

CEA Ref: N28-20

Date: 19 June 2020

By Email

To: Key Executive Officers and Salespersons

Dear Sir / Madam,

[NOTICE 28-20] SUPPLEMENTARY INFORMATION ON CONTACT TRACING FOR PROPERTY TRANSACTIONS

1. CEA has received feedback from some estate agents (EAs) that their clients' addresses are shown on SingPass Mobile if SafeEntry QR code is activated for the transaction property.
2. This feature of registering entry to locations via SingPass Mobile with addresses shown is not new. EAs have been entering the home addresses of the clients of their real estate salespersons (RESs), and their CEA licence numbers (L number) with other reference numbers for the properties in the "venue name" field.
3. The client's name is not shown against their addresses on SingPass Mobile. The display of an address, on its own, without any other information, is unlikely to identify a particular individual and hence would not constitute personal data under the Personal Data Protection Act 2012 (PDPA). However, this could be a matter of personal concern to the client. Hence, EAs and RESs can check if their clients are agreeable to show their addresses on SafeEntry. If the clients do not agree to do so, EAs and RESs can choose to meet the contact tracing requirements via manual recording of visitor details or other means provided by their EAs.

4. We wish to reiterate that RESs may come into contact with many people in the course of your work when providing property transaction services. It is important that you keep records of persons you meet when you resume physical viewings and meetings with your clients in Phase Two. This is to facilitate effective contact tracing when the need arises. We have also earlier decided to allow EAs and RESs to choose your method of collecting the records either manually or using other methods.

Yours sincerely,

GAVIN NG
DEPUTY DIRECTOR (POLICY & PLANNING)
COUNCIL FOR ESTATE AGENCIES

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