

# Singwork Product Terms of Service

Updated at: [2026.07.10]

## 1. Application and Acceptance of the Product Terms

**1.1** These Singwork Product Terms of Service (the “**Product Terms**”) describe the general terms and conditions applicable to your purchase and use of the products and services (the “**Products**”) offered or made available through the Singwork website currently located at the URL: [work.singdata.com](http://work.singdata.com) (the “**Singwork**”). This document is a legally binding agreement between you as the purchaser and/or user of the Products and **Singdata Cloud Pte. Ltd.** (“**Singdata**”).

**1.2** By purchasing and/or using the Products, you agree to accept and be bound by these Product Terms. You may be required to enter into a separate agreement, whether online or offline, with Singwork for i) use of the Singwork; or ii) purchase of the Products or any other products or services offered by Singwork (“**Additional Agreements**”). If there is any conflict or inconsistency between these Product Terms and any Additional Agreement, the Additional Agreement shall take precedence over the Product Terms only in relation to the portion of the Products governed by the conflicting Additional Agreements.

**1.3** Please do not purchase and/or use the Products if you do not agree and accept all of the Product Terms and/or Additional Agreements (if applicable).

**1.4** You acknowledge and agree that Singwork may amend the Product Terms at any time by posting the relevant amended and restated Product Terms on the Singwork. By continuing to use the Products after the posting of the amended and restated Product Terms, you agree that the amended Product Terms will apply to you.

## 2. Contracting Entity

**2.1** The Singwork entity that you are contracting with in connection with your purchase or subscription of the Products is **Singdata Cloud Pte. Ltd.**, a company incorporated in Singapore.

**2.2** Some Products or services of the Singwork may be offered or provided by Singwork’s affiliates on behalf of Singwork.

**2.3** You must register as a member of the Singwork in order to purchase and/or use the Products. The registration and use of your account with the Singwork is governed by the terms of the **Singwork Website Membership Agreement**. You shall ensure that any and all information you provide to Singwork through the Singwork is true, accurate, correct, complete, and not deceptive, fraudulent or misleading.

## **3. General Product Terms**

The following General Product Terms are applicable to the purchase and/or use of all Products offered on the Singwork:

**3.1** Benefits, features and functions available to you for any of the Products may vary for different countries and regions. No warranty or representation is given that a particular feature or function or the same type and extent of features and functions will be available in all countries and regions or for all users. Singwork may in its sole discretion limit, deny or create different level of access to and use of any the Products (or any features comprised therein) with respect to different users.

**3.2** You must comply with the relevant technical documentation applicable to the Products as posted and updated by Singwork from time to time at the Singwork. You further agree, as a continuing condition for your use of the Product, to abide by all licence terms and conditions of all third party software components, libraries and application programme interfaces comprised in any Product as from time to time notified on the Singwork.

**3.3** Singwork may launch, change, upgrade, impose conditions to, suspend, or stop offering any Product (or any features or functions within the Products), including sign-on procedures and requirements, and the manner of access to any Product (including any URLs used in connection therewith) without prior notice. Singwork may also in its discretion, and after reasonable prior notice to you, relocate, suspend or cease operations at any data center. In the event of such relocation, suspension or termination of operations, you may need to change or update configurations of any affected Products, and will be responsible for any failure to change or update your configurations in the time period provided in the notice.

**3.4** Singwork reserves the right to monitor your purchase or use of the Products any time as needed to verify your compliance with the Product Terms, in accordance with our Privacy Policy. You agree that you shall not block or interfere with our monitoring.

**3.5** You agree, upon Singwork's request, to cooperate with Singwork to identify and resolve any problems with the Products that Singwork reasonably believes to be attributable to you.

**3.6** As a condition of your purchase and/or use of the Products, you agree that you will comply with all applicable laws and regulations for using the Products (including without limitation, any applicable data protection, import, re-import, export, strategic goods control, and re-export control laws, including any applicable license requirements, and international or country-specific sanctions programs). If Singwork has reason to believe that any of your conduct violates the law, infringes or misappropriates the rights of any third party or is otherwise deceptive, fraudulent or misleading, Singwork may at its sole discretion notify you of our awareness of such circumstances and may at its sole discretion take any relevant enforcement actions against you as deemed adequate and necessary in light of the circumstances.

**3.7** Some Products require the processing of personal data of your customers or employees. You agree that it is solely your responsibility to establish a legal basis for the processing of such data under local law, including providing adequate privacy notices and obtaining any required consents to customers or employees. You represent and warrant to Singwork that you have a legal basis for processing this data.

**3.8** Singwork may from time to time offer special terms or pricing programs for the Products (the "**Special Programs**"). Singwork shall have the right to stop accepting any application for any Special Programs or discontinue the offering of any Special Programs without notifying you. You must agree to any terms and conditions for the Special Programs if you choose to participate in such.

**3.9** Singwork shall have the right to apply any upgrades or engage in any service maintenances any time as deemed necessary. Singwork will use commercially reasonable endeavors to notify you in advance of any scheduled maintenance of the Singwork or the Products.

**3.10** Singwork shall have the right to assign and/or novate any part of or all of the Terms to any person or entity (including any affiliates of Singwork). Singwork may by written notice to you require such novation of the Terms or any part thereof, and you hereby irrevocably agree and consent to any such novation.

**3.11** Certain products may have specific payment terms. Please refer to the **Singwork Payment and Tax Terms** provided on the Singwork for specific payment terms for the products that you purchased.

**3.12** The service guarantees and any related performance commitments (the “**Service Guarantees**”) as may be amended from time to time provided in the **Singwork Service Level Agreements** (the “**SLAs**”, which shall be deemed to form a part of the Product Terms) only apply to your purchase and use of the Products for a fee, and shall not apply to any free Products or trial Products provided by us. Such Service Guarantees are your sole and exclusive remedy with respect to the applicable Products that you purchase for a fee.

## **4. General Provisions**

**4.1** These Product Terms and the Terms (as defined in the Singwork Website Membership Agreement) constitute the entire agreement between you and Singwork with respect to and governs the use of the Singwork Products, superseding any prior written or oral agreements in relation to the same subject matter herein.

**4.2** You and Singwork are independent contractors, and no agency, partnership, joint venture, employee-employer or franchiser-franchisee relationship is intended or created by these Product Terms.

**4.3** If any term herein is adjudicated by a court or tribunal of competent jurisdiction to be void or unenforceable, the validity or enforceability of the remainder of the terms herein shall remain in full force and effect.

**4.4** Singwork’s failure to enforce any right or failure to act with respect to any breach by you under this Agreement will not waive that right nor waive Singwork’s right to act with respect with subsequent or similar breaches.

**4.5** Unless otherwise provided in the terms and conditions of the relevant Singwork Products, under no circumstances shall Singwork be held liable for any delay or failure or disruption of the content or services delivered through the Singwork resulting directly or indirectly from acts of nature, forces or causes beyond our reasonable control, including without limitation, Internet failures, computer, computer viruses, cyber-attacks, telecommunications or any other equipment failures, electrical power failures, strikes, labor disputes, riots, insurrections, civil disturbances, shortages of labor or materials, fires, flood, storms, explosions, acts of God, war, governmental actions, orders of domestic or foreign courts or tribunals or non-performance of third parties.

**4.6** This Agreement shall be governed by the **laws of Singapore** without regard to its conflict of law provisions. The parties to the Terms hereby submit to the **exclusive jurisdiction of the courts of Singapore**.

## **5. Singapore Addendum**

**5.1** In relation to complaints or disputes regarding our fees for the Products: a. in the event of a dispute, you shall not be required to pay any reasonably disputed amounts pending the resolution of the dispute, provided that you inform us of any disputed charge prior to the date on which the payment becomes due; b. where you pay a bill and subsequently choose to contest the bill, you will have 1 year (starting from the date of the bill) to do so; and c. we will conduct a complete and objective review of your complaint, and will provide a written response, within 30 days of receiving notification that you are contesting a charge.

**5.2** In respect of any business subscriber of the Products which registers for an Account: a. you consent to the collection, use and disclosure of Subscriber Information by Singwork and its affiliates for the purposes set forth in the Privacy Policy, notwithstanding that any such Subscriber Information may not constitute personal data. b. you consent to your Subscriber Information being collected, used and disclosed by any third party in connection with any assignment, novation, sale or acquisition of any business, assets or shareholdings of Singwork as well as for the purposes of developing and marketing any goods or services.