

OPERATING REGULATIONS

1. Regulations on the operating conditions applicable on the e-commerce platform
 - a) Description of the regulations on content to be publicly disclosed on the e-commerce platform in accordance with Chapter II of this Decree;

Policy for the protection of consumers' personal information

TalentAxis is committed to protecting the personal information of users (candidates and employers) in accordance with the Law on Network Information Security, the Law on Electronic Transactions, and other relevant regulations. The personal information protection policy is specifically defined as follows:

(i) Purpose of collecting personal information

- When you register for or use any TalentAxis Service, we may collect personal information necessary to identify you:

For Employers:

- + Collection of Company Name; Contact Person; Email; Phone Number; Tax Code; Business Sector; Company Introduction; Business License; Company Website (if any); Country; State/Province; Head Office Address when a Business registers an account to post job listings and verify the business account.
- + Collection of email, phone number, and name when the Employer contacts the website administration department to resolve any issues they encounter or other requests.
- TalentAxis collects and uses information for the following purposes:
 - + Service provision: Performing the service functions you have registered for, including account management, job posting, job listing management, business account verification, and related features.
 - + Enhancing user experience: Analyzing user behavior to improve features, support more effective recruitment management, or customize content according to your service usage needs.
 - + Connecting with employers: Supporting Employers in reaching, managing, and communicating with suitable candidates according to recruitment needs and the scope of TalentAxis services.
 - + Identity and business information verification: Verifying Employer accounts, verifying business information and related information to ensure the platform's transparency, safety, and reliability.
 - + Communications and advertising: Sending notifications related to the service, account updates, job postings, promotional programs, events, news, or other content related to TalentAxis services.

For Candidates:

- + Collection of Email; TalentAxis access history; devices logged into TalentAxis; TalentAxis access times when performing Account Registration/Login.
- + Collection of Email when the Candidate signs up to receive notifications.
- + Collection of Full Name; Email; Date of Birth; Gender; Phone Number; City; Country when setting up an account.
- + Collection of Full Name; Phone Number; Address; Education; Experience; Interests; Skills; Courses; Degrees/Certificates; Publications; Complete CV when creating a new job application or editing a previously created CV.
- + Collection of email, phone number, and full name when the Candidate contacts the website administration department to resolve any issues they encounter or other requests.
- In addition, we may use your personal information to:
 - + Detect and prevent unlawful conduct.
 - + Perform legal obligations.
 - + Improve and develop new services.

(ii) Scope of use of information

The TalentAxis e-commerce trading platform uses the information provided by Candidates/Job Seekers and Employers/Businesses for the following activities:

- + Identifying users when posting recruitment information, searching for jobs, or applying for jobs.
- + Assessing how well a Candidate matches a recruitment position, as well as the reliability of the Employer/Business.
- + Analyzing the content of a Candidate's profile/CV to recommend suitable jobs to the Candidate.
- + Analyzing recruitment content, business information, and recruitment needs in order to recommend potential candidates to the Employer/Business.
- + Supporting the Employer/Business in managing candidate profiles, tracking the recruitment process, classifying candidates, changing candidate status, scheduling interviews, and handling related recruitment activities.
- + Performing services requested by users who have registered on TalentAxis.
- + Managing and operating the services provided on the platform.
- + Proactively contacting the Candidate/Job Seeker and the Employer/Business when issues relating to the use of the service arise.

- + Optimizing job opportunities for Candidates and providing services suited to the specific recruitment needs of the Employer/Business.
- + Verifying business information, contact person information, business licenses, tax codes, or other information related to the Employer/Business account.
- + Handling requests arising during the use of the service, including complaints or reports of violations.
- + Receiving, investigating, and resolving issues reported by users related to the service usage process.
- + Monitoring and improving the quality of services provided on the platform.
- + Researching and analyzing user behavior to improve services and develop new products.
- + Detecting and analyzing fraudulent, fake, deceptive, or legally non-compliant behavior.
- + Protecting user accounts against intrusion or unauthorized access.
- + TalentAxis only uses personal information for the purpose of identifying, supporting, and providing services related to recruitment activities, job searching, job applications, candidate profile management, and recruitment management on the platform.
- + In cases where there is a request from a competent state authority such as an investigative agency, procuracy, court, or other competent authority, TalentAxis has an obligation to cooperate in providing member information in accordance with the law. Apart from these cases, all personal information of users is kept confidential and is only shared with the consent of the data subject or as required by law.

(iii) Information storage period

- Your personal information will be stored throughout the period you use TalentAxis's services and for the period necessary for any legal, operational, or legitimate business purpose after you stop using the service. After an account is deactivated or terminated, TalentAxis will retain the information for a reasonable period for backup, storage, inspection, dispute resolution, fulfillment of legal obligations, or system administration purposes in accordance with the law.
- In addition, if an account is inactive for 180 consecutive days, we have the right to delete your account and related data.

(iv) Persons or organizations that may have access to that information

- Members have the right to self-check, update, adjust, or cancel their personal information by logging into their account and editing their personal information, or by requesting that TalentAxis do so.

- Members have the right to file a complaint about the disclosure of personal information to a third party with TalentAxis's Management Board. Upon receiving such feedback, TalentAxis will confirm the information, is responsible for responding with the reason, and will guide members in restoring, updating, and re-securing their information.

Email: support@talentaxis.ai

- We are committed to protecting your personal information using appropriate technical and administrative measures to prevent loss, misuse, unauthorized access, disclosure, alteration, or destruction of information.

- However, no security method is completely safe. In the event of any security incident affecting personal information, we will notify you in accordance with applicable law and coordinate to take the necessary remedial measures.

- We will not use, transfer, provide, or disclose a member's personal information to any third party without the member's consent, except in the following cases:

+ Users or authorized accounts within the same business: When the Employer/Business grants authorization to staff, recruitment managers, or other related users within the organization to jointly manage the account, job postings, candidate profiles, interview schedules, or the recruitment process on the TalentAxis platform.

+ Service partners: Companies or individuals engaged by TalentAxis to provide related services such as background checks, data analysis, or technical support.

+ Competent state authorities: Upon request from an investigative agency, procuracy, court, or other competent state authority, or when necessary to comply with applicable law.

+ Related parties in the event of a merger, transfer, or restructuring: In the event that TalentAxis merges with, is acquired by, transfers to, restructures with, dissolves, or undertakes a similar transaction with another party, user information may be transferred to the receiving party to continue providing the services, provided that the receiving party complies with the information security obligations required by law.

- In all cases, TalentAxis will require relevant third parties to strictly comply with regulations on security and personal data protection, and to use information only for the agreed purpose or as required by law.

(v) Address of the unit collecting and managing information, including the means of contact for consumers to inquire about the collection and processing of information relating to them

CVTOT JOINT STOCK COMPANY - Tax Code: 0402267571

- Address: 20/5 Ha Thi Than, An Hai Ward, Da Nang City, Vietnam

- Phone number: 0766783968

- Email: support@talentaxis.ai

(vi) Methods and tools for consumers to access and edit their personal data on the e-commerce system of the information-collecting unit

- Members may self-check, update, adjust, or cancel their personal information in the following ways:

+ Members log into their own account, go to the personal information section, and edit their personal information;

+ Members call the support phone number/support email of the Management Board and request that their personal information be edited.

Hotline: 0766783968

Email: support@talentaxis.ai

- When necessary, TalentAxis requires password re-confirmation upon login to guard against unauthorized access to the Customer's personal information system.

(vii) Mechanism for receiving and resolving consumer complaints relating to the misuse of personal information beyond the purpose or scope notified

- We are committed to keeping users' personal information confidential and using it only for the notified purpose. If personal information is found to have been used for a purpose or scope other than that notified within the company, the company will be liable in accordance with law.

- In the event that our information system is attacked in a manner that creates a risk of loss of user information, the Company will notify the competent authority and the user within 24 hours of discovering the incident.

- Upon discovering that their personal information has been used for a purpose or scope other than that notified, the user should immediately send a complaint through one of the following methods:

- Email: support@talentaxis.ai
- Call the support hotline: 0766783968
- Send directly or by post to:

+ CVTOT JOINT STOCK COMPANY

+ Address: 20/5 Ha Thi Than, An Hai Ward, Da Nang City, Vietnam

+ Phone number: 0766783968

The Management Board undertakes to confirm receipt immediately, or within 24 working hours at the latest, from the time the complaint is received. The time limit for processing and responding with the outcome is 7 working days.

TalentAxis only accepts complaints submitted within 30 days from the date the matter arose.

Procedure for receiving consumer complaints relating to the misuse of personal information beyond the purpose or scope notified

Step 1: All requests and complaints are forwarded to the Management Board for receipt.

The complaint content must clearly state: information about the complainant, the subject of the complaint, the details of the matter, and supporting evidence (if any).

Step 2: the Management Board and the technical team carry out verification and review of the data and the content of the complaint.

Step 3: If the complaint is valid, the company will take action to prevent and remedy the issue (deleting data, locking the relevant account, stopping the violation) and respond to the complainant.

Step 4: The outcome of the resolution is communicated to the user by email/phone/written notice.

If the complainant agrees with the content and the proposed resolution, the complaint-handling process ends.

If the complainant does not agree with the proposed resolution and requests that it be reconsidered, the request for reconsideration is accepted. Steps 2, 3, and 4 are repeated. At Step 4, if the consumer still does not agree with the resolution proposed by the Management Board, the complainant has the right to lodge a complaint or initiate legal proceedings with a competent state authority in accordance with law.

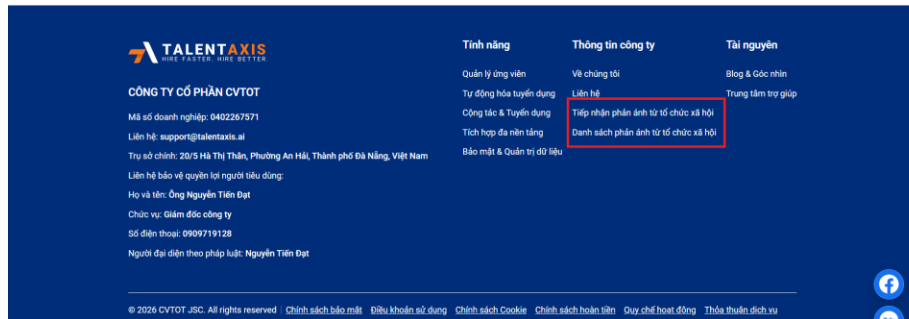
Step 5: If necessary, the company will cooperate with the competent state management authority to resolve the matter fully.

Responsibilities of the intermediary digital platform owner to consumers under Article 39 of the Law on Protection of Consumer Rights

Measures allowing priority display of reviews, feedback, and recommendations from social organizations participating in consumer protection or from credit-rating organizations, as required by law: TalentAxis has created a form through which social organizations participating in consumer protection can submit reviews, feedback, and recommendations, and allows such reviews and feedback to be displayed prominently in the website's footer.

+ Channel for receiving reviews, feedback, and recommendations from social organizations participating in consumer protection: <https://talentaxis.ai/tiep-nhan-phan-anh-to-chuc-xa-hoi>

+ List of reviews, feedback, and recommendations from social organizations participating in consumer protection: <http://talentaxis.ai/danh-sach-tiep-nhan-phan-anh-to-chuc-xa-hoi>



Contact point / authorized representative coordinating with competent state authorities on matters relating to consumer protection

- + Contact person: Nguyen Tien Dat
- + Position: Company Director
- + Contact address: 20/5 Ha Thi Than, An Hai Ward, Da Nang City, Vietnam
- + Phone number: 0909719128
- + Email: support@talentaxis.ai

Contact point for receiving and resolving consumers' feedback, requests, and complaints relating to the services or content on the intermediary digital platform, and for receiving and resolving consumers' feedback, requests, and complaints against the organization that establishes and operates the intermediary digital platform

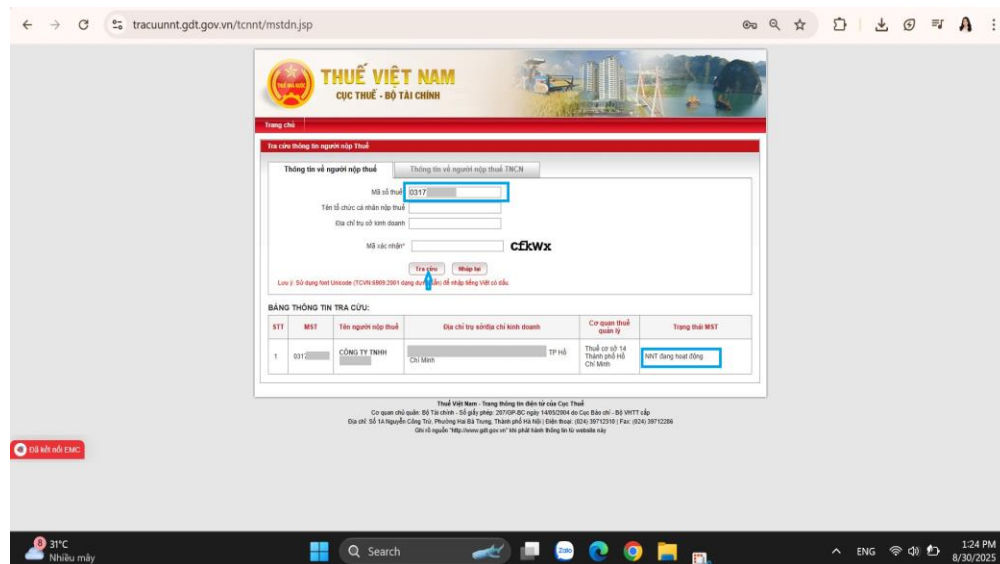
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- + Email: support@talentaxis.ai



Method for verifying the identity of an Employer participating on the platform

After an Employer registers an account and uploads legal documents (Business Registration Certificate) and tax code, the Management Board reviews the information and verifies the Employer's account by checking the tax code provided by the Employer on the General Department of Taxation's website:

<https://tracuunnt.gdt.gov.vn/tcnnt/mstdn.jsp>



The screenshot shows the website interface for tax code verification. At the top, there is a header with the Vietnamese flag and the text "THUẾ VIỆT NAM CỤC THUẾ - BỘ TÀI CHÍNH". Below this, there is a section titled "Trang chủ" and a sub-section "Tra cứu thông tin người nộp thuế". The form contains fields for "Mã số thuế" (Tax Code) with the value "0317", "Tên tổ chức cá nhân nộp thuế" (Name of the taxpayer), "Địa chỉ trụ sở kinh doanh" (Business address), and "Mã xác nhận" (Confirmation code) with the value "C6Kwx". There are buttons for "Tra cứu" (Search) and "Nhập lại" (Re-enter). Below the form, there is a table titled "BẢNG THÔNG TIN TRA CỨU:" (Search Information Table) with columns for STT, MST, Tên người nộp thuế, Địa chỉ trụ sở kinh doanh, Cơ quan thuế quản lý, and Trạng thái MST. The table contains one row with the following data: STT: 1, MST: 0317, Tên người nộp thuế: CÔNG TY TNHH, Địa chỉ trụ sở kinh doanh: Chi Minh, TP Hồ Chí Minh, Cơ quan thuế quản lý: Thuế cơ sở 14, Trạng thái MST: MST đang hoạt động. At the bottom, there is a footer with contact information for the General Department of Taxation.

In addition to the above method, the Management Board may also verify information through the National Business Registration Portal at:

<https://dangkyquangang.dkkd.gov.vn/auth/Public/LogOn.aspx?ReturnUrl=%2fonline%2fDefault.aspx#>

Enter the tax code and click Search.



The screenshot shows the website interface for the National Business Registration Portal. At the top, there is a header with the text "Cổng thông tin quốc gia về đăng ký doanh nghiệp". Below this, there is a search form with a text input field containing the tax code "0402267571" and a button labeled "TÌM KIẾM >>". There is also a link labeled "Tìm doanh nghiệp". At the bottom, there is a footer with navigation links for "DỊCH VỤ CÔNG" and "ĐĂNG KÝ DOANH NGHIỆP QUA MẠNG ĐIỆN TỬ".

Click "I'm not a robot" on the Captcha and click Submit.

The screenshot shows the National Business Registration Portal. The main header includes the logo and the text 'Cổng thông tin quốc gia về đăng ký doanh nghiệp'. Below the header, there is a navigation bar with links like 'CÔNG BỐ NỘI DUNG ĐĂNG KÝ DOANH NGHIỆP', 'DỊCH VỤ THÔNG TIN', and 'ĐĂNG KÝ DOANH NGHIỆP QUA MẠNG ĐIỆN TỬ'. The main content area is titled 'THÔNG TIN CƠ BẢN' and contains a 'ĐẶT HÀNG SẢN PHẨM' button. A reCAPTCHA verification is shown, with the text 'I'm not a robot' and a 'SUBMIT' button.

The Management Board can then view information about the business and the Employer's operating status.

The screenshot shows the National Business Registration Portal with the 'THÔNG TIN CƠ BẢN' (Basic Information) section expanded. It displays the following information:

- Tên doanh nghiệp:** CÔNG TY CỔ PHẦN CVTOT
- Tên doanh nghiệp viết bằng tiếng nước ngoài:** CVTOT JOINT STOCK COMPANY
- Tên doanh nghiệp viết tắt:** CVTOT JSC
- Tình trạng hoạt động:** Đang hoạt động (highlighted with a red box)
- Mã số doanh nghiệp:** 0402267571

Only after valid verification - where the tax code and business registration license information match the information on the General Department of Taxation's lookup page or the National Business Registration Portal, together with an active operating status - will the Employer be identity-verified and permitted to use the platform's features.

The above is the verification method currently applied by TalentAxis, ensuring transparency and strengthening both the accountability of Employers and the rights of consumers.

a. Regulations on the management/control and review of information on the website

- ☐ Automated control mechanism ☐ Dedicated control mechanism
- ☐ Regulations on posting information ☐ Other monitoring mechanism

Mechanism for reviewing and controlling information on the website used by the E-commerce Trading Platform Management Board for posts published on the website

- After a member posts a job listing, it is held pending approval; once approved, the listing is displayed.
- TalentAxis has the right to delete content that violates these Terms or the law. TalentAxis is not responsible for third-party content and does not guarantee the accuracy of user-generated content.

Mechanism for controlling and reviewing information on the website

- The TalentAxis Management Board implements strict control measures over information posted by Members (including Candidates and Employers) to ensure compliance with the law and social/ethical standards. Specifically:

a) Control of Employer information

- Verification of the Employer's basic legal information upon account registration: business/individual name, tax code, address, operating license.
- Accounts that do not provide sufficient information, or that show signs of being fraudulent, will be suspended or permanently locked, depending on the severity of the violation.

b) Content control

- Only content relating to job recruitment and the lawful provision of labor services in accordance with Vietnamese law may be posted.
- Recruitment postings are not permitted for positions or work relating to: prostitution, unlicensed brokerage, unlawful lending/loan-sharking, illegal multi-level marketing, betting, gambling, trading in prohibited goods, smuggled goods, counterfeit goods, or disguised services.

With regard to reviewing, preventing, and removing keywords that do not meet standards or that violate recommendations from state management authorities, the TalentAxis system has compiled a list of violating or non-compliant words and phrases and built them into the code. If the content of an Employer's posting (both the job description and the title) contains any of these words, the system will not allow the post to be published and will display the error message: "The content contains inappropriate language. Please review and revise it to meet the required standards."

Illustration: system error message shown when a job posting contains prohibited language

c) Handling of violations

- If a Member is found to have posted content that violates the law or the Operating Regulations, the Management Board has the right to:

+ Remove the content immediately without prior notice;

+ Lock the account temporarily or permanently, depending on the severity of the violation;

- Notify the competent authority if the conduct shows signs of a criminal offense or administrative violation.

Review and handling of intellectual property rights violations

- TalentAxis respects and is committed to protecting the intellectual property rights of organizations and individuals.

- An intellectual property rights holder may send a request to address a violation (together with evidence verifying ownership and the infringing conduct) to the Management Board's official email: support@talentaxis.ai.

- Within 03 working days, the Management Board is responsible for reviewing and verifying the information. If there are sufficient grounds, the content complained of will be removed immediately and the party who posted it will be notified.

- If a Member is found to have committed repeated violations, the Management Board will permanently lock the account and provide the relevant information to the competent authority upon request.

Regulations on information security and data management

- The TalentAxis website complies with the law on personal data protection and network information security.
- Technical, software, encryption, and internal monitoring measures are applied to protect user information from unauthorized access, loss, or destruction.
- Members are responsible for safeguarding their password and account and must not share them with others. If any sign of unauthorized intrusion is detected, the Management Board must be notified immediately.
- The storage, processing, and use of personal information is carried out in accordance with the Law on Cybersecurity.

b. Dispute resolution and measures for handling conduct that infringes consumers' rights

General principles for resolving disputes and complaints

- TalentAxis encourages the relevant parties, including Employers/Businesses and other related parties, to proactively resolve disputes and complaints arising during the use of the services through negotiation and conciliation, on the basis of respecting each other's lawful rights and interests. Where the parties are unable to resolve the matter themselves, they may send a complaint to the TalentAxis Management Board for assistance.
- We are not responsible in the following cases:
 - + Cases of force majeure or objective obstacles as provided by law.
 - + User conduct: We are not responsible for the conduct of other users, including copyright infringement, disclosure of personal information, or any other unlawful act.
 - + Technical errors: Issues relating to hardware, software, networks, or other technical factors outside our control.
 - + We are exempt from liability in the event that the User's data processing systems, software, signal transmission systems, or devices used to access TalentAxis malfunction, fail, are attacked, or affected by viruses or malicious code, ... or for any other objective reason outside Our ability to control.
 - + For any loss, damage (direct or indirect), liability, or cost arising from any cause of action not attributable to Our fault in connection with the User's use, or inability to use, the services.
- All disputes will be resolved in accordance with the law of the Socialist Republic of Vietnam. Complaints must be sent to TalentAxis promptly after the event giving rise to them arises. TalentAxis will review each case and propose an appropriate resolution.

Procedure for receiving and resolving disputes and complaints

Step 1: All requests and complaints are forwarded to the customer service department for receipt.

- Members may send a complaint to TalentAxis through one of the following methods:

Email: support@talentaxis.ai

Support hotline: 0766783968

Sent directly or by post to:

+ CVTOT JOINT STOCK COMPANY

+ Address: 20/5 Ha Thi Than, An Hai Ward, Da Nang City, Vietnam

+ Phone number: 0766783968

- The complaint content must clearly state: information about the complainant, the subject of the complaint, the details of the matter, and supporting evidence (if any).

Step 2: The customer service and technical departments carry out verification and review of the data and the content of the report.

Step 3: If the complaint is valid, the company will take action to prevent and remedy the issue (deleting data, locking the relevant account, stopping the violation).

Step 4: The outcome of the resolution is communicated to the user by email/phone/written notice.

The time limit for verification, review, and response with the outcome is 07 working days.

If the party raising the complaint or dispute agrees with the content and the proposed resolution, the complaint/dispute-handling process ends.

If the party raising the complaint or dispute does not agree with the proposed resolution and requests that it be reconsidered, the request for reconsideration is accepted by the Customer Service Department. Steps 2, 3, and 4 are repeated. At Step 4, if the member still does not agree with the resolution proposed by the Customer Service Department, the party raising the complaint or dispute has the right to lodge a complaint or initiate legal proceedings with a competent state authority in accordance with law.

Step 5: If necessary, the company will cooperate with the competent state management authority to resolve the matter fully.

Measures for handling members who engage in conduct that infringes consumers' rights: depending on the severity, we will apply appropriate measures such as:

+ Removing the posting: for postings that violate the Platform's Operating Regulations, are untrue, or show signs of violating the law;

+ Warning: sending a warning to the account in violation;

+ Suspending/locking the account: for serious violations or repeated violations;

+ Coordinating with the competent authorities: where necessary, we will cooperate with the competent authorities to jointly handle the matter in order to protect the rights of consumers and other related parties.

c) Time limit for receipt and handling

- TalentAxis only accepts complaints submitted within 30 days from the date the matter arose.

- After receiving a valid complaint, the Management Board is responsible for checking, verifying, and responding with the outcome within 07 working days.

d) Responsibilities of the relevant parties

- The complainant is obliged to provide truthful, complete information and is responsible for the accuracy of the complaint.

- The party complained against is responsible for cooperating, providing information, and giving explanations to clarify the matter.

- The TalentAxis Management Board will act as an intermediary, supporting the fair and objective resolution of the matter, and protecting the lawful rights and interests of service users.

e) Resolution of disputes through legal proceedings

- Where the parties are unable to successfully negotiate and conciliate between themselves, or do not agree with TalentAxis's proposed resolution, the dispute will be brought before a competent court in Vietnam.

- Measures to protect customers' interests in the event the company ceases to provide the service:

Customers who purchase and pay for the service on a monthly or yearly basis will, if the company ceases to provide the service, be refunded the amount corresponding to the remaining period of service. TalentAxis will give customers advance notice through:

+ Sending an official notice by email, SMS text message, and posting information on the website;

+ The notice will clearly state: the time the service will cease, the reason, and how the customer's interests will be handled.

For customers who have paid in advance but have not yet used the service, TalentAxis will refund the service fee. For customers currently using the service, when the company ceases to provide it, the value of the service not yet performed will be refunded: if the service is in use but has not yet reached its end date, TalentAxis must calculate the proportionate value of the service not yet provided and refund it to the customer. For example: a customer purchases a 12-month package and has used 4 months; TalentAxis will refund the remaining 8 months' fee.

Procedure for refunding service fees to customers:

Step 1: Contact the customer

Proactively contact the customer using the information provided (email, phone number, contact address on the website or on invoices/receipts).

Clearly notify the customer that the company is ceasing to provide the service, the customer's entitlement to a refund, and the next steps.

Step 2: Verify the customer's information

Request that the customer provide relevant information for verification: the paid service package, proof of payment, and tax code (if any). Cross-check against the company's records to ensure accuracy.

Step 3: Calculate the refund amount

Determine the amount the customer has paid and deduct the value of the service already performed/used. The remaining balance is the refund amount.

Step 4: Notify the customer of the outcome

Send detailed notice of the refund amount, the method of refund, and the timeframe for processing. The customer confirms the information so the company can proceed with payment.

Step 5: Process the refund

Process the refund using the method chosen by the customer (bank transfer, cash, or another lawful method).

Prepare a refund receipt/record, confirmed by the customer.

Set up a support channel following discontinuation of the service:

Maintain a support hotline/email after the service is discontinued to resolve questions and complaints.

Clearly publish the contact point so the customer can receive support.

Commit to fully complying with the provisions of the 2023 Law on Protection of Consumer Rights (as amended and supplemented) and related guiding documents.

b) Description of regulations on the control and review of information on the e-commerce platform;

Mechanism for reviewing and controlling information on the website used by the E-commerce Trading Platform Management Board for posts published on the website

- After a member posts a job listing, it is held pending approval; once approved, the listing is displayed.

- TalentAxis has the right to delete content that violates these Terms or the law. TalentAxis is not responsible for third-party content and does not guarantee the accuracy of user-generated content.

Mechanism for controlling and reviewing information on the website

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a) Control of Employer information

- Verification of the Employer's basic legal information upon account registration: business/individual name, tax code, address, operating license.
- Accounts that do not provide sufficient information, or that show signs of being fraudulent, will be suspended or permanently locked, depending on the severity of the violation.

b) Content control

- Only content relating to job recruitment and the lawful provision of labor services in accordance with Vietnamese law may be posted.
- Recruitment postings are not permitted for positions or work relating to: prostitution, unlicensed brokerage, unlawful lending/loan-sharking, illegal multi-level marketing, betting, gambling, trading in prohibited goods, smuggled goods, counterfeit goods, or disguised services.

With regard to reviewing, preventing, and removing keywords that do not meet standards or that violate recommendations from state management authorities, the TalentAxis system has compiled a list of violating or non-compliant words and phrases and built them into the code. If the content of an Employer's posting (both the job description and the title) contains any of these words, the system will not allow the post to be published and will display the error message: "The content contains inappropriate language. Please review and revise it to meet the required standards."

Illustration: system error message shown when a job posting contains prohibited language

c) Handling of violations

- If a Member is found to have posted content that violates the law or the Operating Regulations, the Management Board has the right to:
 - + Remove the content immediately without prior notice;
 - + Lock the account temporarily or permanently, depending on the severity of the violation;

- Notify the competent authority if the conduct shows signs of a criminal offense or administrative violation.

Review and handling of intellectual property rights violations

- TalentAxis respects and is committed to protecting the intellectual property rights of organizations and individuals.
- An intellectual property rights holder may send a request to address a violation (together with evidence verifying ownership and the infringing conduct) to the Management Board's official email: support@talentaxis.ai.
- Within 03 working days, the Management Board is responsible for reviewing and verifying the information. If there are sufficient grounds, the content complained of will be removed immediately and the party who posted it will be notified.
- If a Member is found to have committed repeated violations, the Management Board will permanently lock the account and provide the relevant information to the competent authority upon request.

Regulations on information security and data management

- The TalentAxis website complies with the law on personal data protection and network information security.
- Technical, software, encryption, and internal monitoring measures are applied to protect user information from unauthorized access, loss, or destruction.
- Members are responsible for safeguarding their password and account and must not share them with others. If any sign of unauthorized intrusion is detected, the Management Board must be notified immediately.
- The storage, processing, and use of personal information is carried out in accordance with the Law on Cybersecurity.

c) Description of the plan for reaccepting and handling goods provided by the seller in cases where the service posted on the platform does not conform to the content notified, published, listed, advertised, introduced, agreed, or committed to on the platform.

The TalentAxis website/platform operates as an intermediary platform that supports Employers/Businesses in posting recruitment information, managing candidate profiles, and tracking recruitment processes, and supports Candidates in searching for and applying to suitable positions. Matters arising between the Employer/Business and the Candidate will be allocated as follows:

All recruitment activity arising between the Employer/Business and the Candidate, including but not limited to: receiving applications, contacting candidates, interviews, competency assessment, agreeing on working conditions and salary, entering into labor contracts, and the related rights and obligations between the parties, are all independent transactions, voluntarily established by the parties, who bear legal responsibility in

accordance with law. CVTOT Joint Stock Company is not a party to, or a representative of any party in, the performance of such transactions and is not responsible for the outcome, content, or legality of the recruitment arrangements between the two parties.

The Employer/Business is responsible for resolving all matters arising from the recruitment activity it conducts with the Candidate, including: complaints relating to inaccurate or unclear recruitment information or information showing signs of fraud; the use of the Candidate's profile, CV, documents, or personal data; compensation for damages, if any, in the event of a breach of commitments made to the Candidate; and providing explanations and cooperating with competent authorities when investigation or handling is requested.

TalentAxis is not responsible for directly resolving disputes between the Employer/Business and the Candidate. However, within the scope of its role as the platform provider, TalentAxis may receive reported information and assist by providing technical information, activity logs, and related data on the system to support the investigation or verification process if a valid request is made by one of the parties or by a competent state authority; TalentAxis also has the right to suspend, restrict, or terminate the access rights of an Employer/Business showing signs of fraud or violating the Operating Regulations or the law.

Where an issue arises, TalentAxis encourages the relevant parties to prioritize negotiation and conciliation in good faith and with respect for each other's lawful rights and interests. If no agreement is reached, the parties have the right to request resolution by a competent authority in accordance with law. TalentAxis will provide support within the scope of its role as the platform provider, supplying information to serve the dispute resolution process in accordance with law.

TalentAxis does not directly participate in the interview, evaluation, or selection of candidates, the execution of labor contracts, or the negotiation of working conditions between the Employer/Business and the Candidate. Accordingly, TalentAxis is not responsible for any act, omission, commitment, agreement, or dispute arising between the Employer/Business and the Candidate outside the scope of the services provided on the platform.

TalentAxis is an intermediary platform that supports the Employer/Business in managing candidate profiles, posting recruitment information, tracking the recruitment process, and connecting with Candidates during recruitment.

The Employer/Business and the Candidate negotiate between themselves and bear their own responsibility for the rights, obligations, and matters arising during the recruitment process, and must comply with Vietnamese law.

2. Allocation of rights and responsibilities between the platform owner and the parties using the services on the e-commerce platform:

a) Regulations on the rights and responsibilities of the e-commerce platform owner (ensuring compliance with Articles 18, 19, and 20 of this Decree);

i) Rights of the e-commerce platform owner

- We have the right to collect service fees after the Employer/Business has read and agreed to the Service Use Agreement, the Operating Regulations, and TalentAxis's related policies.
- We have the right to refuse, suspend, or terminate a member's right to use the services if there is a basis to prove that the member has violated the Operating Regulations, the law, or has taken action that adversely affects TalentAxis or other users. Where the right to use the services is terminated due to the member's fault, TalentAxis has the right not to refund any service fee the member has paid, unless otherwise agreed or otherwise provided by law. Once the right to use the services is terminated, all of the member's rights on TalentAxis will automatically become void.
- We have the right to require members to provide complete, accurate information and to bear legal responsibility for the information they provide, including business information, contact person information, recruitment information, and other related information.
- We have the right to change the service fee schedule and payment methods on TalentAxis during the course of providing the services, in accordance with TalentAxis's needs and operating conditions, and will notify members of any changes.
- We have the right to change, edit, add, or remove any content in the Operating Regulations after notice has been given to users.

ii) Responsibilities of the e-commerce platform owner

- Register and establish the website providing e-commerce trading platform services in accordance with law, and publish information about the website owner on the website's homepage.
- Develop and publicly publish on the website the operating regulations of the e-commerce trading platform; monitor and ensure the implementation of those regulations on the platform.
- Require members on the e-commerce trading platform to provide information in accordance with law when registering to use the services.
- Maintain a mechanism to check and monitor to ensure that sellers on the e-commerce trading platform provide information accurately and completely.
- Store the registration information of traders, organizations, and individuals participating in the e-commerce trading platform and regularly update any related changes or additions.

- Apply necessary measures to ensure the security of information relating to the trade secrets of traders, organizations, and individuals, and the personal information of consumers.
- Take timely action upon discovering or receiving reports of unlawful business conduct on the e-commerce trading platform:
 - + Prevent and remove from the website information offering services in categories of prohibited business services, or in sectors or trades in which investment and business are prohibited by law;
 - + Remove information on services that violate the law within 24 hours of receiving a request from a competent state management authority;
 - + Cooperate with intellectual property rights holders to review and remove products that infringe intellectual property rights, in accordance with the procedures published in the operating regulations of the e-commerce trading platform;
 - + Issue warnings to, or refuse to provide services for a fixed period or permanently to, individuals, traders, or organizations engaging in unlawful business conduct;
- Support state management authorities in investigating and handling unlawful business conduct and resolving disputes and complaints:
 - + Provide information about subjects showing signs of, or engaging in, unlawful conduct on the e-commerce trading platform to the competent state management authority upon discovering or receiving such information;
 - + Regularly update keywords as recommended by the competent state management authority and filter information by keyword before information on goods and services is displayed on the website;
 - + Receive and respond to information to resolve complaints, reports, and disputes relating to the e-commerce trading platform at the E-commerce Management Portal of the Ministry of Industry and Trade at online.gov.vn.
- Publicly disclose the mechanism for resolving disputes arising in the course of transactions on the e-commerce trading platform. When a Candidate on the e-commerce trading platform has a dispute with an Employer, or has their lawful interests harmed, TalentAxis must provide the Candidate with information about the Employer and actively assist the Candidate in protecting their lawful rights and interests.

b) Regulations on the rights and responsibilities of the seller on the e-commerce platform (ensuring compliance with the responsibilities under Article 21 of the Law on E-commerce);

i) Rights of the Employer on the TalentAxis website

- Members may create an account as needed and post job listings in accordance with the regulations.
- Employers may use the platform's premium features after paying the service fee for their registered service package.
- The right to request that personal information be corrected or deleted when necessary.
- The right to refuse the processing of personal information for advertising or marketing purposes.
- The right to receive technical support and to have their information kept secure while participating on the platform.
- Members have the right to provide feedback to the e-commerce trading platform during its operation. Recommendations may be sent directly by letter, fax, or email to the TalentAxis e-commerce trading platform.

ii) Responsibilities of the Employer on the TalentAxis website

- Provide TalentAxis with complete and accurate information as required by law when registering to use the services.
- Provide complete information about the service as required by law when supplying services on the e-commerce trading platform.
- Ensure the accuracy and truthfulness of information about the services provided on the e-commerce trading platform.
- Comply with the law on payment, advertising, protection of intellectual property rights, protection of consumer rights, and other related legal provisions when supplying services on the e-commerce trading platform.
- Members are solely responsible for the content, images of the Business's information, and other information, as well as the entire transaction process with partners on the TalentAxis e-commerce trading platform.
- Must not use another person's account without authorization.
- Participate in transactions in compliance with the Platform's Operating Regulations and the provisions of the Privacy Policy and personal information use policy.
- Members are responsible for promptly notifying the TalentAxis e-commerce trading platform of any unauthorized use, abuse, or security violation, and for keeping their registered name and password so that both parties may cooperate in addressing such issues. Members undertake that the information they provide to, and post on, the TalentAxis e-commerce trading platform is accurate.

c) Regulations on the rights and responsibilities of the buyer on the e-commerce platform;

i) Rights of the Candidate on the TalentAxis website

- Candidates have the right to register a personal account on the TalentAxis website to use the services the system provides.
- Candidates have the right to have their personal information and application data protected by TalentAxis in accordance with Vietnamese law on personal data protection.
- Candidates have the right to access their personal account to view, edit, update, or delete personal information and application profiles at any time. Where the Candidate is unable to perform such actions on the system, the Candidate has the right to contact TalentAxis's support team for assistance.
- Candidates have the right to decline advertising emails, recruitment newsletters, or other unwanted content from TalentAxis through the unsubscribe options built into each email or in account settings.
- Candidates have the right to submit feedback or complaints about service quality, inaccurate recruitment information, or inappropriate conduct by an Employer, or any other issue arising in the course of using the website. TalentAxis undertakes to receive and handle complaints as promptly as possible, in a spirit of cooperation and protection of users' rights and interests.
- Candidates have the right to be clearly informed of the terms and conditions of service use, and of the rights and obligations relating to creating a profile and applying for jobs, as well as any legal obligations that may apply.

ii) Responsibilities of the Candidate on the TalentAxis website

- Information that members provide on the TalentAxis e-commerce platform must be accurate and complete.
- Members are solely responsible for the content, images, and other information, as well as the entire transaction process with partners on the TalentAxis e-commerce trading platform.
- Must not use another person's account without authorization.
- Participate in transactions in compliance with the Platform's Operating Regulations and the provisions of the Privacy Policy and personal information use policy.
- Members are responsible for promptly notifying the TalentAxis e-commerce trading platform of any unauthorized use, abuse, or security violation, and for keeping their registered name and password so that both parties may cooperate in

addressing such issues. Members undertake that the information they provide to, and post on, the TalentAxis e-commerce trading platform is accurate.

d) Regulations on the rights and responsibilities of organizations providing e-commerce support services (technical infrastructure service providers, logistics service providers, payment service providers, payment intermediary services, etc.) (ensuring compliance with the responsibilities under Articles 33, 34, and 35 of the Law on E-commerce).

i) Rights of the organization providing payment intermediary services supporting e-commerce

- + Agree on and collect service fees (connection fees, per-transaction fees) under contracts with the platform, in accordance with law;
- + Design technical processes and establish standards for data security and risk control;
- + The right to proactively suspend or refuse to process transactions showing signs of fraud, money laundering, or payment for unlawful goods or services;
- + Unilaterally terminate the provision of payment gateway services if the platform or the seller seriously breaches financial security commitments or is warned by a regulatory authority of a legal violation.

ii) Responsibilities of the organization providing payment intermediary services supporting e-commerce

- + Provide information about transactions relating to payment fraud, fraud intended to misappropriate assets, tax fraud, smuggling, commercial fraud; trading in prohibited goods, counterfeit goods, goods infringing intellectual property rights, smuggled goods, goods of unclear origin, or goods otherwise in violation of the law, arising through the e-commerce platform, at the request of the competent state authority.
- + Do not provide services to an e-commerce platform that has been publicly announced by a competent state authority as being in violation of the law on the E-commerce Activity Management System.