

# Ping An Privacy Protection Statement

In the era of big data, privacy protection has become particularly important in establishing and protecting corporate reputation and gaining customer trust. As a responsible financial technology group, Ping An has deemed privacy protection as the top priority of data governance. In compliance with relevant national laws and regulations, Ping An has formulated a series of regulations, such as the Information Security Standards - Privacy, Business Secrets Protection Management, Data Management Regulations, Data Cooperation Management Regulations, which are applicable to all corporate, subsidiary, and departmental employees, as well as any third-party affiliates associated with the relevant information. These documents not only defined customer information privacy, but also regulated the collection, usage, and protection of the information to avoid privacy violations.

## ■ Principles of Personal Information Protection

Ping An's business is based on mutual trust with customers. In order to protect all information provided by customers, Ping An adopted the following principles for the protection of personal information:

1. The scope of information collected by Ping An products and services is limited to those materials considered as necessary to understand the financial and business needs of customers.
2. Ping An will keep customer information strictly confidential and will not disclose information to any external agency except in the following conditions:
  - Disclosure with the prior consent from the customer;
  - Disclosure in accordance with the requirements of laws and regulations;
  - Disclosure at the request of a government department or other agencies;
  - Disclosure at the request of Ping An's higher-level supervisory board.
3. Ping An is committed to ensure the accuracy and timeliness of customer information.

## ■ Personal Information Management

### - Information Security Management Commitment

Security is the primary concern for Ping An. To achieve data security commitment, Ping An adopted various security technologies and management systems to ensure that customers' personal information will not be leaked, damaged, misused, inappropriately altered, inappropriately accessed or disclosed. Ping An is in compliance with all regulatory requirements regarding the protection of personal information.

### - Principles of Information Collection

Abiding by the principles of legal, justifiable purpose, and essential purpose, Ping An openly

This policy is proprietary to Ping An.

Any person or organization may not reprint, reproduce or use in any other forms without permission.

collects relevant information. It makes the rules of data collection and purpose known to public and ensures that the consent and authorization of customers have been obtained through signing the agreement. Personal information authorized by customers and the information generated by the service will only be used for the purposes permitted by the agreement with and consent of the customer.

#### **- External Use of Personal Information**

Ping An and partners will keep customer information strictly confidential and will not share or transfer personal information to third parties. If this situation exists, Ping An will inform customers of the purpose, the type of data and obtain authorization before the action. Ping An will accurately record the use and storage of such information and help customers to understand the process.

### **Modification and Access**

#### **- Any customer has the right to:**

- Ask Ping An to confirm whether we hold his or her information and request to review such data;
- Request Ping An to correct any inaccurate personal information;
- Scrutinize Ping An our information policies and practices.

Ping An's products and services provide modification, communication and complaint channels regarding privacy contents. Individuals can question and manage personal information at any time. Any changes to privacy and consent policies will be promptly notified to the customer and the appropriate consent will be obtained.

### **Personal Information Protection for Minors**

Ping An attaches great importance to the protection of personal information of minors. For clients under the age of 14, written consent of their parent or legal guardian should be obtained before using Ping An's products and services. Ping An protects the confidentiality and security of personal information of minors in accordance with relevant national laws and regulations.

Ping An respects and protects the privacy rights of all customers, and strictly implements internal regulatory documents based on applicable situations. Ping An will promptly revise the privacy protection regulations according to national law and regulation updates, undertake corporate social responsibility and achieve sustainable development.