

PRIVACY POLICY

1. INTRODUCTION

- 1.1. This Privacy Policy (“Privacy policy” or “Policy”) constitutes an agreement binding the legal between you and Sharp Electronics (Vietnam) Company Limited and its affiliates (hereinafter collectively referred to as “SVN”, “we”, “our”). We are serious to perform our responsibilities regarding the confidentiality of information in compliance with the Vietnamese regulations of personal data protection (“Personal Data Protection Law”) and commit to respect your privacy rights when you access our website vn.sharp (“Website”) and use services on Website. This policy is designed to help you understand how we collect, use, disclose and/or process your personal data provided to us or we kept about you.
- 1.2. Personal Data means any data, whether accurate or not, and any form of symbols, letters, numbers, images, sounds or equivalences, that is about a specific individual or helps to identify a specific individual, or from which and other information that may or could be approached by an organization (ex: full name, number phone, email address. Etc.)
- 1.3. Personal Data Protection Law means applicable regulations of the Vietnamese law regarding personal data protection, and it may be amended or supplemented which is effective from time to time.
- 1.4. It is important that you need to read and accept all terms and conditions in, linked with, this Privacy Policy, and you have to agree with Personal Data processing as set out in this Privacy Policy before you use our services and access to the Website.
- 1.5. We reserve the right to change or revise the terms in our Privacy Policy and will notify you, in the necessary circumstances, even including posting the changes or adjustments on our Website.

BY USING SERVICES OR ACCESSING TO THE WEBSITE, YOU GIVE A CONSENT AND AGREE TO METHODS OR REQUIREMENTS AS SET OUT IN THIS POLICY, AND YOU HEREBY AGREE TO AUTHORIZE US TO COLLECT, USE, DISCLOSE AND/OR HANDLE YOUR PERSONAL DATA AS SET OUT IN THIS POLICY. IF YOU DISAGREE TO ALLOW US TO HANDLE YOUR PERSONAL DATA AS STATED HEREUNDER, PLEASE DO NOT USE OUR SERVICES OR ACCESS TO OUR WEBSITE. IF YOU ARE UNDER 18 YEARS OLD OR UNDER LEGAL AGE (“LEGAL AGE”) TO GIVE A CONSENT HEREUNDER IN ACCORDANCE WITH THE APPLICABLE LAWS, YOU MUST BE ALLOWED BY YOUR PARENT OR LEGAL GUARDIAN AND THOSE MUST CONSENT WITH CONDITIONS IN THIS PRIVACY POLICY AND SHALL BE RESPONSIBLE FOR THAT CONSENT. IF YOU DO NOT KNOW ABOUT THE LEGAL AGE, PLEASE DO NOT USE OUR SERVICES OR ACCESS TO THE WEBSITE UNTIL YOU REQUIRE A HELP FROM YOUR PARENT OR LEGAL GUARDIAN.

2. COLLECTION OF INFORMATION, PERSONAL DATA

2.1. We will/may collect the personal data when:

- You may access to our Website, register and/or use services through our Website, or create an account with us, or do a transaction through our services.
- You may contact or interact with us through support calls (it may be recorded), letters, meeting directly, and writing in a form as requested, via our social media platforms such as Facebook, zalo, Fanpage and email.
- You may link your user account through your social media in accordance with the provider's policies on those social media. In such case, we have the right to approach the information which you provided for those providers in compliance with their policy, and we will manage and process your data according to this Privacy Policy.
- You may authorize us to share or notify on your device to share the information with our Website.
- You may participate in programmes or contests celebrating by us or send us your feedback, complaints or your personal data for any whatsoever reason.

2.2. Personal Data collected by us will be:

- Full name;
- Birthday;
- Email address;
- Number phone;
- Address (it may be delivery address or other address);
- Gender;
- Bank account information;
- Device information;
- Image or sound or video;
- Information on identity card/passport;
- Information on transactions, payment, web surfing history, advertising, and interacting with content on the Website;
- Other information about you or your device or the use of services that you accept to provide for us.

2.3. The Customer is responsible for the information or data provided on the Website or through services. The Customer hereby agrees to provide proper information, and does not make misunderstand or provide information violating the law, as well as, The Customer will notify and update us when there is a change in such information. We reserve the right to request

you for providing the necessary materials to verify the information you provided to the extent permitted by law.

- 2.4. In some circumstances, you may provide us with the personal data of another individual (e.g. provide information about your friend to receive goods), so in such cases, you agree, accept and ensure that you had been obtained the consent of those for our collecting and processing data in compliance with this Privacy Policy.
- 2.5. The Customer may not provide some information or data as per our requirements (for optional information).
- 2.6. If you do not want us to collect your data hereinabove, the Customer may request to delete or restrict processing data according to conditions as specified in Item 3 hereunder and do not participate in activities of collecting data as mentioned in the preceding above. However, it is noted that when you do exercise your rights may affect the use of services or even cannot use our services and/or Website.

3. RIGHTS OF CUSTOMER

3.1. Right to obtain personal data

The Customer may request us to provide the detail of the personal data we collected from you by sending an email to us according to the contact information as set out in Item 15 to this Policy.

3.2. Right to withdraw consent

You may withdraw your consent allowing us to collect, and process your personal data, including requests to delete, non-disclosure, use, or restrict to use of the personal data we control and process. When you withdraw your consent, this may lead to you can not use our service or access to the Website. Please contact us by sending an email to us according to the contact information as set out in Item 15 to this Policy.

3.3. Right to change or adjust Personal Data

If you had registered an account with us through our Website, you may access and modify the data provided and stored by us via Account Setting on the Website. If you have not registered an account with us yet, you may send a letter (in writing) to an address or email as set out in Item 15 Contact Information of this Policy.

3.4. Time to respond to your request

Where we have received your request, we will do sensible actions within 72 hours of receiving the customer's request in accordance with the regulations as set out in this Privacy Policy and relevant regulations of the law.

In case of arising fees from your request of providing your personal data such as printing, copy, postal, fax (if any) or a reasonable fee calculated by us for handling your request, we will send you a sheet of calculation of such fees and it may be required to settle before we

respond your request. If the payable does not settle on the due date, we reserve the right to refuse to respond to your request.

4. PURPOSE OF COLLECTION INFORMATION

We use the personal data you provided to us for the following purposes:

- To provide our services, including transactions between you and us or transactions between you and a third party (logistics party) through the use of services;
- To perform activities after-sale-services (for instance, repair, products warranty, verifying device, contact to solve your queries and complaints or other support);
- To manage and operate your use of service or access to our Website; to evaluate or analyze our business activities in order to improve our business, and enhance your customer's experience, to introduce our products or services including, but not limited to analyze data, study the demand of the market, perform a survey, obtain your feedback on our products or services;
- To provide advertisement, promotion, or sponsorship that may interest you regarding our services or services of third parties on our Website or on third parties' websites that may cooperate or link with us. You may also refuse to receive marketing or advertisement information by canceling or rejecting receiving it in electronic materials.
- To provide advertisement, promotion, or sponsorship, and implement marketing programmes via sending email, directly, push notification on the device or SMS or other contacting means;
- To contact, answer or handle your requirements, queries, or comments on our Website or social media platforms that you interact with or through calls, messengers, documents, emails, fax, or letters. If we contact you via letters (by postal), you acknowledge and agree that your personal data may be disclosed on packages/envelopes.
- To comply with and/or carry out legal procedures, legal requirements, scientific research, and statistics in accordance with applicable laws and/or the requirement of competent authorities, our policies include this privacy policy. You agree that we may disclose your personal data as requested by the court or of any competent authority with us in order to comply with the regulations of the law.
- To ensure your safety, protection of your body and health or another one if needed;
- To audit, inspect, investigate, or process acts violating the laws, treating, and protecting our legal rights and interests in accordance with the applicable law;
- To store or backup data in compliance with the regulations of applicable law;
- Other purposes that may be notified to you and obtain your consent from time to time.

5. PROTECTION AND STORAGE OF PERSONAL DATA

- 5.1. Pursuant to the requirements of applicable laws, we do implement and apply protection and confidential measures during the processing of personal data, including protection measures regarding acts breaching regulations of personal data protection, and prevent, anti losses, demolishes or damages due to incidents, use of technical measures, such as backup data through independent storing systems, SSL protocol settings, encrypt data, use firewalls from professional vendors or install anti-virus software on servers. Only authorized personnel have the right to access the secure system. However, that no method of transmission over the Internet or method of electronic storage is completely secure.
- 5.2. We are serious to comply with the regulations of personal data protection, and only processing such personal data to the extent permitted by the law, and in the scope of purposes as stated in this privacy policy.
- 5.3. We will store personal data in accordance with the regulations of personal data protection law, and relevant regulations. We may, where we have a reasonable reason, delete or destroy the personal data you provided or kept when:
 - 5.3.1. We find it no longer necessary for collecting the purpose above or the purpose of collection is no longer;
 - 5.3.2. Your personal data is required to delete according to the law;

In the event you withdraw your consent or you have stopped using services/accessing to the Website or your right of use of Website/service is terminated for any whatsoever reason, we may not delete your personal data immediately but we may continue to store it and process it in accordance with this privacy policy and regulations of applicable laws. We also may delete or demolish based on the regulations of the law in specific cases without notifying you in advance.
- 5.4. Your personal data will be controlled and processed by: Sharp Electronics (Vietnam) Company Limited (SVN);

6. INFORMATION COLLECTED BY THE THIRD PARTIES

For the Website which uses Google Analytics – a service of analyses websites (access times, IP address, and web surfing history) provided by Google, Inc. (“Google”). Google may collect such information (via cookies file) and use it to evaluate the use of the Website by yours or remember your entering account (ID and password) for the next being accessed, and the collection and processing of such information shall be subject to the conditions and policies announced by Google. It is noted that we shall not collect your personal data using cookies.

7. DISCLOSURE OF PERSONAL DATA

Your personal data may be disclosed to the following organizations for one or more purposes as stated hereunder:

- Parent company, our subsidiaries and affiliates company;
- Contractors, agencies, service providers, logistics service providers, and third parties that may be hired in order for them to offer their services to you or support services for our business activities (“Third Parties”). The Third Parties may be, including, but not limited to management, operation service providers; advertising and communication service providers; logistics, delivery, or postal service providers; telecommunication service providers; payment service providers. Thereby, your personal data may be controlled and processed subject to their privacy policy of them as may be agreed between you and the Third Parties. You agree and acknowledge that any of your queries or complaints relating to your acceptance or your use of the service of those shall be directed to the party named in the applicable privacy policy.
- The parties that may cooperate or link with us to perform marketing programmes, promotion and sponsorship to you;
- Government Management authorities, competent authorities or to obey legal requirements of those in compliance with regulations of the law and this privacy policy;
- Organizations formed or inherited or authorized from merger, consolidation, restructuring, transfer, acquisition, dissolution, or sale in case of bankruptcy.
- A third party may collect information from the purposes stated hereinabove, and they will collect your personal data and process it for their purposes.

8. CROSS-BORDER TRANSFER OF PERSONAL DATA

The personal data we collect may be transferred cross-border to serve the purposes set out in this Privacy Policy. However, that we only do transfer your personal data cross-border if the transfer is in compliance with the applicable Personal Data Protection law.

9. INFORMATION ABOUT CHILDREN

- 9.1. We do not collect and/or not intend to collect and store any of children's personal data under 13 years old. It is noted that a parent or legal guardian of children who are under 13 years old shall supervise and ensure their personal data will not be provided to us.
- 9.2. If children who are 13 years old onward and be guarded by their parent or legal guardian, the parent or legal guardian of them must hereby ensure that the provision of personal data of those was obtained the consent of its children and the parent or legal guardian must consent with the collecting and processing personal data of its children in accordance with and subject to this Privacy Policy.

- 9.3. Except otherwise by law, we will not allow and close any account, as well as, delete the personal data of relevant children if:
 - 9.3.1. Personal data of a child belongs to the case as set out in Item 9.1;
 - 9.3.2. Without obtaining the consent of a child and its parent or legal guardian;
 - 9.3.3. The parent or legal guardian withdraws their consent allowing us to process their children's personal data;
 - 9.3.4. As requested by competent authorities when has a basis that the processing of personal data of children may affect children's legal rights and interests.

10. EXEMPTION FROM LIABILITY

- 10.1. We do not ensure the confidentiality of personal data and/or other information you provide to third parties through website links or applications showing on our Website or linking to our Website due to it being out of our control, even if the third parties are affiliated with us. We therefore shall have no liability for the obligation of confidentiality information of those regarding personal data you provide for them.
- 10.2. When you allow another user to use your account to use our Services or access to our Website ("another user"), another user only is allowed to use Services or access to the Website when they agree to terms set out in this Privacy Policy. We are not liable for any damages caused by the use of Services or access to the Website by other users without agreeing to this Privacy Policy.

11. SEVERABILITY

If any provision of this Privacy Policy is deemed or becomes illegal, void or unenforceable for any whatsoever reason, this shall not render any other part of this Policy and shall not affect legal valid and ability to implement of any remaining provision as well as shall not affect its validity and enforceable effect.

12. GOVERNING LAW

This Privacy Policy is governed by and construed in accordance with the laws of the Socialist Republic of Vietnam.

13. LANGUAGES

This Privacy Policy is made into both languages in English and Vietnamese. Both languages' versions shall be equal validity. In the event of inconsistency in interpretation between the two languages, the Vietnamese version shall prevail.

14. CHANGE OF THIS POLICY

- 14.1. We may revise the content of this Privacy Policy with the aim of better protecting the personal data or in response to any changes in the provisions of the law on the protection of personal data we collected. It is recommended that customers check this Privacy Policy each time before using this Website.
- 14.2. We shall notify you of the changed content, in necessary, by posting to this Website, and to the extent permitted by law, collected personal data (even including those collected before the change) will be processed according to the changed Privacy Policy.
- 14.3. Regardless of Clause 14.2, if the changed content requires customer agreement and advance notification by law, customer agreement shall be obtained using the methods designated by ourselves, or prior notice shall be given.

15. CONTACT INFORMATION

If you have any claim, query, or request in connection with the content of this Policy, please feel free contact to us via the following:

Hotline: 1800-1599 (toll-free)

Email: callcenter@svn.sharp-world.com

Zalo Customers Service SHARP: 0523418499

Or, send it to us via the address:

Sharp Electronics (Vietnam) Company Limited

Address: T5-B03.07 & T5-B03.09, 3rd Masteri Thao Dien, 159 Xa Lo Ha Noi Street, Thao Dien Ward, Thu Duc City, Ho Chi Minh City

Updated on: July 13th, 2023

This version is effective on July 17th, 2023