant and that any disputes on the quality or performance of the goods and/or services provided by any Participating Merchant should be resolved directly with that Participating Merchant.
- 6.11. We reserve the right to, at any time, without prior written notice to you, revise the eVouchers awarded to you in respect of each activity on the HPB Platform as a result of system glitches, malfunction, failure or disruption, human error, dishonest or fraudulent means, or operational mistakes to reflect the correct number of eVouchers in your HPB related account.
- 6.12. Any decision made by HPB under this Clause 6 shall be final and binding.

## **7. Auto Redemption**

- 7.1. You may, at any time before the expiry date of your HP, choose to automatically use your expiring HP to redeem certain Rewards ("**Auto Redemption**"), including TapForMore (TFM) points and TransitLink eVouchers. If you choose to setup auto redemption, we shall have the sole and absolute discretion to determine when such auto redemption shall take place, provided that such auto redemption shall take place when your HP expire.
- 7.2. Auto redemption option must be set up before your HP expire for it to take place. If you did not set up Auto redemption, your expired HP will be forfeited. HP once expired is not refundable, nor exchangeable for cash, HP, or for any other Reward.
- 7.3. Auto redemption of HP is subject to the minimum required number of HP for each Reward option, and provision of a valid active card CAN ID. Please ensure that your linked PAssion TFM CAN ID or TransitLink CAN ID is valid for at least 6 months after the HP expiry month for auto redemption to be processed. We are not responsible for any failed redemption transactions (inclusive of Auto Redemption) for any reason whatsoever (including lost/damaged/incorrect/invalid/expired card CAN ID or insufficient minimum HPs for TransitLink auto redemption); and any request for refunds will not be entertained.
- 7.4. TransitLink redemption and auto redemption requires a minimum of 150HP. Once redeemed, TransitLink eVouchers have to be collected within 30 days from the date of redemption by topping up your card at any TransitLink Self Help Ticketing Machines (i.e. Add Value Machine, TransitLink Kiosk and Top-Up Kiosk), or TransitLink Ticket Office. Failure to collect the eVouchers before expiry due to any reasons whatsoever will result in the expiry of the eVouchers. No reimbursements shall be given once they have expired.
- 7.5. Any reward once auto redeemed is not refundable, nor exchangeable for cash, HP, or for any other Reward.
- 7.6. We reserve the right to, at any time, without prior written notice to you, revise the points/eVouchers redeemed by you as a result of system glitches, malfunction, failure or disruption, human error, dishonest or fraudulent means, or operational mistakes to reflect the correct number of points/eVouchers in your HPB related account.
- 7.7. Any decision made by HPB under this Clause 7 shall be final and binding.

**8. HPB eVouchers**

- 8.1. We may issue eVouchers (“**HPB eVouchers**”) as one of the Rewards which you may redeem using your HP. We reserve the right to issue HPB eVouchers in any form as we may determine from time to time.
- 8.2. We may publish a list of Participating Merchants and their outlets exclusion, which accept HPB eVouchers, on the HPB platforms. We reserve the right to amend this list from time to time without prior written notice to you.
- 8.3. Your redemption of HPB eVouchers is subjected to the conditions set out below:
  - 8.3.1. All HPB eVouchers are issued in Singapore currency.
  - 8.3.2. Each HPB eVoucher is only valid for a single transaction. Any amount remaining in the HPB eVoucher after a transaction has been completed will be forfeited.
  - 8.3.3. Any HPB eVoucher must be presented to the relevant Participating Merchant before the expiry date as indicated on the HPB eVoucher.
  - 8.3.4. Multiple HPB eVouchers may be used in a single transaction.
  - 8.3.5. In the event that the value of the HPB eVoucher used in a single transaction does not cover the full cost of the goods or services, you are solely responsible for paying the excess balance.
  - 8.3.6. HPB eVouchers cannot be exchanged wholly or partly for cash, HP, and/or any other Rewards, and are non-transferrable.
  - 8.3.7. HPB eVouchers cannot be replaced if expired, voided and/or invalidated.
  - 8.3.8. Any expired HPB eVouchers shall be automatically forfeited/cancelled and become null and void; and any request for an extension, exchange, replacement or refund will not be entertained.
  - 8.3.9. In the event of death or renouncement of Singapore citizenship, any unredeemed HPB eVouchers of the affected user shall automatically be forfeited and cannot be transferred to another registered user’s account.
  - 8.3.10. We reserve the right, at any time, without prior notice or liability to you, to make changes to the HPB eVouchers awarded or redeemed by you.
- 8.4. Where applicable, HPB eVouchers shall not be used for purchase of other retailer vouchers, lottery, cigarette, alcoholic items, and pre-paid cards (excluding data plans).
- 8.5. To use your HPB eVoucher at participating malls (where applicable), please proceed to the Customer Service Counters or Concierge to exchange for a mall voucher.
- 8.6. Any decision made by HPB under this Clause 8 shall be final and binding.

## **9. HPB Credit\$**

- 9.1. We may issue HPB Credit\$ (“**HPB Credit\$**”) as one of the Rewards which you may redeem using your HP.
- 9.2. We may publish the full list of Participating Merchants’ locations, which accept HPB Credit\$, on the HPB Platforms. We reserve the right to amend this list from time to time without prior written notice to you.
- 9.3. Your redemption of HPB Credit\$ is subjected to the conditions set out below:
  - 9.3.1. All HPB Credit\$ are issued in Singapore currency.
  - 9.3.2. HPB Credit\$ may be used for the purchase of goods and services from selected merchants who are lawfully offering NETSPAY as a payment solution (by way of static/dynamic QR code payment). Such selected merchants may be identified by means of an HPB Credit\$ label.
  - 9.3.3. In the event that the value of the HPB Credit\$ used in a single transaction does not cover the full cost of the good or services, you are solely responsible for paying the excess balance.
  - 9.3.4. Any expired HPB Credit\$ cannot be exchanged wholly or partly for cash, HP, and/or any other Rewards, and are non-transferable.
  - 9.3.5. Each HPB Credit\$ has an expiry date, and any HPB Credit\$ not utilised by the expiry date shall be automatically forfeited/cancelled and become null and void; and any request for an extension, exchange, replacement, or refund will not be entertained.
  - 9.3.6. In the event of over-payment, you shall resolve any disputes directly with the Participating Merchant. HPB is not responsible or liable for any payment discrepancy.
  - 9.3.7. In the event of death or renouncement of Singapore citizenship, any unredeemed HPB Credit\$ of the affected user shall automatically be forfeited and cannot be transferred to another registered user’s account.
  - 9.3.8. We reserve the right, at any time, without prior notice or liability to you, to make changes to the HPB Credit\$ awarded or redeemed by you.
- 9.4. You acknowledge that there may be delays in the issuance of HPB Credit\$ to you due to unforeseen circumstances such as technical issues or such other issues that is beyond our control.
- 9.5. Where applicable, HPB Credit\$ shall not be used for purchase of other retailer vouchers, lottery, cigarette, alcoholic items, and pre-paid cards (excluding data plans).
- 9.6. Any decision made by HPB under this Clause 9 shall be final and binding.

## **10. General Provisions**

- 10.1. We reserve the right to vary and amend these T&Cs at any time without prior written notice to you.
- 10.2. Our decision on all matters relating to or in connection with the Programme shall be final and binding on you.
- 10.3. In these T&Cs, unless the context otherwise requires, the headings are inserted for convenience only and shall not affect the construction of these terms and conditions.

- 10.4. If any provision of these T&Cs is held to be invalid or unenforceable, then such provision shall (so far as it is invalid or unenforceable) be given no effect and shall be deemed not to be included in these T&Cs but without invalidating any of the remaining provisions of these T&Cs.
- 10.5. Our failure or delay in exercising any right or remedy shall not impair our right to exercise them at any subsequent time. Our rights and remedies under or pursuant to these T&Cs are cumulative, may be exercised as often as we consider appropriate and are in addition to our rights and remedies under general law.
- 10.6. These T&Cs shall be governed by, and interpreted in accordance with, the laws of Singapore. In respect of any legal action or proceedings arising out of or in connection with these T&Cs or the Programme, you shall irrevocably submit to the jurisdiction of the courts of Singapore. That submission shall not affect our right to institute proceedings in any other jurisdiction.
- 10.7. Please review these T&Cs periodically for changes and updates. To determine when these T&Cs were last revised, please refer to the Last Revision Date stated at the beginning of these T&Cs.