

PERSONAL DATA PROCESSING NOTICE

(Applicable to Contact)

I. GENERAL INTRODUCTION

- 1.1 Konoike Vinatrans Logistics Company Limited, Enterprise Registration Certificate No. 0300823766, with its head office located at No. 18A, Luu Trong Lu Street, Tan Thuan Ward, Ho Chi Minh City (hereinafter referred to as “Konoike Vina” or the “Company”).
- 1.2 Konoike Vina recognizes the importance of personal data that Applicants have entrusted and provided to Konoike Vina during the process of seeking information, requesting service consultation or contacting Konoike Vina.

In order to provide the best support and customer care while accessing the Konoikevina.com website, personal data may be collected when Applicants connects directly with Konoike Vina or through Konoike Vina’s official channels, including the website, electronic mail (email), telephone, social networking sites or other electronic platforms owned or managed and operated by Konoike Vina (hereinafter collectively referred to as the “Platforms”).

- 1.3 Konoike Vina respects Applicants’ privacy and commits to protecting and processing Applicant’s personal data appropriately in compliance with applicable Vietnamese laws.
 - 1.4 The collection, storage and use of Applicant’s personal information shall only be carried out with the Applicants permission. In order to ensure compliance with personal data protection regulations, Konoike Vina requires Applicants’ consent to process their personal data (such as collection, storage, use, etc.) for service cooperation activities.
 - 1.5 Without the Applicant’s consent, Konoike Vina will not be able to process the Applicant’s personal data for recruitment activities or other matters related to the relationship between the Applicant and Konoike Vina. If the Applicant consents, their personal data will be processed in accordance with this Notice and any agreements or contracts entered with Konoike Vina (if any).
 - 1.6 Applicants are requested to carefully read this Personal Data Processing Notice (“Notice”) before providing any information to Konoike Vina. This Notice provides an overview of the Applicants personal data processed by Konoike Vina, the purposes of personal data processing, how Konoike Vina processes personal data, with whom Konoike Vina shares data, Konoike Vina’s retention policy as well as the Applicants’s right and obligation regarding personal data.
 - 1.7 This Notice and/or any policies on personal data protection and processing issued by the Company are not intended to directly establish service cooperation and shall not be deemed to create any offers, promises or establish any relationship or interest, whether express or implied
- ☒ By entering and submitting information through the Contact form on the website, the Applicants **confirms that they have read and understood the Notice and consent to** Konoike Vina collecting, storing and processing the personal data they provide for the purpose of receiving, reviewing and responding to enquires relation to Konoike Vina’s products and services.
- ☒ **If the Applicants does not agree to allow** Konoike Vina to process personal data in accordance with the Notice, Konoike Vina may not have sufficient grounds to receive, process or respond to the Applicants’s request through the Contact form.

I. PERSONAL DATA PROCESSING NOTICE

2.1 Types of personal data that Konoike Vina processed:

The personal data (in any format) provided by the Applicant through the Contact form on the Website, including but not limited to the following information:

- a. Identity-related information such as full name (surname, given name);
- b. Contact information such as personal electronic mail (email) address, telephone numbers and similar contact information;

- c. Services in which the Applicant is interested or which the Applicants select;
- d. The content of requests, exchanged information or other data voluntarily provided by Applicant in Message section;

if the Applicant connects with Konoike Vina through the Platforms, Konoike Vina may also collect additional data related to the Partner, such as the Internet domain name and IP address from which the Applicant accesses; configuration information such as the operating system, operating system version, type and version of the browser being used; the time of access to the Platforms; what the Applicant searches for and views on the Platforms; information and personal data that the Applicant has voluntarily provided through surveys and/or entered into forms on these Platforms;... The collection and processing of such data shall comply with the provisions of Konoike Vina's Cookie Policy publicly disclosed on the Platforms from time to time.

2.2 Purposes of personal data processing:

- a. Konoike Vina respects the Applicant's privacy and will only process personal data received and collected by Konoike Vina to the extent necessary to receive the Applicant's request, provide appropriate service consultation, contact the Applicants for discussion or respond with information, send quotations/documents or cooperation proposals (if any), provide customer support and perform related requests arising during the cooperation process with the Applicant.
- b. In addition, the Applicant's personal data may be processed for the following purposes: research, statistics, analysis of customers' needs, improvement of service quality or improvement of the features of the Platforms; and monitoring of access security at offices/ buildings. Notwithstanding, the purposes stated above, nothing in the Notice shall be construed as preventing Konoike Vina from processing the Partner's data for the purpose of complying with Konoike Vina's legal obligations.
- c. Except where data processing is required to fulfill legal obligations, Konoike Vina will only process the Applicant's personal data for the purposes listed in the Notice.
- d. Konoike Vina only collects data necessary for service cooperation purposes and the preparation of internal reports and does not use it for other commercial purposes.
- e. For better understanding of the Applicants' needs, for research, data analysis, development planning, improvement of products – services and other business purposes.
- f. To perform other obligations in accordance with the provision of current law.

2.3 Methods of processing:

- a. Konoike Vina may collect personal data from the Applicant and/or from service providers (for example, service cooperation providers; commercial-purpose service providers, advertising and service cooperation posting providers; labor subleasing providers), from enterprises where the Applicants have worked and/or is currently working, from individuals who introduce or connect the Applicant with Konoike Vina; from publicly available data sources or data sources of competent state authorities, and/or from other sources and third parties that the Partner has agreed may provide data to Konoike Vina.
- b. Konoike Vina may also collect data about the Applicant through the Platforms and other means (for example: from telephone calls, e-mail, ...). After collection, Konoike Vina may carry out activities involving the recording, analysis, storage, access, retrieval, copying, sharing, transmission, provision, transfer or other related actions with respect to the Applicants' personal data in order to fulfill the purposes stated in Section 2 Part II of this Notice. The Company commits to exercising caution at all times when sharing the Applicant's personal data with Data Processors and shall only share data to the extent necessary for the performance of the purposes stated in the Notice.

- c. At the Applicant's request and in accordance with the provisions of current law, Konoike Vina may also carry out activities affecting the Partner's personal data (for example, correction, updating; provision of personal data, ...). Konoike Vina will or may need to share, transmit, provide and/or transfer (collectively referred to as "share") the Partner's personal data to Data Processors, which may be located in Vietnam or outside Vietnam, for one or more of the purposes stated in Section 2 Part II of this Notice, and such sharing shall be carried out in accordance with the provisions of law applicable from time to time.
- d. Konoike Vina commits to always exercising caution when sharing the Applicant's personal data with Data Processors and to sharing only the data necessary for fulfilling the purposes referred to in the Notice.
- e. Konoike Vina always requires Data Processors to keep confidential and protect the Applicant's personal data in a manner consistent with Konoike Vina's security policies and practices and in compliance with relevant legal provisions, to protect it from unauthorized access, collection, use, disclosure, processing or similar risks and to retain the Applicant's personal data only for as long as it remains necessary to fulfill the purposes within the scope agreed between Konoike Vina and the Data Processor.
- f. The Data Processor referred to in this Section include:
 - i.. Konoike Vina's Authorized representatives, including Branches representative offices, business location;
 - ii.. Relevant organizations and individuals supporting Konoike Vina in receiving, consulting on, processing and responding to the Applicant's requests, as well as providing products and services at the Applicant's request.
 - iii.. Contractors, service providers, and other third parties engaged by Konoike Vina to provide support or cooperate in supporting the operation of systems, or (ii) the performance of Konoike Vina's legal obligations. These parties may include, but are not limited to service cooperation, advertising and service cooperation posting services, telecommunications, computers, internet, information technology services, cloud computing services, advertising and communication services, document and records storage and management services, postal services;
 - iv.. Third parties related to contracts, agreements and commitments entered by the Applicant with Konoike Vina:
 - v.. Competent state authorities;
 - vi.. Other organizations and individuals permitted by law or agreed to by the Applicant.

2.4 Cross-border transfer of personal data:

Personal data may be transferred, stored and processed outside Vietnam to comply with legal obligations, protect the public interest, pursue Konoike Vina's legitimate interests, or fulfill the purposes stated in this Notice. Any cross-border transfer shall comply with applicable laws and be protected by security measures equivalent to those applied in Vietnam. All data transmitted between systems or to users shall be encrypted to ensure security and confidentiality.

2.5 Data retention period:

- a. Konoike Vina begins processing personal data from the time the Applicant proactively submits information through the Contact form on Konoike Vina's official website (including full name, email, telephone number).
- b. The Applicant's personal data will be retained for the necessary period (a maximum of 03 months) to fulfill the personal data processing purposes stated in this Notice and/or Konoike Vina's Personal Data Protection Regulations (where the Partner is selected for a service

cooperation position) and in accordance with Konoike Vina's data retention policy. Where required by law, Konoike Vina may retain the Applicant's data for longer than the retention period stipulated in Konoike Vina's data retention policy. After this period, the data will be deleted or anonymized, unless the law requires longer retention

- c. Regarding Konoike Vina's security measures Konoike Vina will apply administrative, technical, physical and legal measures in accordance with current personal data protection laws and will always endeavor to ensure the safety of the Applicant's personal data on Konoike Vina's systems, however absolute confidentiality and security cannot be guaranteed, such as in cases of unauthorized disclosure arising from malicious hacking activities or sophisticated attacks by bad actors that are not attributable to Konoike Vina. The processing of personal data may always involve potential risks of unauthorized disclosure and may cause undesired damage. The Partner is encouraged to take necessary security measures to minimize the unauthorized disclosure of the Partner's personal data.

2.6 Applicant rights and obligations:

- a. The Applicant has the rights of a data subject as provided by law, such as the right to be informed, the right to access and request correction of personal data, the right to request the provision of personal data, the right to request deletion of data, the right to withdraw consent, restrict and object to the processing of personal data, the right to complain, denounce, initiate legal proceedings and claim compensation for damages, etc.
- b. The Applicant has the obligations listed below in protecting the personal data of the Applicant and of other individuals:
 - Protect their own personal data; request relevant organizations and individuals to protect their personal data;
 - Respecting and protecting the personal data of others;
 - Provide complete and accurate personal data when consenting to the processing of personal data;
 - Participate in communication and dissemination of personal data protection skills;
 - Comply with the provisions of law on personal data protection and participate in preventing and combating violations of personal data protection regulations.
 - During service cooperation with Konoike Vina, the Applicant may provide Konoike Vina with the personal data of other individuals (for example, family members, referees/references, or other persons in the Partner's contact list). In such cases, the Partner must ensure that the Partner has obtained the consent or valid authorization of those individuals before providing their personal data to Konoike Vina.

II. EXTERNAL LINKS AND DISCLAIMER

3.1. Some links on Konoike Vina's Platforms lead to other websites/mobile applications that are not owned by Konoike Vina. These websites/mobile applications may have their own notices and policies on the protection and processing of personal data, which differ from the contents of this Notice.

3.2. The Partner must ensure that the Partner agrees to those notices and policies when using such websites/mobile applications. Konoike Vina is not responsible for the processing and protection of personal data by any third party, including parties operating any website, application, system, platform or service to which Konoike Vina's Platforms link.

3.3. The inclusion of a link on the Platforms does not mean that Konoike Vina endorses the linked website, application, system, platform or service.

3.4. Please note that Konoike Vina is not responsible for the personal data processing and protection policies and practices of other organizations, such as Facebook, Apple, Google, Microsoft, or any other developer or provider of software applications, platforms, social media operating systems or wireless service provider or device manufacturer, including any personal data that the Partner discloses to other organizations or individuals through or in connection with Konoike Vina's Platforms.

3.5. Konoike Vina is not responsible in cases where the Partner's notification cannot be delivered to Konoike Vina, or where an incident occurs due to technical errors, transmission errors, software errors or other errors beyond our control and not originating from us.

3.6. During use, the Partner may see links leading to the websites of partners or third-party providers. These websites have separate privacy policies and terms. Therefore, when the member accesses such links, please note that Konoike Vina is not responsible for the content, the handling of personal information or any risks arising from external websites.

3.7. Konoike Vina recommends that the Partner carefully read the privacy policies of linked websites before providing any personal information.

III. USE OF COOKIES

4.1 A Cookie is a small file sent from a web server and stored on the Applicant's device through a browser. A Cookie helps remember information about the device, browser, and in some cases the member's preferences or browsing habits when using the website.

4.2 Konoike Vina uses cookies to collect certain basic information such as: IP address, browser type, display language, access time and websites accessed... This information helps improve the user experience, for example: automatically saving the username or password so that you do not need to re-enter it on the next visit (if the Applicant agrees).

4.3 The member can fully manage the use of cookies through the browser settings, including allowing, limiting or completely blocking cookies.

IV. CONTACT INFORMATION

If the Partner has any questions, related requests, requests to correct information or complaints regarding the processing of the Applicant's personal data under this Notice, please contact Konoike Vina's Personal Data Protection Committee via electronic mail at admin@kvi.konoike.net or info@kvi.konoike.net or by telephone at 02838722846 (Extension - Switchboard: 0)

VI. UPDATES AND SUPPLEMENTS TO THE PERSONAL DATA PROCESSING NOTICE

5.1 Konoike Vina may amend and update this Personal Data Processing Notice from time to time. The latest version of this Notice will be publicly posted by Konoike Vina on the website: <https://konoikevina.com/>

5.2 Matters not addressed in this Notice shall be handled in accordance with the provisions of law.

5.3 In the event of any dispute (if any) the parties shall prioritize resolving the dispute through negotiation, if the negotiation is unsuccessful, they shall have the right to request the competent People's Court to resolve it in accordance with the provisions of law.