

## PRIVACY POLICY

### - Purpose and scope of information collection:

Didiket.vn Website Administration Board requires users to provide basic information when registering for membership on the Website. The collection of personal information is used for service use and to support the resolution of member rights when disputes arise. In addition, we may also use user data to send our advertisements. If users do not want to receive advertising information from the parent company, users can send a message to refuse to send to the Website Administration Board .

+ Collection scope:

For Event Organizers: For Event Organizers, in case they want to register an account and open a booth to introduce the event and sell tickets online on the Didiket.vn E-commerce Platform , when registering for the service, the personal information that Didiket.vn collects includes :

- User name
- Password (your choice)
- Organization name
- Address
- Phone
- E-mail
- Business license number, date of issue, place of issue

For Event Participants (Event Attendees):

When registering an account on Didiket.vn, the personal information we collect includes:

- Full name
- Password (your choice)
- Email
- Phone number (if available)
- Date of birth
- Nationality
- CCCD/Passport

### - Scope of information use:

Didiket.vn has the right to use the information provided by users to:

- + Issue electronic tickets according to customer's online order request .
- + Provide information regarding events /tickets , benefits, new offers/promotions or other correspondence.
- + Process orders and provide services and information via the Didiket.vn website at your request.
- + Detect and prevent fraudulent activities .
- + Contact, support communication and resolve with Customers in special cases.
- + Conduct market research and survey activities;

+ When a member commits acts that harm other members or third parties, the Website Administration will use that member's personal information as a basis to support dispute resolution, troubleshooting, etc.

**- Third parties with access to Customer's personal information:**

Didiket.vn commits not to share customer information with any other company except in special cases where it is absolutely necessary as follows :

+ Provide information to companies and third parties directly involved in processing users' online orders.

+ When required by law enforcement agencies.

+ Market research and analysis reports: Absolutely not provided to third parties, detailed information will be hidden and only used for statistical work .

+ Exchange information with third parties who are partners, Didiket.vn's exact Affiliated Warehouses: Didiket.vn can transfer Customer Information to Affiliated Warehouses for data analysis, marketing and customer service support; or exchange with third parties for the purpose of fraud prevention and credit risk reduction .

In addition to the above cases, Didiket.vn will specifically notify customers when it must disclose Customer Information to a third party. In this case, Didiket.vn commits to only disclose Customer Information with the customer's consent.

**- Information storage time:**

+ Customer information, as well as exchanges between customers and Didiket.vn are all stored and secured by Didiket.vn system.

+ Information will be stored from the time the customer provides it on Didiket.vn's system and will not be lost (permanently stored). Didiket.vn will only delete this data if the customer requests it or violates the regulations on posting event information on the Didiket.vn e-commerce platform.

+ Didiket.vn has appropriate technical and security measures to prevent unauthorized access and use of customer information .

**- Address of the unit collecting and managing personal information :**

*Unit name:* DIDIKET COMPANY LIMITED

*Tax code:* 0318600337

*Head office:* No. 83 Than Van Nhiep, An Phu Ward, Thu Duc City, Ho Chi Minh City, Vietnam

*Hotline:* 028 6273 1908

*Email:* didiket.kt@gmail.com

**- Means and tools for users to access and edit their personal data :**

If customers want to change or update previously provided information, there are 2 ways:

+ Method 1: Contact the company's customer service hotline: 028 6273 1908. Customers provide the correct old information for verification and are granted editing rights. New information will be updated on the information system.

+ Method 2: Go to the registration system, log in, then update your personal information and receive feedback on information correction via Email .

**- Commitment to protect customer personal information**

Personal information of users on Didiket.vn is committed to confidentiality according to the personal information protection policy. Collection and use of user information is only done with the consent of the user, except in cases where the law provides otherwise or there is another agreement. We commit that:

- Do not use, transfer, provide or disclose to any third party any personal information of the user without the user's consent for personal gain .
- In case the server storing information is hacked, leading to the loss of members' personal data, Didiket.vn will be responsible for reporting the incident to the authorities for timely investigation and notification to the users .
- We require individuals to provide complete relevant personal information when registering for an account and using services on Didiket.vn and be responsible for the accuracy, legality and updating of the above information. The company is not responsible for and will not resolve any complaints related to the rights of users if it is determined that the personal information provided by that user is inaccurate .
- Didiket.vn will not be responsible in case personal information is leaked due to technical errors, transmission errors, software errors or other errors not caused by the company.

*The application establishes a system to protect users' personal information through the following forms:*

1. Set up a firewall system to prevent all forms of cyber attacks.
2. The company's technical team and staff are constantly on duty to monitor all activities of the website. Ensure that all attacks from all sides are detected promptly and preventive measures are taken.
3. Personal information and private information of users will be stored according to the Company's regulations and strictly secured according to the provisions of law .

**- Mechanism for receiving and resolving consumer complaints related to personal information being used for purposes other than those notified:**

When consumers discover that their personal information on Didiket.vn is being used for the wrong purpose or beyond the scope of information use, consumers can send complaints to DIDIKET COMPANY LIMITED in the following ways :

- Call hotline: 028 6273 1908
- Send complaint email to: didiket.kt@gmail.com
- Send a written complaint by post or send it directly to the company headquarters, address: No. 83 Than Van Nhiep, An Phu Ward, Thu Duc City, Ho Chi Minh City, Vietnam .

The time limit for the Company to handle complaints related to customer personal information is 05 working days from the date of receiving the Customer's complaint.

In all cases, Didiket.vn promotes negotiation and reconciliation with Customers to agree and propose solutions to resolve and handle complaints .

In case the two parties do not reach the desired agreement leading to unsuccessful negotiation and mediation, either party has the right to bring the case to a competent people's court for settlement in accordance with the provisions of law.