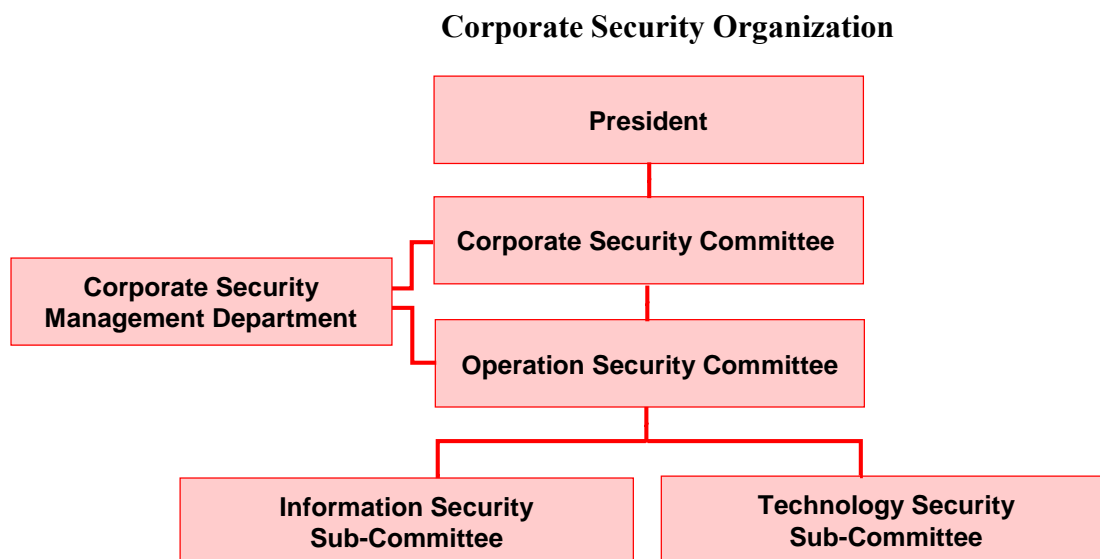


Information Security and Privacy Protection Management Framework

Information Security Vision and Policy

Providing customers with secure and trusted communication services is FET's responsibility. It is also the key to maintain customer relations and improve consumer confidence. FET has set forth the vision of information security and personal data protection: "treasuring customer trust, protecting customer information, winning the trust of customers, and maintaining sustainable services." Following the principles, FET has established corporate security organization and formulated security policies and frameworks, including operational information security, technical security, physical security, and personnel security management, with consideration given to government regulations, personal data protection, and risk and crisis management. The relevant policies and regulations are regularly reviewed and revised according to internal as well as external changes.

Management Organization and Operations



The Corporate Security Organization consists of the Executive Management Team and the representatives of all divisions that are responsible to implement security management within the division based on their duties. In 2020, FET has held four meetings for Corporate Security Committee and seven meetings for Operation Security Committee. The major discussion topics covering the relevant regulation review such as Cyber Security Management Act (CSMA), security policy review and revision, global major risks and trend analysis, high-risk issues identification, the response strategies and enhancement plans. For high-risk issues, it is also timely reported to the board members in the Risk Management Committee.

Specific Management Programs

To continuously improve overall security, the relevant divisions had completed a number of projects in 2020, including security awareness promotion and training for all employees, enhancement of cyberattack

protection, physical security management, and the drills of business continuity plans, etc. FET also assessed the necessity of information security insurance and finally decided to invest resources in strengthening protection rather than insurance. On the other hand, FET continuously conduct international standard verification through external third-party organizations every year, actively review and improve, to ensure the appropriateness and effectiveness of information security management and personal data protection mechanism.

2020 Information Security and Personal Data Protection Certification

ISO 27001 Information Security Management Certification	FET has obtained the certification for 16 consecutive years, with scope covering both mobile and fixed network services processes, including service activation, change of service, billing and payment, customer service, the development and maintenance of operations support systems, as well as the operation management of internet data centers, etc.
ISO 20000 IT Service Management Certification	FET has obtained the certification for 12 consecutive years.
BS 10012 Personal Information Management Certification	FET has obtained the certification for 8 consecutive years, with scope covering all retail stores in Taiwan, the processes of service application, customer data collection, billing and data processing, etc.
CSA STAR Cloud Security Certification	FET has obtained the highest recognition of Level-2 CSA STAR certification for 7 consecutive years.
ISO 27017 Cloud Service Information Security Certification	FET has obtained the certification for 2 consecutive years.
ISO 27018 Cloud Personal Information Protection Certification	FET has obtained the certification for 2 consecutive years.