

Hanwha Techwin STEP Privacy Policy 2020 (STEP Portal)

Hanwha Techwin Co., Ltd. (hereinafter "Hanwha Techwin") values the privacy of our customers and has established the Privacy Policy in compliance with the Act on Promotion of Information and Communications Network Utilization and Information Protection, ETC. Personal Information Protection Act, and other relevant laws and regulations.

Hanwha Techwin's Privacy Policy may change according to changes in the enactment of laws, amendments, changes in government policies, or the company's internal policies.

Hanwha Techwin's Privacy Policy contains the following information:

Article 1: General Provisions

Article 2: Types and Methods of Personal Information Collected

Article 3: Purpose of Collection and Use of Personal Information

Article 4: Use, Provision, and Sharing of Personal Information

Article 5: Consignment of Personal Information Handling

Article 6: Retention, Usage Period, and Destruction of Personal Information

Article 7: Rights and Obligations of Users and Legal Representatives and the Exercising Thereof

Article 8: Privacy Officers

Article 9: Security Measures for the Protection of Personal Information

Article 10: Installation and Operation of Automatic Personal Information Collection Devices

Article 11: Notices for Changes in the Privacy Policy

Article 1: General Provisions

① Personal information refers to any information regarding an individual that can be used for identification purposes such as a name or Resident Registration Number (including information that can be easily combined with other information to identify a specific individual, even if the piece of information alone would be ineffective for identification purposes).

② Hanwha Techwin values the importance of protecting the personal information of customers and adheres to the Act on Promotion of Information and Communications Network Utilization and Information Protection, Act on the Protection of Personal Information, and Privacy Directive established by the Ministry of the Interior and Safety. Hanwha Techwin informs customers via the Privacy Policy of the purpose and manner in which personal information is used as well as the measures for protecting such information.

Article 2: Types and Methods of Personal Information Collected

① Hanwha Techwin provides a variety of convenient services to customers and collects the following personal information from related websites for identification purposes.

	Service Name	Collected personal information item
Required information	DDNS Service	ID, password, name, email address, address, country, IP address
	4CUST Service	Name, Company name / department, email address, IP address
	CRM Service	Name, phone number, email address, partner type, IP address

	Service Name	Collected personal information item
	Wisenet SSM License Service	Name, email address, country, company name, job title, category, product, IP address
	Customer Support Service	Name, phone number, email address, country, address, model name, IP address
	STEP(Partner Registration) Service	ID, password, name, email address, phone number, IP address
	Newsletter / New Product Notifications Registration (Silver or above member)	Email address, Country, Company
	SRM(e-bidding System) Service	Name, email address, password, company information, IP address
	Wisenet7	First Name, Last Name, Email, Country
	SmartCam Web viewer	Name, ID, password, email address
Optional information	DDNS Service	Company name, phone number, fax number
	4CUST Service	Mobile phone number
	Wisenet SSM License Service	CCCTV · Recorder · ClientQuantity
	STEP(Partner Registration) Service	Company, position
	Newsletter / New Product Notifications Registration	Email address, Country, Company, Product category
	Wisenet7	Survey, Partner Type
	SRM(e-bidding System) Service	Phone number, fax number, Mobile phone number

② Hanwha Techwin collects the above personal information in a manner in which customers directly complete online forms. However, the types of collected information prescribed under Paragraph 1 may vary depending on the purpose and type of service. Terms and conditions or an agreement for the collection of personal information shall be presented by individual service to which a user may choose to agree or disagree. Personal information shall only be collected upon agreement by the

user.

③ In addition to those in Paragraphs 1 and 2, the following personal information may automatically generated and collected during use of service. - Service usage records, IP address, access logs, MAC address, etc.

Article 3: Purpose of Collection and Use of Personal Information

① To provide satisfactory services, Hanwha Techwin collects a minimal degree of required personal information for the purposes of answering questions and retaining responses, managing memberships, providing content, transmitting advertising information, and other marketing activities.

② However, we do not collect sensitive personal information (race, ethnicity, ideas/beliefs, place of birth, location of family register, political affiliation, criminal records, health, sexuality, etc.) that may risk violating a customer's basic rights.

Article 4: Use, Provision, and Sharing of Personal Information

① Except in cases where applicable by law or via customer consent, Hanwha Techwin does not use or provide personal information to other companies or organizations beyond the scope prescribed under Article 3. However, personal information is cautiously used and/or provided for the following cases.

1. If the rights and obligations of a service provider is fully succeeded or transferred due to a sale, disposal, merger, or acquisition, Hanwha Techwin shall provide advance notice with legitimate reasons as well as an option for the withdrawal of consent with respect to personal information handling.

2. If the personal information of a customer is provided or shared for any other reason, the customer shall be notified in advance via email or in writing regarding who is to receive or share such information, the purpose for which the information is provided, the types of information provided, the right to refuse provision, and possible detriments that may be incurred as a result of refusal.

② In the following cases, we may provide personal information without consent in accordance with relevant laws and regulations.

1. Execution of contract regarding provision of service.

2. If stipulated by the terms of relevant laws and regulations, or if requested by a law enforcement agency for investigative purposes in accordance with the procedures and methods prescribed by law.

3. If provided for statistical or academic or market research purposes by first processing personal information in a manner in which a specific individual cannot be identified.

Article 5: Consignment of Personal Information Handling

① Hanwha Techwin consigns and operates personal information handling as follows to ensure effective processing:

1. Consignment of Tasks and Consignees

Type	Consignees	Consigned Tasks
Customer Support Center	Sammi Systech Co., Ltd.	Customer Support Reception and Guidance

Type	Consignees	Consigned Tasks
Product Support	Seoheung Co., Ltd.; Secu Win Co., Ltd.; Escom Korea Co., Ltd.; Ace CC Tech Co., Ltd.; Atec Co., Ltd.; Entoss Co., Ltd.; Walnut Co., Ltd.; KCM Solutions Co., Ltd.; T&C Tech Co., Ltd.; Sammi Systech Co., Ltd.; Power Technology Co., Ltd.; Jinsung Telecommunications Co., Ltd.; Damo Telecommunications Co., Ltd.; See Eyes Co., Ltd.; Joa Electronic Co., Ltd.; Seokwang Engineering Co., Ltd.; Seonjin Information Systems, Co., Ltd.; Secure Tech Co., Ltd.; Secu One Co., Ltd.; Genic Solutions Co., Ltd.; Paran Telecommunications Co., Ltd.; Dongyang Telecommunications Co., Ltd.; Samsung SDP Co., Ltd.; IDIS Co., Ltd.; NaMoo Network Co., Ltd.; Kyungan information technology Co., Ltd.; VEGA system Co., Ltd. (27 companies)	Video Surveillance Equipment Customer Support
Website Maintenance	Neighbor System Co., Ltd.; Hanwha Systems Co., Ltd.	Hanwha Techwin Website Maintenance
Business SMS	SureM	Marketing Agency
Maintenance of servers and other infrastructure for Smartcam devices	BESPIN GLOBAL	Entrusted with the operation of related infrastructure including Smartcam servers

② Hanwha Techwin clarifies responsibilities (restrictions on handling personal information exceeding the scope originally agreed upon; technical and administrative safeguards; restrictions on reconsignment; management and supervision of consignees; compensation for damages; etc.) when consigning personal information and supervises the consignees to ensure that such information is processed safely.

③ Any changes in consignees or consigned tasks shall be disclosed without delay via this Privacy Policy.

Article 6: Retention, Usage Period, and Destruction of Personal Information

① Hanwha Techwin shall destroy personal information without delay at the request of a customer or when the purpose of collection or provision of personal information has been achieved.

② However, such information shall be retained for a certain period of time if required by relevant laws and regulations or internal policies as follows:

※ Retention of information pursuant to relevant laws and regulations (Commercial Act, Framework Act on National Taxes, Act on the Consumer Protection in Electronic Commerce, etc. Protection of Communications Secrets Act, etc.).

1. Website sign-up and management: Until withdrawal

However, information shall be retained until fulfillment of duty for the following reasons:

- A. Until the end of an investigation for violations in accordance with relevant laws and regulations.
- B. Until the settlement of remaining debts with respect to Website usage.

2. Provision of goods or services: Until the provision of goods or services are completed or fees are settled.

However, information shall be retained until fulfillment of duty for the following reasons:

- A. Recording of transactions in accordance with the Uniform Electronic Transactions Act such as displays, advertisements, agreements and implementations thereof, etc.

- 1) Records of displays and advertisements: 6 months
- 2) Records of contract cancellations, payments, and provision of goods: 5 years
- 3) Records of consumer complaints or disputes: 3 years
- 4) Records of Personal Information collected through Techwin's website, call-center or service center for the purpose of customer service will be kept for 3 years.
- 5) Records of Personal Information collected through customer survey or feedback will be kept for 3 years.

B. Archiving of communications evidence in accordance with Article 41 of the Enforcement Decree of the Protection of Communications Secrets Act.

- 1) Computer communications, Internet log data, and connection tracking data: 3 months

③ Destruction Procedures and Methods

1. Hanwha Techwin shall destroy without delay the personal information of customers when the retention period has lapsed, objectives have been achieved, or the information is no longer required for any other reason.
2. Despite the above reasons, if personal information needs to be retained in accordance with relevant laws or regulations, the information shall be moved to a separate database (DB) or storage area.
3. Hanwha Techwin shall destroy personal information recorded or stored in electronic files in a manner in which restoration or recovery is impossible. Information recorded or stored on paper shall be shredded or incinerated.

Article 7: Rights and Obligations of Users and Legal Representatives and the Exercising Thereof

① With respect to their own personal information, customers may at any time request the inspection, correction, deletion, stoppage of handling, or withdrawal of consent. To request inspection, correction, deletion, stoppage of handling, or withdrawal of consent, contact the following department via phone, email, or in writing for immediate processing.

▶ Personal information inspection requests

Department	Business Planning Team
Manager	Hyun Do Kim, Senior Manager
Contact	070-7147-8734 privacy.htw@hanwha.com

② If a customer requests the correction of errors in personal information, the respective information shall not be used or provided until appropriate measures have been completed. Furthermore, if incorrect personal information has been provided to a third party, the results of the correction shall be immediately notified to the respective party to ensure that corrective measures are implemented.

③ Deletion of personal information requested by a customer shall be processed as specified in relevant laws and regulations within the legal period of retention and use. In addition, such information shall be prohibited from inspection or use for any other purpose.

④ To avoid possible incidents, be sure to enter the most current personal information without error. Incidents that occur due to a customer entering incorrect information shall be the responsibility of the respective customer. Identity theft or entering of false information may lead to membership termination and be punishable by law.

⑤ With the right to receive protection of personal information, customers have an obligation to protect themselves and not infringe on the information of other people. Be careful not to leak your own personal information or damage the information of others. Failure to fulfill such responsibilities and undermining of the privacy and dignity of others may be punishable according to relevant laws and regulations.

⑥ Personal Information of Minors

1. As a rule, Hanwha Techwin does not collect the personal information of customers whom are

minors.

2. If the personal information of minors is collected due to unavoidable reasons in the execution of product-related services, prior consent of the customer's legal representative shall be obtained and such information shall be destroyed without delay upon the completion of relevant tasks. Furthermore, said information shall be strictly managed while such tasks are in progress.

Article 8: Privacy Officers

① To protect the personal information of customers and handle complaints and inquiries related to such information, Hanwha Techwin has designated the following Privacy Officers.

	Chief Privacy Officer	Junior Privacy Officer
Department	Management Support Division	Management Support Division
Rank	Vice President	Senior Manager
Name	In Kwon	Hyun Do Kim
Contact	070-7147-8734	070-7147-8734
Email	privacy.htw@hanwha.com	privacy.htw@hanwha.com

② For consultation or to report privacy violations, please contact the following organizations:

1. Privacy Complaint Center (www.118privacy.kisa.or.kr - 118)
2. Supreme Prosecutors' Office - Cyber Criminale Investigation Section (www.spo.go.kr - 1301)
3. Korean National Police Agency - Cyber Bureau (cyberbureau.police.www.ctrc.go.kr - 182)

Article 9: Security Measures for the Protection of Personal Information

Hanwha Techwin performs the following technical, administrative, and physical measures to ensure safety in the handling of and prevent the loss, theft, leak, alteration, or damage of personal information.

① Hanwha Techwin encrypts important personal information to be stored and managed.

② Anti-hacking measures

1. Hanwha Techwin is committed to preventing the leakage or damage of personal information due to hacking or computer viruses.

2. Data is regularly backed up in preparation against possible damage of personal information, and the latest anti-virus programs are used to prevent the leakage or damage of personal information. In addition, personal information is transmitted over networks via encrypted communication.

3. A firewall is used to control unauthorized outside access. We are committed to utilizing all available technical resources to systemically ensure information security.

③ Minimization and training of personnel

1. Hanwha Techwin limits the handling of personal information to personnel directly responsible, assigning separate passwords that are updated periodically. Furthermore, personal information is securely managed via frequent training of responsible parties.

2. Transfer of duties with respect to personal information handling is conducted under strict security, and responsibility for privacy incidents is managed clearly in personnel who join/leave the company.

3. Computer data storage rooms are set as special protection areas to strictly control access.

④ Privacy protection task force

1. Fulfillment of personal information protection and personnel compliance are verified via an in-house privacy protection task force, and immediate corrective action is taken if and when a problem is discovered. However, Hanwha Techwin shall not liable for problems due to personal information leaks caused by customer

negligence or Internet problems.

Article 10: Installation and Operation of Automatic Personal Information Collection Devices

① Hanwha Techwin manages HTTP cookies for storing and retrieving user information. An HTTP cookie is a small file sent from Hanwha Techwin's servers to a user's web browser and stored on the respective customer's computer hard disk drive. Hanwha Techwin uses HTTP cookies for the following purposes:

1. Purpose

Hanwha Techwin use cookies to track visitors' visit information, track, analyze and store visitors, and we can improve our website structure and content, or use them for marketing. Cookies utilize safely converted information, Hanwha Techwin cannot personally identify you from cookie information.

② Customers have a choice in whether to install cookies. By setting the options in a web browser, customers have the option to accept all cookies, confirm each time a cookie is stored, or refuse all cookies. However, customers may have difficulty with the provision of services if cookies are rejected.

1. Example of rejecting an HTTP cookie (Internet Explorer) Click the [Advanced] button under [Tools > Internet Options > Privacy] and set the option.

Article 11: Notices for Changes in the Privacy Policy

This privacy policy is effective as of June 20, 2020.