



## **Privacy Policy**

The FarEasTone Telecommunications Co., Ltd. and New Century InfoCom Tech Co., Ltd. (collectively “the Company”) completely respect the privacy rights of users. The following statements will disclose how your data and/or information is collected, used, and protected by the Company. Please carefully read the following statements regarding the Privacy Policy (“the Policy”).

### **I. Scope**

The applicable scope of the Policy:

1. Personal data and other information collected, processed, and utilized when you use the company services, participate in activities, apply for membership, and do the online shopping via the FETnet, or the Company's application (the "APP").
2. Affiliates and the business partners of the Company (including but not limited to commercial organizations, governmental institutes, and suppliers, etc.) commissioned by the Company or collaborate with the Company. When collecting, processing, and utilizing personal information are engaged, the Policy shall prevail.

### **II. Data Collection**

When you apply for, or use the telecommunication services of the Company (including but not limited to mobile network, FET APP, FETnet, telecommunication services, value-added telecommunication business, voice message system, text message system, value-added services, other bonus campaigns, marketing, latest news, market survey, bill treatment, arrears payment, other related services, or new services in the future, collectively “the Service”), the purposes for the Company to collect and use the information are listed as below, which include but are not limited to assuring the user identity established in our website/APP, retail stores, or customer services, and providing you relevant services. Information collected includes but is not limited to necessary information of the customers (or their representative), legal representative, or the institutions. See below for a more detailed description:

The Company respects the privacy rights of personal data. As a basis for respecting user rights and interests and keeping good faith, the Company adopts the following principles when collecting, processing or using personal data for operating telecommunications and value-added network businesses.

## The purposes for collecting your personal information

040 Marketing	063 Non-government agency collect or process personal information under legal obligations
067 Credit cards, cash cards, debit cards, or electronic stored-value card business	069 Contracts, quasi-contracts, or other legal relations matters
072 Policy propaganda	081 Legal transaction business of personal data
085 Emergency services to Republic of China citizens who are abroad	090 Consumers, customer management and services
091 Consumer protection	104 Accounting management and debt trading business
127 Fundraising (including charity fundraising)	129 Accounting and related services
133 Operating telecommunication and value-added telecom network business	135 Information (communication) services
136 Information (communication) and database management	137 Information and communication security management
148 Internet shopping and other e-commerce services	152 Advertisement or commercial behavior management
153 Movie, television, music, and media management	154 Credit Investigations
157 Investigations, statistics, and research analyses	181 Other business operation in accordance with the business registration project or organization Prospectus
182 Other advisory and consultation services	

The Company will only collect necessary personal data limited to the categories announced by the government authority in accordance with the purpose of carrying out telecommunications or value-added network businesses, including value-added





services, various incentives deals, marketing, information on events, market research, bill processing, arrears reminders or other related telecommunication operation businesses. The personal information collected shall include but is not limited to the customer's name, or the name of customer's legal representative as it is recorded in various application forms, personal identification numbers, and/or other certified documentation that can sufficiently identify the customer's identity, address, telephone number, e-mail address, date of birth, other related necessary information, and other information generated by using the services (including but not limited to location, web browsing history, and device information.)

The time period, region, target, and methods of processing and using your personal data:

- Time period: The period of the purpose for which the personal data was collected, and/or period of retention required by the Company for the execution of its business, and/or the period of custody in accordance with laws and regulations (including but not limited to Civil law, Telecommunications Management Act, and Regulations related to telecommunications businesses).
- Region: The area within and outside the Republic of China (excluding the areas not permitted by the competent authority).
- Target: The Company, affiliates and cooperative companies entrusted by the Company or that have cooperative and business relationships with the Company.
- Methods : your personal data is used in necessary ways, such as:
  - Creating customer/member files for you so that accounts can be managed.
  - Contacting you to provide customer service (including sending goods, notifying you on information about the service you applied for, or replying to your questions and appeals).
  - Sending bill information to your address or e-mail address and notify you by phone call or SMS.
  - Providing you with marketing information, such as discounts, promotions, other services of the Company, and other products/services that may be more suitable for you by using your various contact methods.
  - Analyzing your personal data to maintain, protect, develop and enhance the Company's services, and recommendations on other products/services that you may be interested in or suitable for you based on the analysis results.
  - Analyzing your personal data and producing results in the form of statistical data, trends, or other formats that cannot identify you. Providing these anonymous data to the Company's enterprise customers. For example, to let

the enterprise customers understand their store hotspots, consumer age or gender distribution, consumer dwelling time, etc.

- Providing your personal data to a third party such as corporates specialized in marketing, analyses, surveys, advertising, public relations, logistics, payment flow, or information service, etc. entrusted by the Company to assist the Company in achieving the purpose of personal data collection. The Company will perform all the necessary supervision on the entrusted third party to ensure the security of your personal data.
- The prevention, investigation, and use of rights for breach of contract.

Under the custodian status by the Company, you can exercise the rights of inquiring, reviewing, requesting duplications and supplements, making corrections, requesting to cease the collection (Opt-out), processing, or use of information, and deleting personal information according to the Personal Data Protection Law. To exercise the above-mentioned rights, it is required to submit your personal identification to the Company's customer service contact window or retail stores and fill out the application form. Matters in respect to the method of providing related application information, duration of processing, and fees for inquiry shall all comply with laws and regulations, the Company's business rules, and the service contract. The Company has the discretion to approve or disapprove the application in accordance with the provisions of Articles 10 and 11 of the Personal Data Protection Law, the necessary considerations for the execution of the business, and the legally retention period.

You are free to decide whether to provide personal data or not. However, if you decide not to provide personal data, the Company may not be able to approve the application or to provide the user complete service.

### **III. Utilization of the personal data**

The Company will only use your personal data for the specific purposes stated at the time of collection and within the limits of relevant laws and regulations. The Company will not provide any personal data to a third party without your consent. However, the Company may share your personal data with a third party under the following circumstances that are in compliance with the principles of this Policy:

- In order to provide other services or preferential rights, if the Company needs to share your personal information with a third party who provides the service or preferential rights, a full explanation must be provided during the event. You have the right to choose whether to accept the service or promotion.
- When a judicial authority or government agency requires the Company to provide specific personal information due to public safety concerns, the





Company will follow the legal and formal procedures under all users' safety considerations.

#### **IV. Data Protection**

To ensure the security of the user information collected, processed, or used by the Company, strict control measures have been adopted on the networks, systems, and programs. The internal staff has undergone complete training on personal data protection. The third-party suppliers are required to conduct stringent protection mechanisms to comply with the obligations and regulations set by the competent authority. Any violator will be subject to the relevant laws and internal regulations of the Company (including but not limited to termination of business collaboration).

The Company also conducts regular internal and external audits. Through the international standard certifications of ISO 27001 information security management and BS 10012 personal information management which is verified by third-party institute, the Company constantly review and strengthen the protection mechanism.

#### **V. Security Mechanism of Information Protection**

The Company has setup toll-free customer service line to receive customers' personal data processing needs, complaints and consultations. When customer has concerns about personal data leakage, the customer service department will investigate with relevant units (such as department of information security management, legal department, etc.). If there is any personal data leakage event, it will be handled in accordance with the Personal Data Protection Law and the Company's incident reporting and processing procedures and related regulations. Information on network security mechanism are explained below:

The Company's website adopts the SSO (Single Sign On) mechanism for members to sign in. The member will be verified and authenticated by the Company's database and systems. Non-members cannot use and log in to any services. To join as a member, it is required to provide and fill in relevant information and to authorize the activation via SMS.

All webpages related to customers or transactions are encrypted by using https to prevent any data theft or hacking. The Company's network has several layers of firewalls protection to ensure the security of the systems.

When you select [keep me logged in] on the login page in a computer or device and successfully login, the system will encrypt the login information and store it in your computer. Whenever you enter the website and the log-in information is required, the system will automatically send the user's log-in information back to the Company's host computer for authentication, allowing the user to remain logged in automatically. This, however, will only occur as long as the cookie is

not cleared and you do not actively log out. Staying logged in can allow the user to easily access various services.

Please keep your password and personal information in custody properly and do not provide any personal information, specifically password to any other people. Please remember to logout of the account after shopping, and reading e-mails, etc. If you are sharing a computer for public use or using a public computer, remember to close the browser window to prevent other people from reading your personal information or mails.

Therefore, donot select [keep me logged in] while you are using a public or shared computer, and remember to log out every time you leave the computer to protect the security of your information.

## **VI. Use of Cookies**

In order for the system to recognize the user's data, the Company's website or system may use cookies to record the user's behavior. The Company's server will write the required information into the user's hard-disk through the browser. The next time the browser requests the server to return to a webpage, it will automatically send the cookies information to the server. The server can determine the user according to the information and could then execute different activities or submit specific information according to the user's individual preferences back to the user's computer or device.

Under the following circumstances, the Company will write or read cookies information on your computer:

- to provide the user personalized services for his or her convenience.
- to improve the Company's services by collecting statistics and analyzing the user's browsing mode.

## **VII. Amendment of the Policy**

The Company may implement any appropriate updates and amendments in response to factors such as technology development trends, amendments to relevant laws or regulations or other environmental changes in order to carry out the protection of the user's privacy. Any amendment or modification of the Policy made will be immediately published on the Company's website. If you continue to use the Company's Services after the amendment or modification, you shall be deemed to have read, understood and agreed to accept the modified content of the Policy.



**Chee Ching**  
**President**