

# Privacy Policy

Intertek Korea (hereinafter "Intertek") values personal information of customers, keeping relevant regulations on the "Personal Information Protection Act and Information Communications Network Act", and has enacted and observed Privacy Policy as below.

[Information Communications Network Act](#) [Personal Information Protection Act](#) [OECD Guidelines \(English\)](#)

Privacy Policy may change according to enactment/revision of laws, changes in government policies and internal policy of "Intertek", and will be announced through the homepage of Intertek.

## **Article 1. Purpose of Collection and Use of Personal Information**

## **Article 2. Collection Method and Items of Personal Information**

## **Article 3. Retention, Period of Use and Destruction of Personal Information**

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## **Article 1. Purpose of Collection and Use of Personal Information**

"Intertek" collects personal information within the minimum necessary range for providing satisfactory service, and does not use for purposes other than the above.

- 1) Identification for providing service, counselling, contract, sending test reports, payment and business related to collection and calculation
- 2) Customer management and handling of civil complaints
- 3) News of Intertek, introduction of new services, event information and survey for marketing

## **Article 2. Collection Method and Items of Personal Information**





"Intertek" collects the following personal information for providing service and management of customers.

1) Method of collection

- Making enquiries on the homepage, written form, email, telephone, fax, name card

2) Collected items of personal information

- Required: Name, Address, Telephone Number (Home/Office or Mobile), Email
- Optional: Information related to service request (Company name, Position and Business-related information)

### **Article 3. Retention, Period of Use and Destruction of Personal Information**

1) "Intertek" retains and uses personal information until the purpose of consent for collection and use of personal information is achieved from the time it collects personal information. In case there is a duty to retain in accordance with regulations on the relevant regulations such as the Commercial Law etc., however, the company keeps personal information.

※ Related record and retention period

- Important data related to business: 10 years
- Data related to service request and accounting: 5 years

2) Destruction process and method

"Intertek" destroys personal information without delay after the purpose of collection and use of personal information is achieved.

- Destruction process

To provide a better service, "Intertek" transfers the minimum personal information to a separate DB (papers are stored in a filing cabinet) in case there is a need to preserve in accordance with regulations on the relevant regulations and internal policy for a certain period of time before it destroys such information, and does not use the information for other purposes.

- Destruction method

Personal information printed on the paper is shredded in a paper shredder, and personal information stored as a form of electronic file is permanently deleted.

### **Article 4. Offering of Personal Information to a Third Party**

1) Except as otherwise agreed by customers or regulations on the relevant regulations, "Intertek" does not use or provide personal information of customers to others, other companies and organizations exceeding the scope notified in the "Article 1. Purpose of



Collection and Use of Personal Information". For the following cases, however, "Intertek" may provide personal information by paying special attention.

– In case rights and obligations of service provider such as disposal, M&A etc., are completely succeeded or transferred, "Intertek" will notify details of justifiable cause and procedure on its homepage in advance.

2) For the following cases, "Intertek" may provide personal information without consent of customers in accordance with regulations in the relevant regulations.

– In case investigative agency asks pursuant to relevant regulations, or in accordance with procedure and method stipulated in the laws for the purpose of investigation

– In case of providing personal information by processing to a form unable to identify specific individual for compilation of statistics, academic research or market survey

### **Article 5. Consignment of Personal Information**

"Intertek" does not consign information of customers to outside agencies without consent of customers. In case of need for business in the future, "Intertek" will notify customers of subject of consignment and details of consigned business, and receive advance consent as necessary. In case of concluding a consignment contract, "Intertek" will document followings in accordance with Article 25 of the Personal Information Protection Act and supervise consignee to handle personal information in a safe way.

- Matters on prohibition on the handling of personal information for purposes other than performance of consigned business
- Matters on the managerial and technical protective measures for personal information
- Purpose and scope of consigned business on safety management of personal information
- Limit on re-consignment
- Measures to secure safety of personal information
- Liability of compensation for damages etc.

### **Article 6. Operation of Automatic Personal Information Collection Device**

"Intertek" does not operate a device that collects personal information automatically using cookies while customers access homepage.

### **Article 7. Rights and Obligations of Principals of Information, and Method of Exercise**

1) Principals of information are entitled to request inquiry/correction/withdrawal of consent for registered personal information at any time. If a principal of information contacts



personal information management department of "Intertek" in writing or by telephone or email, "Intertek" will take measures without delay.

2) In case a principal of information asked for correction of errors in personal information, "Intertek" will not use or provide such personal information until it completes correction.

3) "Intertek" handles personal information which was cancelled or deleted by the request of principals of information in accordance with regulations in the "Period of Retention and Use of Personal Information", and keeps such personal information from being used for other purposes.

4) For protection of personal information of minors, a legal representative of children under 14 has a right to inquire, ask for correction or withdrawal consent for establishment and use of personal information of children.

### **Article 8. Measures to Secure Safety for Protection of Personal Information**

In handling personal information of customers, "Intertek" are taking technical, managerial and physical measures for securing safety to keep personal information from loss, theft, leakage, falsification or damage of personal information.

1) Technical measures: Management of access to personal information handling system, installation of access control system, encryption of unique identifying information, installation and operation of security programs

2) Managerial measures: Establishment and implementation of internal management plan, periodical staff education

3) Physical measures: Control of access to server room and archive room

### **Article 9. Report of Infringement of Personal Information, and Mediation of Conflict**

If you want to report or need counselling about infringement of personal information, please make enquiries to the following institutions.

– KISA Civil Service Center (<https://privacy.kisa.or.kr> / 118 without area code)

– Personal Information Dispute Mediation Committee (<https://www.kopico.go.kr> / 1833-6972)

– High-Tech Crimes Department of the Supreme Prosecutors' Office (<http://www.spo.go.kr> / 1301 without area code)

– Cyber Security Division of the Korean National Police

Agency(<http://www.police.go.kr/www/security/cyber.jsp> / 182 without area code)

### **Article 10. Personal Information Security Officer**



“Intertek” has been designating a personal information security officer to protect personal information of customers and handle complaints and enquiries related to personal information.

- Personal Information Security Officer (CPO): Department Head **Lee Jong-nam**
- Tel: 02 6090-9699
- Email: [apac.korsscit@intertek.com](mailto:apac.korsscit@intertek.com)

Privacy policy version No.: v2.0

Privacy policy enforcement date: January 2, 2020

### **Article 11. Notification of Changes in Privacy Policy**

This privacy policy was enacted on August 25, 2015, and “Intertek” will notify the reason for change and details through homepage from at least 7 days before revision when there is addition, deletion or correction of contents.

Current privacy policy takes effect from January 2, 2020.