

# **PRIVACY POLICY OF CUSTOMER INFORMATION**

## **1. Purpose and scope of collection**

When each customer accesses the website / Facebook managed by BECAMEX TOKYU CO., LTD, the website / Facebook will automatically save the IP address along with the domain name. We also use testing tools such as “cookies”. A cookie account will save data that the website's server sends to the customer's browser when the customer accesses the website, the use of this function will help us support and learn the needs and tastes of the customer when accessing our website / Facebook. We also combine information about customer's IP address and domain name with other information provided by the customer. This information is provided through the emails customers send to us, or the information customers fill in when they want to register, feedback, and support requests, respond to surveys or participate in a contest/promotional activity.

## **2. Scope of the uses of information**

Information collected through our website / Facebook will help us:

- Support customers when buying products and projects from BECAMEX TOKYU.
- Answer customer inquiries.
- Provide customers with information about the Company's events and projects.
- Review and upgrade the content of information sent to customers
- Implement customer surveys.
- Implement promotional activities related to products and services of BECAMEX TOKYU.

To implement the above purposes, our company will consider sharing information with partner companies of BECAMEX TOKYU in Vietnam or oversea. Information may be shared with third parties that we believe will complete the goals above. However, in this case, we will try to ensure that the recipient can't use of the customer's information for other purposes that we have set out to the extent permitted by the customer. We will also ensure they will not use this information for unauthorized purposes. Information is disclosed to third parties only in special cases when required by law or competent authorities. In particular, we do not rent or sell customer information to any third party (unless it is related to the need to sell our entire assets or business as mentioned).

## **3. The retention period of the information**

Customer's personal data will be saved until there is a request to cancel or Customer log in and perform cancellation. Remaining in all cases, Customer's personal information will be kept confidential on BECAMEX TOKYU's server.

#### **Persons or organizations that may have access to confidential information**

- BECAMEX TOKYU and related departments to support and perform contracts with consumers.
- Partners of BECAMEX TOKYU in Vietnam or oversea.
- A third party that BECAMEX TOKYU trusts will fulfill goals in collecting personal information of users or a third party when there is a need to sell all of our assets or business activities as agreed mention.
- In case of legal requirements: The company is responsible for cooperating in providing personal information of customers upon request from judicial authorities including: procures, court, investigative police agency related to a customer's illegal behavior. In addition, no one has the right to infringe on customers' personal information.

#### **4. Address of the unit that collects, manages information and supports Customers**

- BECAMEX TOKYU CO., LTD.
- Address: The modern Urban Zone belonging to the Binh Duong Industrial, Service and residential Complex, Hoa Phu ward, Thu Dau Mot city, Binh Duong Province
- Hotline: (84.274) 222 1109 Fax: (84.274) 222 1112
- Email: [info@becamex-tokyu.com](mailto:info@becamex-tokyu.com)

#### **5. Means and tools for Customers to access and correct their data**

Customers have the right to request for the access, correction or deletion of their personal information, or request not to contact the personal email or phone number that the customer has provided to us, or if the customer has any questions about the terms of personal information of BECAMEX TOKYU, please send an e-mail to BECAMEX TOKYU at [info@becamex-tokyu.com](mailto:info@becamex-tokyu.com)

Customers have the right to complain to the Management Board of BECAMEX TOKYU if there is any disclosure of personal information to third parties. When receiving these feedbacks, BECAMEX TOKYU will re-confirm the information, be responsible for answering the reason and guide the Customer to restore the information and keep it confidential.

#### **6. Commitment to secure Customer's personal information**

When customers send their personal information to us, they agree to the terms we have outlined

above. We are committed that the information that customers have provided to us will be kept confidential and used to bring maximum benefits to customers. BECAMEX TOKYU will make every effort to ensure that customer information is kept confidential.

However, due to technical limitations, no data can be 100% secure when transmitting over the internet. Therefore, we cannot make a definite guarantee that the information you provide to us will be kept absolutely secure, and we cannot be responsible in the case of unauthorized access of customer personal information. If the customer does not agree to the terms described above, we advise the customer not to send the information to us.

The Website / Facebook may contain links to other websites. These linked websites may not be under the control of BECAMEX TOKYU and BECAMEX TOKYU is not responsible for any linked websites.

BECAMEX TOKYU has the right to edit the content in this site without warning or prior notice. The customer has agreed that, when the customer uses our website / Facebook after editing, it means that the customer has acknowledged, agreed to comply with as well as believe in this modification. Therefore, customers should preview the content of this page before accessing other content on the website / Facebook.