

# **Korea Privacy Policy**

## **(concerning Customer's Personal Information)**

### **(English Translation)**

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#### **1. General provisions**

Federal Express Korea LLC (Federal Express Korea Limited) (the “**Company**”) actively protect the personal information of customers (“**Customers**”) and comply with all relevant laws, including the Personal Information Protection Act etc. The Company's Privacy Policy contains the following information.

#### **2. Principles and methods of collecting personal information**

- (1) In order to provide services, the Company collects personal information necessary only for the following purposes and only to the extent permitted by law, through the website, phone, fax, email, written form, consultation, face-to-face application, or receipt from delegation companies. The items of personal information collected and the purpose of collection and use are set forth herein.:
- (2) In the event the purpose of processing personal information changes, we will take necessary measures, such as obtaining separate consent in accordance with Article 18 of the Personal Information Protection Act.
- (3) You have the right to refuse consent to the collection and use of personal information, and there is no disadvantage if you refuse the consent. However, if you refuse the consent to the mandatory consent items, you may not be able to use the service, or there may be restrictions on the provision of services that the Company offers, depending on the purpose of service use.

#### **3. Personal information collection items and the purpose of processing them**

The items of personal information collected by the Company and the purpose of use are as follows:

##### **(1) Provision of Service**

###### **A. Customer registration**

- Items to be collected - Individual Customers
  - **[Mandatory]:** contact person name (Korean, English), email, phone number (home/company, mobile phone), address (city, province, country, zip code)(“address”) (Korean, English), postal code, credit card information (card company name, card type, card number, expiration date), FedEx.com, TNT.com User ID (“User ID”), Customer account number
  - **[Optional]:** Company fax number

- Items to be collected – Corporate Customers
  - **[Mandatory]:** name of the person in charge (Korean, English), company email, company name (Korean, English), business registration number, phone number (company, mobile phone), CEO name, company address (Korean, English), postal code, credit card information (card company name, card type, card number, expiration date);(for those business customers who pay for the service with credit card), User ID, Customer account number
  - **[Optional]:** Company fax number
- Purpose of collection and use: user identification, age verification, Customer account number and User ID creation, service provision, notice related to shipment delivery and transportation tracking information, proof of delivery, etc.

#### B. Express shipment delivery/reservation

- Items to be collected - Individual Customers
  - **[Mandatory]:** Customer account number, Air Waybill number, name (sender, recipient), phone number (home/company, mobile phone) address, email, destination country
- Items to be collected - Corporate Customers
  - **[Mandatory]:** Customer number, Air Waybill number, name (sender, recipient), phone number (company, mobile phone) email, address, destination country
- Purpose of collection and use: user identification, cargo delivery, provision of additional services, payment and settlement of charges, billing, debt collection, notice related to shipment delivery /transportation tracking information, proof of delivery

#### C. Shipping and transportation information

- Items to be collected - Individual Customers
  - **[Mandatory]:** Customer account number, Air Waybill number, name (consultation client), name (sender, recipient), bill number, phone number (home/company, mobile phone), email, address
- Items to be collected - Corporate Customers
  - **[Mandatory]:** Customer account number, company name, Air Waybill number, name (consultation client), name (sender, recipient), bill number, phone number (company, mobile phone), email, address
- Purpose of collection and use: user identification, express shipment (import/export) reservation and notice related to delivery, transportation and delivery of express shipment, quotes, costs (fare, customs duty, tax, customs clearance fee), delivery of settlement notices

#### D. Additional transportation (quick) service (when requested by the user)

- Items to be collected **[Mandatory]:** Air Waybill number, name (recipient), phone number (home/company, mobile phone) address
- Purpose of collection and use: user identification, provision of shipment transportation service (by quick service), delivery of notices.

#### E. Customs clearance (import customs clearance)

- Items to be collected - Individual Customers
  - **[Mandatory]:** Personal customs clearance code or unique identification information (passport number or foreigner registration number) or date of birth (list clearance), name (recipient), address, mobile phone number, email, bank account information for a tax refund in case of cancellation (account holder, bank, account number)
- Items to be collected - Corporate Customers
  - **[Mandatory]:** busine customs clearance code, business registration number, name (recipient), address, mobile phone number, email, bank account information for a tax refund in case of cancellation (account holder, bank, account number)
- Purpose of collection and use: user identification, import shipment customs clearance, shipment delivery, customs payment, tax refund processing in case of refund or cancellation, delivery of notices.

#### F. Customs clearance (export customs clearance)

- Items to be collected **[Mandatory]**: name (sender, recipient), phone number (home/company, mobile phone), address, email, recipient passport number or tax number (if necessary for local customs import clearance procedures)
- Purpose of collection and use: customer identification, export shipment customs clearance, cargo delivery, cargo accident handling and compensation, delivery of notices

#### G. Transportation charge, additional service charge

- Items to be collected **[Mandatory]**: name (sender), Customer account number, Air Waybill number, address, email, phone number(home/company, mobile phone), account information for payment/cancellation/refund (credit card information, bank account information)
- Purpose of collection and use: customer identification, information and notification for fare and fee payment/cancellation/refund, issuance of bills, cash receipts, and tax invoices, credit information inquiry (inquiry of Customer default information to credit inquiry companies or credit information collection agencies in relation to maintaining the establishment of commercial transactions according to service provision)

#### H. Cash receipts

- Items to be collected **[Mandatory]**: Customer account number, Air Waybill number, name or company name, email, mobile phone, business registration number
- Items to be collected **[Optional]**: phone number(home/company)
- Purpose of collection and use: issuance of transaction evidence

#### I. Tax bill

- Items to be collected - Individual Customers
  - **[Mandatory]**: Customer account number, Air Waybill number or invoice number, email, national registration number (the national registration number is collected as mandated by Section 32(1) of Value-Added Tax Act)
  - **[Optional]** name, address, phone number (home/company, mobile phone)
- Items to be collected - Corporate Customers
  - **[Mandatory]**: Customer Account number, company name, business registration number, Air Waybill number or invoice number, email
  - **[Optional]**: company name, name of CEO, name of a person in charge, phone number (company, mobile phone), address, business category and item
- Purpose of collection and use: Imposition, reduction and collection of various taxes (such as value-added tax) and issuance of transaction evidence.

#### J. Accident handling

- Items to be collected **[Mandatory]**: Customer account number, name (consultation client), Air Waybill number, name (sender, recipient), phone number (home/company, mobile phone), email, address, bank account information (account holder, bank name, bank account number)
- Purpose of collection and use: user identification, shipment claim handling, checking transaction and delivery information, contact for fact-checking, fee payment/cancellation/refund processing, information on processing details

#### K. Customer inquiry (general consultation)

- Items to be collected - Individual Customers
  - **[Mandatory]**: name (Customer), mobile phone number
  - **[Optional]**: Customer account number, phone number (home/company), address, email, country (shipment destination)
- Items to be collected - Corporate Customers
  - **[Mandatory]**: company name, name (sender, recipient), phone number (company, mobile phone), address, email, country (shipment destination)
- Purpose of collection and use: user identification, shipment tracking information, guidance on processing quotes and consultations.

#### L. FedEx Customer Voice

- Items to be collected
  - **[Mandatory]:** name, email, phone number (home/company, mobile phone), country, type and content of inquiry
  - **[Optional]** company name, postal code, Air Waybill number
- Purpose of collection and use: identification of the Customer Voice user; handling of complaints, information on processing details

#### (2) Other

##### A. Participation in seminars and events

- Items to be collected
  - **[Mandatory]:** name, email, mobile phone number
  - **[Optional]:** Customer account number, address, business registration number, phone number (home/office), fax number
- Purpose of collection and use: invitations to seminars and events, My FedEx Rewards (MFR) promotion

##### B. Sending FedEx newsletters

- Items to be collected
  - **[Mandatory]:** email
  - **[Optional]:** mobile phone number
- Purpose of collection and use: notice and announcement related to service information, reception of advertisements for commercial purposes, provision of company news

##### C. Sending and managing rewards

- Items to be collected **[Mandatory]:** Customer account number, name (customer), mobile phone number, email, address
- Purpose of collection and use: event reward delivery.

##### D. Records automatically created during service use

- Items to be collected
  - **[Mandatory]:** service use time, service use record, fraudulent use record, login information (IP address)
  - **[Optional]:** cookies
- Purpose of collection and use: preservation of service use records, website analysis, statistical uses, usage information analysis, marketing, marketing research.

##### F. Items to be collected: Items stated in paragraph 1, paragraphs (2)(A), (2)(B), and 2(C) above

- Purpose of collection and use: Various events using phone, SMS, email, and mail, provision of product information, provision of service-related information and company news, invitations or ticket issuance related to events organized or sponsored by the company, provision of information on other useful services, conducting marketing-related events, market research, and consulting.

#### 4. Personal information processing and retention period

(1) Unless the Company has an obligation to preserve your personal information in accordance with relevant laws and regulations, each collected item in paragraphs 3.-(1) and 3.-(2) will be retained until you choose to withdraw your membership. However, information related to reservations and inquiries will be kept for a period of 3 years from the completion of the reservation or the processing of the inquiry, while automatically generated records will be retained and used for 2 years from their date of collection.

(2) On the other hand, if it is necessary to preserve personal information in accordance with relevant laws and regulations, such as the Customs Act, Framework Act on National Taxes, Commercial Act, Protection of Communications Secrets Act, the Act on Consumer Protection in Electronic Commerce, etc., and the Credit Information Use and Protection Act, the Company retains customer information for the period set by the relevant laws and regulations, in principle. In this case, the Company uses the information only for the purpose of preservation. The grounds for preservation, the items to be preserved, and the preservation period are as follows:

<b>Grounds for preservation</b>	<b>Items to be preserved</b>	<b>Preservation period</b>
Commercial Act	Commercial ledgers and material documents and slips related to business	10 years – material documents / 5 years - slips
Framework Act on National taxes, , Corporate Tax Act, Value- Added Tax Act, etc.	Ledgers, tax invoices or receipts, and supporting documents related to transactions	5 years
Customs Act	Records on the service provision of express import/export customs clearance	5 years
Act on Consumer Protection in Electronic Commerce, etc.	Records on contract or subscription withdrawal, etc.	5 years
Act on Consumer Protection in Electronic Commerce, etc.	Records on payment and supply of goods, etc.	5 years
Act on Consumer Protection in Electronic Commerce, etc.	Records on consumer complaints or dispute handling	3 years
Act on Consumer Protection in Electronic Commerce, etc.	Records on display or advertising	6 months
Credit Information Use and Protection Act	Records on the collection/processing and use of credit information	3 years
Protection of Communications Secrets Act	Service use records, cookies, login information (IP address)	2 years
Act on Promotion of Information and Communications Network Utilization and Information Protection	The fact of consent to receive advertisements for commercial purposes and the date of consent	When membership is withdrawn or consent is withdrawn

## **5. Destruction of personal information**

(1) The Company shall destroy the personal information without delay when the personal information becomes unnecessary, such as the expiration of the personal information retention period and the achievement of the purpose of processing.

(2) When destroying personal information, the company shall take measures to prevent it from being restored or reproduced, through economically reasonable and technically feasible methods, as follows:

- Electronic files in which personal information is recorded must be permanently deleted using irreversible technical methods.
- In addition, in the case of records, printed materials, written materials, and other recording media, they should be shredded or incinerated.

(3) The Company selects the personal information that requires destruction and destroys the personal information with the approval of the company's personal information protection manager. If the processing/retention period of personal information has expired, but personal information is kept for reasons such as those in Paragraph 4, Subparagraph 1 above, the personal information and personal information files should be stored and managed separately from other personal information to the extent technically possible.

**6. Provision of personal information to third parties (domestic)**

The Company may provide all or part of the following customer information to third parties in the course of transactions with the Customer. In addition, if provided in accordance with the relevant laws, personal information may be provided without the Customer's separate consent. The current delegation status of the processing of personal information for persons located abroad is as in Paragraph 8.

<b>Recipient (contact information)</b>	<b>Purpose of using the personal information of the recipient</b>	<b>Items of personal information provided</b>	<b>Personal information retention and use period of the recipient</b>
National Tax Service (126)	Imposition, reduction, and collection of various taxes, such as value- added tax	<p>(For both corporate customers and individual customers) the tracking number or shipment bill number, name, e-mail address, phone number (home/company, mobile phone)</p> <p>(Individual customer) Resident registration number (The resident registration number is collected and used only when necessary pursuant to the law. Value-added Tax Act Article 32 Paragraph 1))</p> <p>(Corporate customers) Name of representative or business, business registration number, business type, category,</p>	Until the legal retention period

		item	
Korea Customs Service (1577-8577)	Customs charge and collection, and cargo management	Personal or corporate customs clearance code (however, if there is no customs clearance or it has not been submitted, an alien registration number or passport number is provided in lieu pursuant to paragraph 4), date of birth, name (recipient), address, phone number(home/company , mobile phone), e-mail, bank account information in case of a duty drawback when there is a breach of contract (account holder name, bank name, account number)	Same as above

## 7. Delegation status of personal information processing (domestic)

In order to provide smooth and efficient service, personal information processing tasks are delegated as follows: The current delegation status of the processing of personal information for persons located abroad is as in Paragraph 8.

### (1) Delegation of processing of general personal information

Contents of delegated works	Contracted company	Delegation period
Customs clearance service	Star Customs Broker Company, Wooil Customs Clearance Service Co.	Until the end of the delegation contract
Printing and sending customer invoices	Postopia Co., Ltd	Until the end of the delegation contract
Debt collection	NICE Credit Information Service Co., Ltd.	Until the end of the delegation contract

Credit assessment for the purpose of maintaining and establishing transactional relationships (checking default information)	NICE Information Co., Ltd.	Until the end of the delegation contract
Provision of electronic financial transaction services (credit card payment, etc.)	Korea Payment Networks Ltd	Until the end of the delegation contract
Dangerous goods packaging	DGR Service Co., Ltd.	Until the end of the delegation contract
Convenience store cargo delivery and information service	7-Eleven, GS Retail	Until the end of the delegation contract
Quick service	BC Top Co., Ltd., MyungSung Quick, Daemyung Quick Service	Until the end of the delegation contract

(2) Delegation for marketing purposes

Contents of delegated works (change)	Delegatee	Delegation period
Direct mail (DM)/email DM management	Anyffice Ltd.	Until the end of the delegation contract
Marketing-related event management	Humming IMC Co., Ltd., KODMA Inc. ACOZ Co., Ltd.	Until the end of the delegation contract
Mobile message delivery service	SureM, Happy Talk	Until the end of the delegation contract
Market research, consulting	Kantar Korea	Until the end of the delegation contract

**(3) Management and supervision of trustee**

In accordance with Article 26 of the Personal Information Protection Act, when concluding a delegation contract, the Company specifies the prohibition of the processing of personal information for purposes other than for delegated services, technical and administrative protection measures, restrictions on re-delegation, management and supervision of the trustee, and matters related to liability such as compensation for damages, etc. in a document such as a contract, and supervises whether the trustee handles personal information safely. When concluding the delegation contract with the trustee, the Company will make reasonable efforts to ensure that the trustee complies with laws and regulations related to personal information protection in the contract.



## **8. Overseas transfer of collected personal information (delegation of personal information processing to a foreign third party)**

The Company may provide personal information to overseas third parties as described in Paragraph (1) below only when necessary, such as overseas delivery and customer management.

In addition, the Company may delegate the processing of the Customer's personal information to an external professional company as described in Paragraph (2) below only when necessary, such as providing company services, and promotion and marketing. The trustee entrusted with the processing of personal information shall manage the information according to the purpose of delegation. If the contents of the delegated works or the trustee are changed, the change will be notified in a timely manner through this Privacy Policy or individually notified by email, written notice, telephone, SMS, etc.

### **(1) Provision of personal information to third parties (overseas)**

**Recipient (contact information):** Federal Express Corporation headquarters and affiliates in each country (<https://www.fedex.com/en-us/trust-center.html>) (dataprivacy@fedex.com)

**Country where the recipient is located:** US ( 942 South Shady Grove Road, Memphis, Tennessee 38120,US) For affiliates in other countries and contact point, please check ((<https://www.fedex.com/global/choose-location.html?location=home> for a list of recipients, countries, and contact information)

**Purpose of using the personal information of recipients:** overseas delivery and customer management

**Items of personal information to be transferred:** name (Korean, English), company name, phone number (home/company, mobile phone), fax number, address, Customer account number, business registration number, invoice/Air Waybill number (including related information), email, credit card information (card company name, card type, card number, expiry date, installment information), bank account number, User ID, name of CEO, (Korean, English)

**Timing and method of transfer of personal information:** if necessary, from time to time through an information and communication network

**Retention and use period of personal information of recipients:** Up to 3 years from the last use of the service (when delivery is completed in the case of delivery information)

### **(2) Delegation of the processing of personal information (overseas)**

The Company re-entrusts the following personal information processing tasks to external third-party companies through the Federal Express Corporation headquarters and affiliates in each country. If there are changes to the subcontracted trustee or the details of the re-entrusted work, we will notify you through this processing policy.

All or part of the personal information collected by the Company may be transferred to overseas affiliates or overseas trustee listed below for delegation management in order to provide services and enhance customer convenience. In accordance with Article 26 of the Personal Information Protection Act, when concluding the delegation contract, the Company specifies the prohibition of the processing of personal information for purposes other than for delegated works, technical and administrative protection measures, restrictions on re-delegation, management, and supervision of the trustees, and matters related to liability, such as compensation for damages, etc. in a document such as a contract, and supervises whether the trustee manages the personal information safely. When concluding the delegation contract with the trustees, the Company will make reasonable efforts to ensure that the trustees complies with laws and regulations related to personal information protection in the contract.

**Trustee (contact information):** Federal Express Corporation headquarters and affiliates in each country (<https://www.fedex.com/en-us/trust-center.html>) (dataprivacy@fedex.com)

**Country where the trustee is located:** US (942 South Shady Grove Road, Memphis, Tennessee 38120,US). For affiliates in other countries and contact point, please check

((<https://www.fedex.com/global/choose-location.html?location=home> for a list of recipients, countries,

and contact information)

**Purpose of using the personal information:** Complaint handling, inquiry handling, fee payment (including invoices and bills), and processing of customer numbers (for accounting and billing purposes), management of marketing and related events, and market research

**Items of personal information to be transferred:** name (Korean, English), company name, phone number (home/company, mobile phone), fax number, address, Customer account number, business registration number, invoice/Air Waybill number (including related information), email, credit card information (card company name, card type, card number, expiry date, installment information), bank account number, User ID, name of CEO, (Korean, English)

**Timing and method of transfer of personal information:** if necessary, from time to time through an information and communication network

**Retention and use period of personal information of recipients:** until termination of delegation contract

**Subcontracted trustee (Contact):** CapGemini ([dpocapgemini.global@capgemini.com](mailto:dpocapgemini.global@capgemini.com))

**Countries where the subcontracted trustee is located:**

- China (28F, SML Center, No. 610, Xujiahui Road, Shanghai 200025, China)
- India (No. 14, Rajiv Gandhi Infotech Park, Hinjawadi Phase-III, MIDC-SEZ, Village Man, Taluka Mulshi, Pune-411 057, Maharashtra, India)

**Delegated works:** complaint handling, inquiry handling, fee payment (including invoices and bills)

**Purpose of use by the person to whom personal information is transferred:** performance of delegated works

**Items of personal information to be transferred:** name (Korean, English), company name, phone number (home/company, mobile phone), fax number, address, postal code, Customer account number, business registration number, invoice/Air Waybill number(including related information),, email address, card information (payment amount, credit card company, credit card type, credit card number, expiry date, installment information).

**Timing and method of transfer of personal information:** if necessary, from time to time through an information and communication network

**Retention and use period of personal information of transferee:** until termination of redelegation contract

**Subcontracted trustee (contact):** Accenture ([dataprivacyofficer@accenture.com](mailto:dataprivacyofficer@accenture.com))

**Countries where the subcontracted trustee is located:**

- China (21F West Tower, World Financial Center, No.1 East 3rd Ring Middle Road, Chaoyang District, Beijing, 100020, China)
- India (Prestige Technopolis, 1/8, Dr.MH Maregowda Road, Audugodi, Bengaluru, Karnataka, 560029, India)

**Delegated works:** processing of Customer numbers (for accounting and billing purposes)

**Purpose of use by the person to whom personal information is transferred:** performance of delegated works

**Items of personal information to be transferred:** name (Korean, English), company name, phone number (home/company, mobile phone), fax number (company, home), address, bank account number, User ID, Customer account number, business registration number, name of CEO, name of a person in charge (Korean, English), fax number, email address

**Timing and method of transfer of personal information:** if necessary, from time to time through an information and communication network

**Retention and use period of personal information of transferee:** until termination of redelegation contract

**Subcontracted trustee (contact):** Epsilon Data Management, LLC  
(<https://www.epsilon.com/us/consumer-information>)

**Countries where the subcontracted trustee is located:** US (4401 Regent Boulevard, Irving, Texas 75063-2404, US)

**Delegated work:** management of marketing-related events

**Purpose of use by the person to whom personal information is transferred:** performance of

delegated works

**Items of personal information to be transferred:** Name(Korean, English), company name, phone number(home/company, mobile phone), address, email address, Customer account number

**Timing and method of transfer of personal information:** if necessary, from time to time through an information and communication network

**Retention and use period of personal information of transferee:** until termination of redelegation contract

**Subcontracted trustee (contact):** Salesforce.com Inc. ([dszola@salesforce.com](mailto:dszola@salesforce.com))

**Countries where the subcontracted trustee is located:** US (Salesforce Tower, 415 Mission Street, 3rd Floor, San Francisco, CA 94105, US)

**Delegated work:** management of marketing-related events

**Purpose of use by the person to whom personal information is transferred:** performance of delegated works

**Items of personal information to be transferred:** Name(Korean, English), company name, phone number(home/company, mobile phone), address, email address, Customer account number

**Timing and method of transfer of personal information:** if necessary, from time to time through an information and communication network

**Retention and use period of personal information of transferee:** until termination of redelegation contract

**Subcontracted trustee (contact):** Carlton One Engagement Corporation ([privacy@carltonone.com](mailto:privacy@carltonone.com))

**Countries where the subcontracted trustee is located:** Canada (60 Columbia Way, 9th Floor, Markham, ON L3R 0C9, Canada))

**Delegated work:** management of marketing-related events

**Purpose of use by the person to whom personal information is transferred:** performance of delegated works

**Items of personal information to be transferred:** Name(Korean, English), company name, phone number(home/company, mobile phone), address, email address, Customer account number

**Timing and method of transfer of personal information:** if necessary, from time to time through an information and communication network

**Retention and use period of personal information of transferee:** until termination of redelegation contract

**Subcontracted trustee (contact):** Publicis Worldwide (Hong Kong) Limited trading as Epsilon Hong Kong ([DPOfficer@epsilon.com](mailto:DPOfficer@epsilon.com))

**Countries where the subcontracted trustee is located:** Hong Kong (Suites 3301-4, 33rd Floor, AIA Kowloon Tower, 100 How Ming Street, Kwun Tong, Kowloon, Hong Kong SAR China)

**Delegated work:** management of marketing-related events

**Purpose of use by the person to whom personal information is transferred:** performance of delegated works

**Items of personal information to be transferred:** Name(Korean, English), company name, phone number(home/company, mobile phone), address, email address, Customer account number

**Timing and method of transfer of personal information:** if necessary, from time to time through an information and communication network

**Retention and use period of personal information of transferee:** until termination of redelegation contract

You may refuse the provision of general personal information as stated above to oversee third party. In case you refuse to agree, you may contact our customer service center (02-3496-7777). However, in case you refuse to agree, we may not be able to conclude or maintain a contract and receive the benefits provided by the Company.

## 9. Customer rights and obligations and how to exercise them

(1) As a subject of information, a Customer may request (i) access to their personal information, (ii) correction or deletion of their personal information, and (iii) suspension of processing of their personal

information. The legal representative of a child under the age of 14 may make the above request on behalf of the child.

(2) The exercise of rights can be done by a Customer in accordance with Article 41, Paragraph 1 of the Enforcement Decree of the Personal Information Protection Act, through written communication, email, facsimile (FAX), and the company will promptly take action on this.

(3) The exercise of rights can also be carried out through a legal representative of a Customer or a delegated person. In this case, you must submit a power of attorney in accordance with the format in Attachment 11 of the Enforcement Rule on the Methods of Personal Information Processing.

(4) Requests for viewing personal information and requesting a halt to processing may be limited in accordance with Article 35, Paragraph 4 and Article 37, Paragraph 2 of the Personal Information Protection Act.

(5) Requests for correction and deletion of personal information may not be possible when such information is specified as subject to collection by other laws.

(6) When receiving the above requests, the Company verifies whether the request was made by the Customer themselves or their legitimate representative. The Company may reject the request if there is a reason prescribed by law or a legitimate reason equivalent thereto.

## **10. Measures to ensure the safety of personal information**

### **(1) Administrative measures to protect personal information**

- (a) The Company appoints a Chief Privacy Officer (CPO) for the lawful processing of personal information, and establishes and implements an internal management plan for this purpose.
- (b) The Company establishes and implements a personal information protection training plan for its employees and trustees who directly process personal information.
- (c) The Company conducts regular self-audits to check the protection of personal information according to the internal management plan.

### **(2) Technical measures to protect personal information**

- (a) The Company controls access to personal information, and restricts and manages access rights.
- (b) The Company records the management of access rights to personal information and keeps the records for a certain period of time.
- (c) The Company installs and operates an intrusion prevention system to block unauthorized access to personal information. In addition, it applies secure access methods such as virtual private networks (VPNs) to control external access.
- (d) The Company establishes and applies password creation rules so that Customers can set and use safe passwords. If the Customer has set a password to access certain parts of the Company's website, the Customer is responsible for keeping the password confidential and not disclosing it to others.
- (e) The Company takes encryption measures required by relevant laws and regulations when sending, receiving and storing personal information, including sensitive information and unique identification information.
- (f) The Company installs programs for fixing security vulnerabilities of software, such as operating systems, and periodically updates them.
- (g) The Company keeps the access records of the personal information processing system safe for a period of time.

### **(3) Physical measures to protect personal information**

The Company implements measures to prevent physical access, such as access control and locking devices, for the safe storage of personal information in the form of documents.

## **11. Links to other websites**

The Company may provide links to other websites that are not controlled by the Company. The Company

assumes no responsibility for such websites. If the Customer leaves the company website, the Company is not responsible for the protection and privacy of the information provided by the Customer. The Customer should carefully review the privacy regulations applicable to those websites. When a link is provided, we will make every reasonable effort to inform the Customer that they are going from our website to another site.

## 12. Installation, Operation, and Refusal of Devices Automatically Collecting Personal Information

(1) The Company uses cookies for certain websites of the Company, including but not limited to session cookies, persistent cookies, and web beacons. Cookies are files that store information about a Customer visiting the Company's website on the computer used by them, and inform the Company of the information. Cookies allow the Company to better understand the Customer's website preferences, tailor the website to their preferences, and measure website usage.

(2) When a Customer accesses the Company website, the Company analyzes the frequency of access or visit time, tracks the Customer's traces, identifies event participation information and the number of visits, and uses cookies to provide targeted marketing or personalized services.

(3) Customers have the option to allow cookies or not. Customers can adjust their browser settings to accept all cookies, receive notifications when cookies are downloaded, or refuse all cookies. However, if a Customer refuses to allow cookies, there may be difficulties in using services.

(4) Examples of allowing/rejecting cookies

- Internet Explorer (in the case of Internet Explorer 11 for Windows 10): In Internet Explorer, select the Tools button, then select Internet Options. Select the Personal Information tab, select Advanced under Settings, then select Block or Allow Cookies

- Chrome: In Chrome, click the : button (Chrome customization and control) in the upper right corner, then click Settings. - Click Show Advanced Settings at the bottom of the Settings page and click Content Settings in the Personal Information section. - In the Cookies section, select the check box for blocking third-party cookies and site data

## 13. Matters Regarding the Collection, Use, and Refusal of Behavioral Information

(1) The Company collects and uses behavioral information to provide customers with optimized personalized services, benefits, online personalized advertisements, and the like during the service usage process.

(2) The Company collects behavioral information as follows:

Items of collected behavioral information	Method of collecting behavioral information	Purpose of collecting behavioral information	Retention, use period, and subsequent information processing method
User's service usage timestamp, service usage records, records of improper use, login information (IP address).	Automatically collected when users visit/run the website and app.	Preservation of service usage records, website performance analysis, statistical analysis of user usage, usage information analysis, marketing research.	Destruction after 2 years from the date of collection.

## 14. Additional Use and Provision

(1) In accordance with Article 15, Paragraph 3, and Article 17, Paragraph 4 of the Personal Information Protection Act, the Company may use and provide personal information without the Customer's consent,

considering the matters specified in Article 14-2 of the Enforcement Decree of the Personal Information Protection Act.

(2) Accordingly, the Company has considered the following matters in order to use and provide personal information without the Customer's consent:

- Whether the additional use or provision of personal information is relevant to the original collection purpose.
- Whether there is predictability in the additional use or provision of personal information, based on the circumstances of collection or processing practices of personal information.
- Whether the additional use or provision of personal information unduly infringes upon the customer's interests.
- Whether measures necessary for ensuring security, such as pseudonymization or encryption, have been taken.

### **15. Remedies for infringement of rights**

Customers can apply for dispute resolution or consultation with the Personal Information Dispute Mediation Committee and the Korea Internet & Security Agency in order to receive relief from personal information infringement.

In addition, for reporting and consultation of other personal information infringement, contact the Personal Information Dispute Mediation Committee, Information Protection Mark Certification Committee, Advanced Crime Investigation Division of the Supreme Prosecutors' Office, or Cyber Terror Response Center of the National Police Agency.

1) Personal Information Dispute Mediation Committee: (without area code) 1833-6972

([www.kopico.go.kr](http://www.kopico.go.kr))

(2) Personal Information Infringement Report Center: (without area code) 118 ([privacy.kisa.or.kr](http://privacy.kisa.or.kr))

(3) Supreme Prosecutors' Office: (without area code) 1301 ([www.spo.go.kr](http://www.spo.go.kr))

(4) National Police Agency: (without area code) 182 ([ecrm.cyber.go.kr](http://ecrm.cyber.go.kr))

### **16. Personal information protection and customer complaint handling department**

The Company's customer service department listens to Customers' opinions on personal information protection and handles complaints related to personal information. The national manager of the customer service department is designated as the responsible person. Customers can report all complaints related to personal information protection that occur while using the Company's services to the person in charge of handling inquiries and complaints related to customer personal information below or to the customer service department.

Personal Information Protection Officer (Privacy Officer)

Name: Seung Woo Hong

Director, Korea Customer Service Team

Phone: 02-3496-7777

Email: [krctl@fedex.com](mailto:krctl@fedex.com)

Personal Information Protection Manager (Privacy Manager)

Manager, Korea Customer Service Team

Phone: 02-3496-7777

Email: [krctl@fedex.com](mailto:krctl@fedex.com)

### **15. Amendments to this Privacy Policy**

If the Company revises this Privacy Policy, it will notify the contents of the revision and the time of enforcement through this website in a timely manner.

Privacy Policy enforcement date: March 15, 2024

Privacy Policy change notice date: March 13, 2024

Privacy Policy enforcement date: December 5, 2023  
Privacy Policy change notice date: November 3, 2023

Privacy Policy enforcement date: May 4, 2023  
Privacy Policy change notice date: April 26, 2023

Privacy Policy enforcement date: September 7, 2021  
Privacy Policy change notice data: August 31, 2021

Privacy Policy enforcement date: May 18, 2018  
Privacy Policy change notice date: May 11, 2018