

PERSONAL INFORMATION PROTECTION POLICY

We, CHUSVN COMPANY LIMITED ("CHUSVN", "We" or "Us"), wish to provide members and all users accessing to our Chus.vn e-commerce website (*hereinafter referred to "Member" under this Personal Information Protection Policy*) with a comfortable and best experience when accessing and using the services of our e-commerce website Chus.vn ("**Website**").

This Personal Information Protection Policy informs the Member about the provisions of the collection, usage and security of Personal Data which is governed by the laws of Vietnam applicable to Member of the Website.

1. Purpose and scope of collection

1.1. In the course of providing services, We will/may collect personal data about Member in the following cases:

- (i) when Member registers/accesses and/or uses our Website;
- (ii) when Member submits any form, including an application or other form relating to any of our products and services via either online method or otherwise;
- (iii) when Member enters into any agreement or provides other documents or information relating to Member's interaction with Us, or when Member uses our products and services;
- (iv) when Member interacts with Us, such as through telephone calls (which may be recorded), correspondence, fax, face-to-face meetings, social media platforms, and email;
- (v) when Member uses our digital services, or interacts with Us through our Platform or Website or our Services. This includes Cookies when Member interacts with the platforms or Website;
- (vi) when Member performs transactions through our Services;
- (vii) when Member provides feedback or sends complaints to us;
- (viii) when Member submits Member's Personal Data to Us for any reason; and
- (ix) We may collect Personal Data from other legitimate sources and in accordance

with the Law.

1.2. The Personal Data that the Website may collect includes:

- Full name;
- Gender;
- Date of birth;
- Payment address;
- Bank account and payment information for orders on the Website;
- Phone number;
- Email;
- Information sent by or relating to the device(s) used to access our Services or Website; and
- Any other information about Member when Member signs in to use our Services or Platform, when Member uses the Services or Platform, as well as information about how Member uses the Services or Platforms; and aggregated data of the content Member uses.

1.3. The collection of information is for the purpose of serving Member's transactions and activities related to the Website. Member will be solely responsible for the confidentiality and storage of all services consumption under his/her registered name, password and email. In addition, Member is responsible for promptly notifying CHUSVN about any unauthorized use, abuse, breach of security, retention of the third party's username and password to take appropriate measures.

2. Scope of the information usage

Website uses the information provided by Member to:

- Provide services to Member;
- Send notifications on information exchange activities between Member and Website;

- Prevent activities of destroying Member's user account or activities of impersonating Member;
- Contact and settle with Member in special cases;
- Confirm and contact parties related to transactions on the Website; and
- In case of legal requirements: CHUSVN is responsible for cooperating in providing member's personal information upon request from judicial agencies, including: Procuracies, Courts, Investigation Police in connection with certain Member's illegal act and such disclosure is reasonably necessary to comply with legal processes. Apart from that, no one has the right to infringe on Member's personal information.

3. Duration of information storage

Member's Personal Data will be stored until there is a request to cancel or Member logs in and performs cancellation. If not, in all cases personal data of Member will be stored and secured on CHUSVN's server.

4. Individuals or organizations that may have access to personal information

Subjects can access personal information of customer/member in one of the following cases:

- CHUSVN Company Limited;
- Seller(s) have contracted to perform a part of services provided by CHUSVN, such as delivery services, payment gateway service providers. These sellers will receive the information as agreed in the contract (a part or all of the information depending on the terms of such contract) to assist users in using services provided by CHUSVN.
- Competent authorities request CHUSVN to provide user's information for the purpose of investigating procedures.

5. Address of the unit collecting and managing the personal information

- Unit name: CHUSVN COMPANY LIMITED

Established and operating under the Enterprise Registration Certificate No. 0316713818 initially issued by the Department of Planning and Investment of Ho Chi Minh City on

09 February 2021.

- Head office address: G-12A17, 12th floor, The Manor Officetel Complex Building, No. 89 Nguyen Huu Canh Street, Ward 22, Binh Thanh District, Ho Chi Minh City
- Email: chus@chus.vn

6. Means and tools for users to access and edit their personal data

Member has the right to check, update, adjust or cancel his/her personal information by logging in and editing personal information at his/her account.

Member has the right to send a request for account recovery if forgetting password by sending an email to cskh@chus.vn, the Board of Chus.vn will guide Member to recover his/her account. Please note that the Board of Chus.vn will not interfere with the Member's password.

7. Confidential commitment of Member's personal information

- Members' personal information on Chus.vn is committed to be treated as absolutely confidential according to the Personal Information Protection Policy. The collection and use of Member's information shall be performed only with the consent of that Member, unless otherwise stipulated by law.
- Do not use, transfer, provide or disclose to any third party about the Member's personal information without the consent of such Member.
- In the event that the server is attacked by hacker, which causes the loss of Member's Personal Data, Chus.vn will be responsible for notifying the case to Member as well as the investigating authorities for timely handling.
- Absolute confidentiality of all online transaction information of Member including digital invoices, accounting documents at level-1 safety area of central data of CHUSVN.
- CHUSVN is entitled to require individuals and organizations when registering/buying as Member to provide all relevant personal information such as: Full name, contact address, email, identity card, number phone, account number, payment card number...., and take responsibility for the legality of the above information. CHUSVN is not responsible for nor resolves all claims related to the interests of that Member if

CHUSVN indicates that the Member's personal information provided during the initial registration is inaccurate.

8. Change of Personal Information Protection Policy

We may amend this Personal Information Protection Policy according to our business requirements without prior notice to Member. We may notify Member of such changes by emailing or by posting notices on our Website, when necessary. Any changes will be effective when we post the amended Personal Information Protection Policy on this Website.

9. Effective date and term

The Personal Information Protection Policy takes effect on 27/05/2021.