

PRIVACY POLICY FOR USER INFORMATION

Effective from June 18, 2026

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 legal violations.
- Fulfill 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 they post job information, search for jobs, or apply for positions.
- Assessing the suitability of Candidates for job positions as well as the reliability of Employers/Businesses.
- Analyzing the content of Candidates' personal profiles and CVs to suggest suitable jobs for Candidates.
- Analyzing recruitment content, business information, and hiring needs to introduce potential Candidates to Employers/Businesses.
- Supporting Employers/Businesses in managing candidate profiles, tracking the recruitment process, classifying candidates, changing candidate status, scheduling interviews, and handling other recruitment-related activities.
- Performing services requested by users registered with TalentAxis.
- Managing and operating the services provided on the platform.
- Proactively contacting Candidates/Job Seekers and Employers/Businesses when issues arise related to the use of the service.
- Optimizing job opportunities for Candidates and providing services suited to the specific recruitment needs of Employers/Businesses.
- Verifying business information, contact persons, business licenses, tax codes, or other information related to Employer/Business accounts.
- 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 with appropriate technical and administrative measures to prevent unauthorized loss, misuse, access, disclosure, alteration, or destruction of information.
- However, no security method is absolutely safe. In the event of any security incident affecting personal information, we will notify you in accordance with current law and coordinate to implement necessary remedial measures.
- We will not use, transfer, provide, or disclose any member's personal information to any third party without the member's consent, except in the following cases:
 - Authorized users or accounts within the same business: When an Employer/Business assigns permissions to personnel, recruitment managers, or related users within the organization to jointly manage the account, job postings, candidate profiles, interview schedules, or recruitment process on the TalentAxis platform.
 - Service-providing partners: Companies or individuals hired 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 laws.

- Related parties in the event of mergers, transfers, or restructuring: In the event that TalentAxis merges, is acquired, transferred, restructured, dissolved, or undergoes a similar transaction, user information may be transferred to the receiving party to continue providing the service, provided that the receiving party complies with information security obligations as required by law.
- In all cases, TalentAxis will require relevant third parties to strictly comply with regulations on confidentiality 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 Contact Methods for Consumers to Inquire About the Collection and Processing of Information Related to Themselves

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 can 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 hotline/email of the Management Board and request that their personal information be edited.

Hotline: 0766783968

Email: support@talentaxis.ai

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

Right to Request Account Closure and Deletion

TalentAxis provides multiple methods for users and businesses to proactively manage, close, or delete their accounts when they no longer wish to use the service. To ensure data security and integrity, all requests to delete an account or close a company are subject to a waiting period before permanent deletion occurs.

1. User Self-Closing an Account

Users can proactively request to close their TalentAxis account by performing the following steps:

1. Step 1: Log in to your TalentAxis account.
2. Step 2: Click on the avatar in the top right corner and select My Account.
3. Step 3: In the left-hand menu, select Close Account.
4. Step 4: In the Close Your Account window, click Confirm Closure to confirm.

5. Step 5: After successful confirmation, the system will display a confirmation notice that the account has been scheduled for closure, along with the exact date and time the account will be permanently deleted.

Note:

- If you are a Company Owner, you will not be able to close your own account while still holding the role of company owner.
- Before closing the account, you must transfer the Owner role to another member of the company.
- After no longer holding the Owner role, you can perform the account closure steps as instructed above.

Account Deletion Waiting Period

- The account will be scheduled for permanent deletion 24 hours after the closure confirmation.
- During this period, you can still log in and cancel the closure request by clicking Cancel Closure on the notification banner.
- If not canceled within 24 hours, the account and all related data will be permanently deleted and cannot be recovered.
- The system will send a notification email to relevant parties, including the Owner, Admin, and Member.

2. Owner, Admin, or HR Closing a Member's Account

In cases where it is necessary to terminate a member's access within the organization, the Company Owner, Company Admin, or HR Manager can close the account on behalf of the user.

6. Step 1: Log in to TalentAxis with an account that has the appropriate administrative rights.
7. Step 2: Go to Company → Team Management.
8. Step 3: Select the member account to be closed from the list and click Remove Member.
9. Step 4: In the Close Member's Account window, click Confirm Closure to confirm.
10. Step 5: The system will display a banner confirming the account has been scheduled for closure, along with the exact deletion date and time.

Note:

- Immediately after the administrator confirms the account closure, the member will be logged out of the system and will not be able to log in again.
- The account will be scheduled for permanent deletion after 24 hours.
- During this waiting period, the administrator can still cancel the closure request via the notification banner.
- After the waiting period ends, the account and related data will be permanently deleted and cannot be recovered.
- A notification email will be sent to the Owner, Admin, and the closed member.

3. Owner Closing the Entire Company (Workspace)

Only the Company Owner has the authority to close a company on TalentAxis.

Closing a company means that all data belonging to the workspace will be permanently deleted, including but not limited to:

- The Company Owner's account.
- The accounts of all employees and members of the company.
- Candidate profiles and application data.
- Files, documents, and related data.
- System activity history.

Steps to Follow

11. Step 1: Log in with the Company Owner account.
12. Step 2: Go to Company → Company Information.
13. Step 3: On the General page, click Close Company.
14. Step 4: In the Close Company window, click Close Company to proceed.
15. Step 5: The system will send a confirmation email. Open the email and click the Close Company link.
16. Step 6: Select a reason for closing the company and enter your password to confirm the request.
17. Step 7: Once completed, the system will display a banner confirming the company has been scheduled for closure, along with the exact closure date and time.

Company Closure Waiting Period

- After confirmation, the company will continue to operate normally for 30 days.
- During this period, all users belonging to the company can still log in and use the system as normal.
- The Company Owner can cancel the closure request by going to Company → Company Information → General and selecting Cancel Closure.
- After the 30-day waiting period ends, the company and all related data will be permanently deleted and cannot be recovered.
- A notification email will be sent to the Company Owner and Company Admins.

Effect of Data Deletion

After the waiting period ends and the deletion process is carried out, the data will be permanently deleted from the TalentAxis system. Recovery of any deleted account, company, or data will no longer be possible.

(vii) Mechanism for Receiving and Resolving Consumer Complaints Related to Personal Information Being Used for Improper Purposes or Beyond the Notified Scope

- We are committed to keeping users' personal information confidential and using it only for the notified purpose. In the event that personal information is found to have been used for an improper purpose or beyond the notified scope within the company, the company will be held responsible in accordance with the law.

- In the event that our information system is attacked, creating a risk of user information loss, the Company will notify the competent authorities and users within 24 hours of detecting the incident.
- Upon discovering that their personal information has been used for an improper purpose or beyond the notified scope, users should immediately file 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 commits to responding to acknowledge receipt immediately or no later than within 24 working hours from the time the complaint is received. The processing and response time is 7 working days.

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

*** Process for Receiving Consumer Complaints Related to Personal Information Being Used for an Improper Purpose or Beyond the Notified Scope**

18. Step 1: All requests and complaints will be forwarded to the Management Board for receipt. The complaint content must clearly state: the complainant's information, the subject of the complaint, the details of the matter, and supporting evidence (if any).
19. Step 2: The Management Board and technical staff will verify and check the data and the content of the complaint.
20. Step 3: If the complaint is valid, the company will proceed to prevent and remedy the incident (deleting data, locking related accounts, stopping the violation) and respond to the complainant.
21. Step 4: The resolution result will be 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 it be reconsidered, the request for reconsideration will be accepted. The process repeats Steps 2, 3, and 4. At Step 4, if the consumer still does not agree with the resolution proposed by the Management Board, the complainant has the right to file a complaint or lawsuit with the competent state authority in accordance with the law.

22. Step 5: If necessary, the company will coordinate with the competent state management authority to thoroughly resolve the matter.