

## TALENTAXIS USER INFORMATION PRIVACY POLICY

TalentAxis is committed to fully protecting users' personal information in accordance with the Law on Cyberinformation Security, the Law on Electronic Transactions, and other relevant regulations. This Personal Information Protection Policy is specifically set out as follows:

### (i) Personal data you provide

- Customers:

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

- Prospective candidates:

For prospective candidates who have applied for job positions of enterprises, the types of personal data that you choose to provide to TalentAxis include but are not limited to: full name, email address, phone number, resume, cover letter, applied position, and work location.

### (ii) Purposes for which TalentAxis collects and uses information

- Service provision: To perform the service functions that you have registered for, including account management, candidate management and screening, and related features.
- Candidate selection and screening: To share your contact information so that candidates can connect more easily; schedule and send interview emails; screen and manage candidates' recruitment status; and store candidates' personal data for future consideration.
- To assign system access rights to individuals within the company according to roles and functions, such as administrators, recruiters, human resources staff, etc.
- To ensure information security and safety, and to limit access rights to functions and data appropriate to each user level.
- To provide customer support and care, including contacting users where necessary to resolve issues relating to accounts, services, or security.
- In addition, we may use your personal information for the following purposes:
- To improve the Website and Services, or for other internal business purposes such as detecting security incidents and fixing errors.

- To comply with legal obligations, within the scope of general business operations and for other business, compliance, and administrative purposes.
- To protect rights and interests: where necessary to investigate, prevent, or take action in relation to suspected, harmful, or illegal activities, fraud, potential threats to anyone's safety or to us, or violations of any agreement or this Policy.

**(iii) Information retention period**

- Your personal information will be retained for the duration of your use of TalentAxis services and for any legal or business purposes after you stop using the services. After an account is disabled or terminated, TalentAxis will retain information for a reasonable period for backup, archiving, and/or audit purposes in accordance with the law.
- In addition, if an account remains inactive for 180 consecutive days, we reserve the right to delete your account and related data.

**(iv) Persons or organizations that may access such information**

- Members have the right to check, update, adjust, or delete their personal information by logging into their accounts and editing their personal information, or by requesting TalentAxis to do so.
- Members have the right to lodge complaints with the Management Board of the TalentAxis e-commerce trading platform regarding any disclosure of personal information to third parties. Upon receiving such feedback, TalentAxis will verify the information, respond with the reason, and guide members on how to restore and secure their information.
- Email: [support@talentaxis.ai](mailto:support@talentaxis.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 secure. In the event of any security incident, we will notify you promptly and work to remedy the issue.
- We do not use, transfer, provide, or disclose members' personal information to any third party without the member's consent.

**(v) Address of the entity collecting and managing information**

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

**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: support@talentaxis.ai

**(vi)** Methods and tools for consumers to access and edit their personal data on the information collector's e-commerce system

Members may check, update, adjust, or delete their personal information by the following methods:

- Members may log into their accounts, go to the Company Information section, and edit their personal information.
- Members may contact the Management Board's support email and request that their personal information be edited. Email: support@talentaxis.ai
- Where necessary, TalentAxis may require password re-verification upon login to prevent unauthorized access to customers' personal information systems.

**(vii)** Mechanism for receiving and resolving consumer complaints relating to personal information being used for improper purposes or beyond the notified scope

- We are committed to maintaining the confidentiality of users' personal information and using it only for the purposes that have been notified. If personal information is found to have been used within the company for improper purposes or beyond the notified scope, the company shall be responsible in accordance with the law.
- In the event that our information system is attacked and poses a risk of loss of user information, the Company will notify the competent authorities and users within 24 hours after detecting the incident.
- Upon discovering that their personal information has been used for improper purposes or beyond the notified scope, users must immediately submit a complaint through one of the following methods:
  - Email: support@talentaxis.ai
  - Call the support hotline: 0766783968
  - Submit directly or by post to:
  - CVTOT JOINT STOCK COMPANY
  - Address: 20/5 Ha Thi Than Street, An Hai Ward, Da Nang City, Vietnam

The Management Board undertakes to respond to the receipt of a complaint immediately or no later than within 24 working hours from the time the complaint is received. The time limit for processing and responding with results is 7 working days.

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

\* Procedure for receiving consumer complaints relating to personal information being used for improper purposes or beyond the notified scope

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

The complaint must clearly state: information of the complainant, the subject of the complaint, the details of the incident, and supporting evidence, if any.

Step 2: The Management Board and technical team shall verify, inspect the data, and review the complaint content.

Step 3: If the complaint is valid, the company shall prevent and remedy the incident, including deleting data, locking related accounts, stopping the violating conduct, and responding to the complainant.

Step 4: The resolution result shall be notified to the user by email, phone, or written notice.

If the complainant agrees with the content and proposed resolution, the complaint receipt and resolution process shall end.

If the complainant does not agree with the proposed resolution and requests re-resolution, the re-resolution request shall be received. The process shall repeat 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 initiate legal proceedings with the competent state authority in accordance with the law.

Step 5: If necessary, the company shall coordinate with the competent state management authority to handle the matter thoroughly.