

Dear Valued Members,

Australian Chamber of Commerce in Vietnam (“**AusCham**”) would like to send respectful greetings and thanks to you for trusting and accompanying us during the past time.

AusCham always values the privacy and protection of its Members’ Personal Data. We understand that through this Personal Data Protection Policy (“**Policy**”), Members will be transparent about how we process and protect Members’ Personal Data while using AusCham’s services to ensure that Personal Data is always private and safe in accordance with the law as well as AusCham’s security standards.

This policy is subject to change when necessary. AusCham will update any changes on our website, via communications and advise Members to check with AusCham or posts regularly.

Article 1. Definition

- 1. AusCham** Australian Chamber of Commerce in Vietnam.
- 2. Member** Is (i) an individual and/or (ii) an organization that provides personal data during membership registration and use of AusCham products, goods and services.
- 3. Products, Goods, Services** These are any products, goods, or services provided by AusCham.
- 4. Personal Data** This is information in the form of symbols, letters, numbers, images, sounds or similar forms in the electronic environment that is associated with a specific Customer or helps identify a specific Customer. Personal Data includes Basic Personal Data and Sensitive Personal Data.
- 5. Basic Personal Data** Is all the following:
 - (i) Surname, middle name, birth name, other names (if any).
 - (ii) Date of birth; Date of death or missing.
 - (iii) Gender.
 - (iv) Place of birth, place of birth registration, permanent residence, temporary residence, current residence, hometown, contact address.
 - (v) Nationality.

(vi) Personal photos.

(vii) Phone number, identity card number, personal identification number, personal identification number, passport number, driver's license number, license plate number, personal tax code number, social insurance number, health insurance card number.

(viii) Marital status.

(ix) Information of family relationships (parents, children).

(x) Information on personal digital accounts; E-mail address.

(xi) Personal data reflecting activities and history of activities in cyberspace, including but not limited to: data related to electronic information pages/website/social networks or Applications; technical data (including device type, operating system, browser type, browser settings, IP address, language settings, date and time of connection to the Website, Application usage statistics Application, Application settings, date and time of connection to the Application, other technical communications); account name; password; secure login details; usage data; cookie data; browsing history; clickstream data; channel viewing history, VOD (video on demand);

(xii) Other information associated with specific person or helping to identify a specific person.

6. Sensitive Personal Data This is personal data associated with an individual's privacy rights that, when violated, will directly affect the customer's legitimate rights and interests, including but not limited to the following data types:

(i) Customer's telecommunications account information, including, fee payment history, account top-up, telecommunications account balance.

(ii) Information related to the Customer's use of payment intermediary services, including the following: customer identification information according to legal regulations, account information, deposit information, information about deposited assets, transaction information, information about organizations and individuals who are guarantors at credit institutions, bank branches, and intermediary payment service providers.

(iii) Information related to ethnic origin, physical attributes, unique biological characteristics that you provide to AusCham or we obtain during the process of customers purchasing and using our products, goods, service.

(iv) Data about the Customer's location determined through location services.

(v) Other personal data specified by law are special and require necessary security measures.

7. Processing of Personal Data This is one or more activities affecting Personal Data, such as: collection, recording, analysis, confirmation, storage, editing, disclosure, combination, access, retrieval, recovery, encryption, decryption, duplication, sharing, transmission, provision, transfer, deletion, destruction of personal data or other relevant operations.

Article 2. Types of Personal Data Processed

Personal data processed includes data Members provide to us when registering as a Member and using our services, specifically as follows:

- (i) Basic personal data specified in Clause 5, Article 1 of this Policy; and
- (ii) Sensitive Personal Data specified in Clause 6, Article 1 of this Policy.

Article 3. Purpose of Data Processing

Personal data according to Article 2 above may be processed for the following purposes:

1. Signing up of a Membership.
2. Contact, discuss and support Members in the process of using AusCham products, goods and services (e.g. calling, sending emails).
3. Receive and answer questions about products, services, and legal issues for members.
4. To issue invoices and documents according to the provisions of law.
5. Other issues as prescribed by law.

Article 4. Organizations and Individuals May Collect, Manage and Use Personal Information Provided by Members.

Members agree that the collection, management, and use of personal information provided by members is carried out by (i) **AusCham**; (ii) other organizations and individuals cooperate/associate with **AusCham** to use this information to support members in the payment process and use of **AusCham services** (post offices, banks, legal firms, etc.).

Article 5. Methods of Collecting, Storing and Using Personal Information Provided by Members

Members agree that the Member's personal information will be collected, stored, and used by any means according to **AusCham's Policies and/or Applications** from time to time, including but not

limited to collection, recording, analysis, confirmation, storage, editing, disclosure, combination, access, retrieval, recovery, encryption, decryption, duplication, sharing, transmission, provision, transfer, deletion, destruction of personal data or other relevant operations.

Article 6. Start and End Time of Collection, Storage, and Use of Personal Information Provided by Members

AusCham begins collecting, storing, and using members' personal information from the time the member registers, provides, and shares with AusCham until:

- **AusCham** receives a written termination request from a competent State agency; or
- Members send a written request to withdraw their consent according to the provisions of law. However, in this case, **AusCham** is allowed to store the necessary information of members to carry out the contract that the parties have signed; Provide information when requested by State agencies (such as Tax Authorities checking documents, invoices, etc.).

Withdrawing the member's consent in this case does not affect the legality of the activities of collecting, storing, and using personal information previously provided by the member to **AusCham**.

Article 7. Rights and Obligations of Members

- Members have the right to provide, access, edit, delete personal information, withdraw consent for **AusCham** to collect, store and use personal information, restrict or object to the collection, storage, and use of your personal information, unless otherwise prescribed by law.
- Members are responsible for providing complete and accurate personal information as requested by **AusCham** to facilitate member care and support.
- Members have other rights and obligations according to the provisions of law.

Article 8. Other Commitments on Collection, Storage, and Use of Personal Information Provided by Members

AusCham will protect personal information provided by Members in accordance with Vietnamese law; fully comply with this Personal Data Protection Regulation and other contracts, agreements and documents established with Members.



AusCham Personal Data Protection Policy

AusCham collects, stores and uses personal information provided by members for specific, clear and legal purposes, within the scope of the purposes stated in this Personal Data Processing Protection Regulation and in accordance with the provisions of Vietnamese law.

In the process of collecting, storing, and using members' personal information, **AusCham** and related parties will apply necessary and appropriate technical, security, and confidentiality measures to protect member's personal data.

However, members understand and acknowledge that no technical system or security or confidentiality measures are safe and that online transactions, cyberspace, and other forms of collection, storage, and use are safe. Using members' personal information always poses potential risks, including but not limited to information being leaked or distributed due to technical systems or security systems being attacked. If **AusCham** and its related parties have applied all possible measures, then **AusCham and** its related parties shall not bear any responsibility to the member and the member's related parties (if any).

Article 9. Effect

This consent is an integral part of the documents and contracts concluded and/or confirmed by the Member with **AusCham**.