

PRIVACY POLICY

CVTOT is committed to fully protecting the personal information of its users (candidates and employers) in accordance with the provisions of the Cybersecurity Law, the Electronic Transactions Law, and other relevant regulations. The personal information protection policy is specifically outlined as follows:

(i) Purpose of Collecting Personal Information

- When you register or use any CVTot Services, we may collect the necessary personal information to identify you:

- For Candidates:

- + Collect email information; CVTot.vn access history; devices used to log in to CVTot.vn; and access times when performing account **Sign in/Sign up**.

- + Collect email information when Candidates register to receive notifications.

- + Collect the following information when setting up an account: Full name; Email; Date of birth; Gender; Phone number; City; Country.

- + Collect the following information when creating a new job application or editing a previously created CV: Full name; Phone number; Address; Education; Experience; Interests; Skills; Courses; Degrees and certifications; Publications; and the completed CV.

- + Collect email address, phone number, and full name when the Candidate contacts the website administration department to resolve any issues encountered or to make other requests.

- For Employers:

- + Collect the following information when the Company registers an account to post job listings and verify the business account: Company name; Contact person; Email; Phone number; Tax code; Business field; Company introduction; Business license; Company website (if any); Country; State/Province; and Head office address.

- + Collect email address, phone number, and name when the Employer contacts the website administration department to resolve any issues encountered or to make other requests.

- CVTot collects and uses information for the following purposes:
 - + Service provision: Perform the service functions you have registered for, including account management, job searching, application submission, and related features.
 - + Enhancing user experience: Analyze user behavior to improve features, provide suitable job recommendations, or customize content based on your needs.
 - + Connecting with employers: Share your profile information and job search data with employers when you give consent.
 - + Identity and qualification verification: Authenticate Employer accounts, verify educational background, work experience, and other relevant information to ensure the accuracy of candidate profiles.
 - + Communication and advertising: Send notifications related to services, new job opportunities, event information, courses, and relevant news.
- In addition, we may use your personal information to:
 - + Detect and prevent unlawful activities.
 - + Fulfill legal obligations.
 - + Improve and develop new services.

(ii) Scope of Information Use

- The CVtot e-commerce platform uses the information provided by Candidates and Employers for the following activities:
 - + Identify users when they participate in posting recruitment information or searching for jobs.
 - + Assess the suitability of Candidates for job positions as well as the credibility of Employers.
 - + Analyze personal profile content to recommend suitable jobs for Candidates.
 - + Analyze recruitment content to introduce potential Candidates to Employers.
 - + Perform services as requested by users registered on CVtot.
 - + Manage and operate the services provided on the platform.

- + Proactively contact Candidates and Employers when issues arise related to service usage.
- + Optimize job opportunities for Candidates and provide services that meet specific needs.
- + Verify educational information stated in Candidate profiles with educational institutions or relevant professional organizations.
- + Handle requests arising during service usage, including complaints or reports of violations.
- + Receive, investigate, and resolve user feedback related to the service usage process.
- + Monitor and enhance the quality of services provided on the platform.
- + Research and analyze user behavior to improve services and develop new products.
- + Detect and analyze fraudulent, fake, or illegal activities.
- + Protect user accounts from unauthorized or malicious access.
- + CVtot uses personal information solely for the purpose of identification, support, and provision of services related to transactions on the platform.
- + In cases where competent state authorities such as investigative agencies, procuracies, or courts request it, CVtot is obliged to provide member information in accordance with the law. Outside of these cases, all user personal information is kept strictly confidential and is only shared with the consent of the data owner.

(iii) Information Retention Period

- Your personal information will be stored for as long as you use CVTot's services and for any legal or business purposes after you stop using the services. After your account is deactivated or terminated, CVTot will retain the information for a reasonable period for backup, storage, and/or inspection in accordance with legal regulations.
- In addition, if an account remains inactive for 180 consecutive days, we reserve the right to delete your account and the related data.

(iv) Individuals or organizations that may have access to such information

- Members have the right to check, update, adjust, or delete their personal information by logging into their accounts and editing their personal details, or by requesting CVTot to do so.

- Members have the right to file a complaint regarding the disclosure of personal information to a third party with the Administration Board of the CVTot e-commerce platform. Upon receiving such feedback, CVTot will verify the information, provide an explanation, and guide the member on how to restore and protect their data. Email: hotro@cvtot.vn

- We are committed to protecting your personal information through appropriate technical and administrative measures to prevent loss, misuse, or unauthorized access.

- However, no security method is completely infallible. In the event of any security breach, we will notify you immediately and take necessary actions to resolve the issue.

- Personal information of members will not be used, transferred, provided, or disclosed to any third party without the member's consent, except in the following cases:

- + Employers: When you choose to share your profile to be searchable by employers.

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

- + Competent government authorities: When requested by legal authorities or to comply with applicable laws and regulations.

- + Parties involved in mergers or acquisitions: In the event that CVTot merges, is acquired, or goes bankrupt, user information may be transferred to the acquiring party to continue providing services.

- In all cases, CVTot will require third parties to strictly comply with confidentiality regulations and use the information only for the agreed purposes.

(v) 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

CVTOT Joint Stock Company – Tax Code: 0402267571

- Address: 20/5 Ha Thi Than Street, An Hai Ward, Da Nang City, Vietnam
- Phone number: 0766783968
- Email: hotro@cvtot.vn

(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 check, update, modify, or delete their personal information using the following methods:

+ Members log into their accounts, go to the personal information section, and edit their personal information.

+ Members call the support phone number or email of the Administration Board to request personal information updates.

Hotline: 0766783968

Email: hotro@cvtot.vn

- When necessary, cvtot.vn may require password re-confirmation during login to prevent unauthorized access to customers' personal information.

(vii) Mechanism for receiving and resolving consumer complaints related to the misuse or unauthorized use of personal information that has been reported

- We are committed to protecting users' personal information and using it only for the purposes that have been notified. In the event that personal information is found to be used beyond the stated purposes or scope within the company, the company will be held responsible in accordance with legal regulations.

- If our information system is attacked, creating a risk of user data loss, the company will notify the competent authorities and users within 24 hours of detecting the incident.

- When users discover that their personal information has been used beyond the stated purposes or scope, they should immediately submit a complaint using one of the following methods:

- Email: hotro@cvtot.vn
- Call the support hotline: 0766783968

- Send directly or by mail to:

CVTOT Joint Stock Company

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

+ Phone number: 0766783968

The Administration Board commits to responding to the receipt of complaints immediately or no later than 24 working hours from the time the complaint is received. The processing and feedback period is 7 working days.

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

**** Procedure for receiving consumer complaints related to the misuse or unauthorized use of personal information beyond the notified purposes or scope***

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

Step 2: The Administration and technical team verify and check the data and content of the complaint.

Step 3: If the complaint is valid, the company will take measures to prevent and remedy the incident (e.g., delete data, lock related accounts, stop the violating behavior) and provide feedback to the complainant.

Step 4: Notify the user of the resolution results via email, phone, or written document.

If the complainant agrees with the content and resolution of the complaint, the complaint handling process concludes. If the complainant does not agree with the proposed resolution and requests a re-evaluation, the request for re-handling the complaint will be accepted. The process then repeats Steps 2, 3, and 4.

In Step 4, if the consumer still does not agree with the resolution proposed by the Administration Board, the complainant has the right to file a complaint or initiate legal action with the competent state authorities in accordance with the law.

Step 5: If necessary, the company will coordinate with the competent state management authorities to ensure thorough handling of the issue.