

POLICY ON PERSONAL INFORMATION PROTECTION

- a) **The purpose of collecting personal information:** Website visitors wishing to contact the Company/the Website Administrator will provide personal information including full name, email and phone number in the “Contact us” section in the Website (the “Contact Person”). The Website Administrator shall contact, reply or answer the message of Contact Person via provided personal information of Contact Person.
- b) **Scope of using information:** The Website Administrator uses provided personal information of the Contact Person to contact, reply or answer the message of the Contact Person sent to the Website Administrator. Personal information of the Contact Person shall not be used for any purpose other than the above.
- c) **Period of storing information:** Personal information of the Contact Person will be stored up to 90 days after the Contact Person requests to remove his or her provided personal information. In other cases, personal information of the Contact Person will be kept confidential on the server of the Website.
- d) **Persons or organizations who may be eligible to access the information:**
- The Website Administrator; or
 - Competent authority if such competent authority requires accessing the information.
- e) **Address of the unit collecting and managing information, including contact method for the consumers querying about the collecting and processing activities of their personal information:**

CAI LAN OILS & FATS INDUSTRIES COMPANY LTD

Address: Cai Lan Industrial Zone, Bai Chay Ward, Ha Long City, Quang Ninh Province, Vietnam.
Phone: (+84 203) 3 846 993 - Email: info-calofic@vn.wilmar-intl.com

- f) **Methods and tools for consumers to access and edit their personal data on the e-commerce system of collecting information unit:** The Contact Person is entitled to request the Website Administrator to check, update, modify or remove his or her personal information by sending email to Website Administrator via email address: info-calofic@vn.wilmar-intl.com
- g) **Mechanism for receiving and resolving consumers’ complaints regarding the misuse of personal information:** If the Contact Person discovers that his or her personal information has been used for the wrong purpose or scope, the Contact Person may provide the relevant information and evidence to the following address:

CAI LAN OILS & FATS INDUSTRIES COMPANY LTD

Address: Cai Lan Industrial Zone, Bai Chay Ward, Ha Long City, Quang Ninh Province, Vietnam.
Phone: (+84 203) 3 846 993 - Email: info-calofic@vn.wilmar-intl.com

The Website Administrator shall respond the complaints within 15 working days upon the receipt of the Contact Person’s complaint.

The Website Administrator shall not be responsible for resolving any complaints if it is considered that the personal information of the complainant providing initially to the Website Administrator is incorrect.