

HRFORCE PRIVACY POLICY

HRForce is committed to the absolute protection of users' personal information in accordance with the provisions of the Law on Cyber Information Security, the Law on Electronic Transactions, and other relevant regulations. The policy on personal information protection is specifically stipulated as follows:

(i) Personal Data You Provide

- Customers:

If you are a representative of a company that has established or is considering a business relationship with HRForce, we may collect your business contact information and the types of personal data you choose to provide to HRForce, including but not limited to: company information, full name, email address, job title, company details, phone number, professional information, and login device information.

- Potential Candidates:

If you are a potential candidate who has applied for a company's job posting, the types of personal data you choose to provide to HRForce include but are not limited to: full name, email address, phone number, resume, cover letter, position applied for, and workplace location.

(ii) Purpose of HRForce's Information Collection and Use

- Service Provision: To perform the service functions you have registered for, including account management, candidate management and screening, and other related features.
- Candidate Selection and Screening: To share your contact information so that candidates can easily connect; schedule and send interview emails; screen and manage candidate recruitment statuses; and store candidates' personal data for future consideration.
- System Access Control: To assign system access rights to individuals within the company based on their roles and functions (such as administrators, recruiters, or HR staff).
- Information Security and Safety: To ensure the confidentiality and security of information, and to limit access rights to specific functions and data according to each user level.
- Customer Support and Care: To provide customer support, including contacting users when necessary to resolve issues related to accounts, services, or security.

In addition, we may use your personal information to:

- Improve the Website and Services: Enhance the Website and Services, or for other internal business purposes such as detecting security incidents and fixing errors.

- Comply with Legal Obligations: Fulfill legal obligations within the scope of general business operations and for other business, compliance, and administrative purposes.
- Protect Rights and Interests: When necessary, to investigate, prevent, or take action regarding suspected, harmful, or illegal activities; fraud; potential threats to anyone's safety or to us; or violations of agreements or this Policy.

(iii) Information Retention Period

Your personal information will be stored for the duration of your use of HRForce's services and for any legal or business purposes after you stop using the service. After an account is deactivated or terminated, HRForce will retain the information for a reasonable period for backup, storage, and/or auditing purposes in accordance with legal regulations.

Additionally, if an account remains inactive for 180 consecutive days, we reserve the right to delete your account and all related data.

(iv) Individuals or Organizations That May Have Access to This Information

- Members have the right to review, update, modify, or delete their personal information by logging into their accounts and editing their personal details, or by requesting HRForce to perform this action on their behalf.
- Members also have the right to file a complaint with the HRForce E-commerce Platform Management Board regarding any disclosure of personal information to a third party. Upon receiving such feedback, HRForce will verify the information, provide an explanation, and guide the members on how to recover and secure their information.

Email: support@hrforce.ai

- We are committed to protecting your personal information through appropriate technical and administrative measures to prevent loss, misuse, or unauthorized access. Sensitive information, such as credit card numbers, will be encrypted using SSL technology during transmission over the network.
- However, no security method is absolutely guaranteed. In the event of any security incident, we will notify you immediately and take action to resolve the issue.
- We will not use, transfer, provide, or disclose any member's personal information to any third party without the member's consent.

(v) Address of the Information Collection and Management Entity

The address of the entity responsible for collecting and managing information, including contact methods for consumers to inquire about the collection and processing of their personal data, is as follows:

CVTOT Joint Stock Company

Business Registration No.: 0402267571

Address: 20/5 Hà Thị Thân Street, An Hải Ward, Da Nang City, Vietnam

Phone: 0766783968

Email: support@hrforce.ai

(vi) Methods and Tools for Consumers to Access and Edit Their Personal Data on the E-commerce System of the Information-Collecting Entity.

Members can review, update, modify, or delete their personal information through the following methods:

- Members can log into their accounts, go to the Company Information section, and edit their personal details.
- Members can contact the support email of the Management Board to request edits to their personal information.
- Email: support@hrforce.ai

When necessary, HRForce may require password verification upon login to prevent unauthorized access to customers' personal information systems.

(vii) Mechanism for Receiving and Resolving Consumer Complaints Related to the Misuse or Unauthorized Use of Personal Information.

- We are committed to protecting users' personal information and using it solely for the purposes previously disclosed. In cases where personal information is found to be used for improper purposes or beyond the notified scope within the company, the company will bear full responsibility in accordance with the law.
- If our information system is attacked and there is a risk of user data loss, the Company will notify the relevant authorities and users within **24 hours** of detecting the incident.
- When users discover that their personal information has been misused or used beyond the notified purpose or scope, they may submit a complaint through one of the following methods:

Email: support@hrforce.ai

Customer Support Hotline: 0766783968

Directly or by mail to: CVTOT Joint Stock Company

Address: 20/5 Hà Thị Thân Street, An Hải Ward, Da Nang City, Vietnam

The Management Board is committed to acknowledging receipt of complaints immediately or no later than 24 working hours from the time the complaint is received. The processing and response period is 7 working days.

HRForce only accepts complaints submitted within 30 days from the date the incident occurred.

** Consumer Complaint Handling Procedure Regarding the Misuse or Unauthorized Use of Personal Information*

Step 1: All requests and complaints are forwarded to the Management Board for review. The complaint must clearly state: complainant information, subject of the complaint, description of the incident, and any supporting evidence (if available).

Step 2: The Management Board and technical team verify and examine the data and contents of the complaint.

Step 3: If the complaint is valid, the company will take corrective measures such as blocking or deleting data, suspending related accounts, and stopping the violating actions. A response will then be provided to the complainant.

Step 4: The resolution result will be communicated to the user via email, phone, or written notice.

- If the complainant agrees with the resolution and proposed measures, the complaint handling process is considered complete.
- If the complainant disagrees with the resolution and requests reconsideration, the complaint will be reopened and Steps 2, 3, and 4 will be repeated.

At Step 4, if the complainant still disagrees with the Management Board's resolution, they have the right to file a complaint or lawsuit with the competent state authority in accordance with legal regulations.

Step 5: If necessary, the company will cooperate with the competent state authorities to resolve the matter thoroughly