

# PRIVACY POLICY

## **a) Purpose and scope of data collection**

The main fields of data collection on the website are: customer's full name, email, phone number, address. These kinds of information we request from customers in order to confirm with customers/members about their orders and process their orders.

Members will be solely responsible for the security and storage of all activities used under the information they provide. In addition, members are responsible for promptly informing our website about acts of unauthorized use, abuse, retention of registered names and passwords of third parties.

## **b) Scope of information usage**

We use customer/member information to:

- Contact to confirm orders and deliver goods to customers when receiving order(s) from customers;
- Provide product information to customers if requested from customers;
- Send marketing or promotional emails;
- Send notices about new campaigns for our website;
- Communicate and deal with users in special cases;
- At the request of authorities, including Procuracy, Court, Police investigation agency related to certain law-breaking acts of customers.

## **c) Time of information storage**

Personal data of members will be stored until the request of the administrator to cancel. Otherwise, member information will be kept confidential on our server.

## **d) People or organizations may have access to that information**

People or organizations may have access to customers' information in one of the following cases:

Employees of the company

Partners who have a contract to perform part of the Company's services. These partners will receive information according to the contract agreement (partial or all of the information under the contract) to support users to use the services provided by the Company.

## **e) Address of the information collection and management unit, including ways of contact so that consumers can ask about the personal information collection**

No. 21, Alley 2, Le Van Huu Street, Hai Ba Trung Dist., Hanoi, Vietnam

Tel: +84 243 9743847

**f) Methods and tools for consumers to access and correct their personal data on the e-commerce system**

Members have the right to check, update, adjust or cancel your personal information by contacting the website administrator to do this.

Members have the right to submit complaints about the security issues, please contact the website administrator. When receiving these feedbacks, we will take timely actions.

**g) The mechanism for receiving and resolving consumer complaints related to personal information being used for the wrong purposes**

Personal information of members is committed to absolute confidentiality under the privacy policy. The use of information of each member is done only with the consent of that customer.

Do not use, transfer, provide or disclose to any third party about the member's personal information without permission from members.

In the event that our information server is attacked by a hacker resulting in the loss of member's personal data, we will be responsible for reporting the incident to the investigating authorities for timely processing and notifying the member.

Absolutely confidential all information of members' online transactions, including digital invoice information.

Our management board requires individuals to sign up/purchase must provide all relevant personal information such as full name, contact address, email, phone number... and are responsible for the legality of the above information. The management board is not responsible for any complaint related to the member's benefits if the personal information of that member provided at the initial registration is incorrect.