

I. FOREWORD

The Center for Development and Integration (hereinafter referred to as We/CDI for short)

Address: 16th floor, 169 Nguyen Ngoc Vu, Cau Giay, Hanoi

Phone number: 024 3538 0100

CDI develops and provides the application **WE CHECK_Better Work & Health** (hereinafter referred to as the Application) as a tool to help workers in general, especially workers in the electronics and garment industries, evaluate working conditions and their occupational health. In addition, the application also helps users in general (hereinafter referred to as You) to have a tool to update information related to topics on labor, employment, occupational health; to find useful documents for your work and a reliable channel to receive and answer your questions about labor law and occupational health.

Please read the Privacy Policy (hereinafter referred to as the Policy) carefully before you proceed to download, install, and use part or all the features of the application (including but not limited to the software, files and related documents). When you perform one or all the above actions, you agree to the contents of the Terms of Use and Application Policy provide.

In case you do not agree with any content in this Policy of the application (this and updated versions), Please do not download, install, use any features of the application, and uninstall the application from your mobile device.

II. PRIVATE POLICY

1. Type of personal data collected.

From time to time, the information collected will include, but is not limited to:

- Your personal information includes: Profile picture, Account name, Phone number, Date of birth, Gender, Address; Health information.
- Your workplace information includes: Company Name, Industry, Company Address, Title and Start Date;
- Other information (if any) will be publicly announced after each time the Application is updated.

2. Your information is collected by us for the following purposes:

- To contact confirmation when you register an account, forget your password, use other features of the application or in special cases;
- To notify you of the application's changes;
- To ensure the rights of users when detecting fake actions, destruction of account, fraud;
- To ensure safety and security including reviewing the content of uploaded data is consistent with the content of the Policy or contains other inappropriate content;

- To enforce our terms, conditions and policies and administer the app including troubleshooting;
- To ensure information for effective use of app features;
- The users' data information in an encrypted form (to ensure that the data subject is no longer identifiable) is used as a database to conduct research and reports related to Working Conditions within factory, industry or transmit data in which all users' information are encrypted to link with a third party that operates the Accumulate – Redeem feature on the application.

3. Personal information collection, update, store, and terminate procedure

3.1. We will/may collect Your personal information if:

- You agree to any agreement or provide us with data or information relating to Your interactions with us or when You use this Application;
- You provide us with feedback, suggestions, surveys or complaints about the App's service;
- You voluntarily declare to register an account on the App after carefully reading the application's policy;
- We may also automatically collect Your information when You use the features of the Application or post any content to the Application;
- By using and continuing to use the Application, You acknowledge that you are aware of the possibilities for the collection of Personal Data and agree that your Personal Data may be collected in any lawful manner as mentioned in these Terms and Policy.

3.2. Data update

You can edit and update your personal information whenever you want.

3.3. Store and terminate data

The data collected legally will be stored and secured on the server of the We Check Application. These data will be stored until there is a cancellation request from You.

3.4. Instructions on terminating WE CHECK account

Step 1: Log into your account

Step 2: Access **Profile**

Step 3: Choose **Delete account**

Step 4: Choose **Confirm** to complete the termination of your account

4. The scope of data use

The application only uses Your information for the purposes mentioned in section II.2 or other purposes (if any) after having notified and received Your consent;

The application ensures that it will not use your personal information for commercial or other purposes without your consent.

5. Our responsibility for information security

All of your data will be kept strictly confidential by us and will not be disclosed to any third party without your consent. If any third party obtains your information, they will also be required to comply with Your information confidentiality commitment.

You understand and agree that, in some cases, data will be disclosed without the consent of the data subject. Below are the circumstances in which CDI is exempt from liability for disclosing Your information:

- In case of emergency, for reasons of national security, social order and safety, public health;
- At the request of a competent authority in accordance with the current law;
- Other lawful disclosure cases in accordance with the Vietnamese law.

6. Necessary technical measures to ensure the safety of personal data

CDI ensures the implementation of necessary technical measures to ensure the security of information for users.

In the event that the database and administration over the Application is compromised, unauthorizedly changed, we are obliged to take all possible measures to restore the secure control of the system and collected data.

In the event of an incident specified here, we are exempt from all legal liability when we have implemented all the necessary technical measures to protect the system and users' information and personal data.

7. Complaint and feedback mechanism

Any complaint arising during the use of the Application must be submitted to CDI immediately after the event giving rise to the complaint. CDI will resolve users' disputes in accordance with the current laws of the Socialist Republic of Vietnam. CDI will review each specific case to have appropriate solutions.

When exercising the right to complain, the complainant is obliged to provide documents, evidence and grounds related to the complaint and must take responsibility for the complaint contents, documents, evidence and grounds they provided in accordance with the law.

CDI only supports and resolves your complaints and denunciations if You provide complete, honest, and accurate information.

You agree to defend, indemnify, and exclude CDI from all liabilities, damages, losses and expenses including but not limited to court costs, attorneys' fees, and consultants' fees related to the dealing with or arising out of Your breach in the course of using the We Check App.

How and where send complaint and feedback

Send information to the Feedback section at the Consult - Answer feature of the WE CHECK application;

Call or email CDI officials directly to send feedback;

Call directly at phone number: 024 3538 0100;

Send email to: phanhoi@cdivietnam.org

Message via Fan page: <http://www.facebook.com/cdivietnam.ngo>

Mail directly to the organization at: Center for Development and Integration office, 16th floor, building 169 Nguyen Ngoc Vu, Trung Hoa ward, Cau Giay district, Hanoi.

Complaint and feedback resolving process:

Step 1: Receive: Receive the user's complaint settlement request (referred to as the "complainant"), check the complaint information to accept or refuse

Step 2: Notice of settlement

Step 3: Complaint resolving: Collect relevant information, images, and evidence to conduct the first settlement and notify the first settlement results.

Step 4: Completing the Complaint: Confirm the results, provide solution for each violation, and close the complaint.

8. Update time: From June 1, 2023