

PERSONAL DATA PROTECTION POLICY

Makita Vietnam Company Limited (“Makita”) issues a personal data processing policy (“Policy”) in order to ensure the legitimate rights and interests of Makita’s Customers and comply with the Decree 13/2023/ND-CP issued by the Government on personal data protection (which goes into effect on July 1, 2023) with the following contents:

1. Types of personal data processed

The data that Makita processes includes basic personal data such as: surname, middle name, birth name, and other names (if any); (ii) date, month, and year of birth; (iii) gender; (iv) place of birth, permanent residence, temporary residence, current residence, hometown, and contact address; (v) nationality; (vi) image of the individual; (vii) phone number, identity card number, personal identification number, passport number, driver's license number, license plate number, personal tax code number, social insurance number, insurance card number, medical insurance; (viii) marital status; (ix) information about family relationships (parents, children); (x) information about an individual's digital account; (xi) information that is not sensitive personal data but is related to or identifies a specific individual.

The aforementioned basic personal information is collected either directly or by providing information via Makita's email and social media platforms, among other means of connection.

Note: When a customer provides Makita personal data about a third party (such as family members, managers, references, etc.), the customer must make sure that Makita has the required authorization from the third party to share and transfer the personal information to Makita and process it in line with this Notice.

2. Purpose of data personal processing

All Customer personal data will be used by Makita for the following purposes:

For Customers: Collection and processing of personal data in order to carry out Makita's business events and incentives, as well as sharing customers' private photographs when taking part in such events on platforms like Facebook, Youtube, Fangage, and the company website, including but not limited to the following:

- In the Company's promotional activities and business events for customers, use information to book airline tickets, hotels, and accompanying services when customers participate in business events and promotional activities of the Company;
- Using customers' personal images when participating in events and promotional activities on

the Company's website, Fanpage, and official Tiktok account.

3. Methods of collecting and processing personal data

a. Makita shall independently collect, process, and protect customer personal data.

b. Any method, including but not limited to paper, video recording, electronic data communications, and electronic methods, may be used to process the customer's personal data.

c. The transfer of the Customer's personal data to domestic agencies, organizations, and individuals is carried out for purposes consistent with the provisions of this Notice or other documents related to the Customer from time to time.

d. The Customer's personal data will be processed and stored in the Company's database system that can only be accessed and used by authorized individuals for the Purposes in this Notice.

e. Customer's personal data will not be transferred abroad. In case Makita transfers Customer's personal data outside the territory of Vietnam for the purpose of supplying products and services to Customers, Makita will update its Notice on Processing of Personal Data (Overseas Transfer of Personal Data).

4. Other relevant individuals and organizations and unwanted consequences or damages

a. Other relevant individuals and organizations

Makita complies with all legal obligations, follows relevant legislation, and takes precautions to guard against damage or outside disclosure of personal data. Only people and organizations relevant to the personal data processing purposes specified in this Notice or as mandated by law by state management authorities will get access to the personal data of customers. Specifically, your personal data may be provided to and processed by:

- Competent state agencies, organizations, and individuals according to the provisions of the law; any person or third party required by applicable law, government, or regulation to disclose information.
- Any individual or organization has a confidentiality obligation to Makita. It includes, but is not limited to, individuals and organizations that have signed contracts, agreements, or transactions with Makita to do one or several jobs and tasks related to the processing of personal data; individuals and organizations to whom Makita is obliged to report and provide personal data according to law; Companies related to or affiliated with Makita (in Vietnam).

b. Unwanted consequences or damage

Personal Data Protection during the processing of Customer Personal Data is always the

company's top priority. Processing personal data does, however, still carry some risk and may result in unforeseen consequences, including leaks of data. Especially for image data published on social media, that data can be collected and used by others for purposes beyond Makita's control. Once an individual joins Makita, however, processing of information is required in order to create an employment relationship, exercise related rights and obligations, build and maintain relationships, offer and promote products, and guarantee the execution of the Customer's rights and obligations with Makita.

Information processing problems that have an impact on customers may arise from Makita or Third Parties processing information. Makita will take every necessary measure to guarantee legal compliance of the information processing and protection. Makita will do all within our power to guarantee the security of our database system as soon as we receive the data from the Customer.

Moreover, Makita will not be able to completely fulfill the customer's demands if the customer declines to supply or fails to submit accurate and complete information.

On the other hand, because there is a lot of data to be processed and a heavy workload, there is a chance that the answer and resolution may be missed or delayed if the customer asks for access, provision, or deletion of their personal data or withdraws their consent for it to be processed.

5. Data processing time

Beginning data processing time: From the date the Customer signs the Sales Contract, transaction contract, or since the transaction with Makita is carried out, conditions attached or other Contracts or agreements with Makita.

Ending data processing time ends

- For Customer's personal data: Personal data is destroyed and subject to termination upon completion of relevant audits and for a maximum of 10 years.

Personal data is also destroyed and processed in accordance with the agreement between Makita and the Customer in accordance with the law.

6. Rights and obligations regarding personal data provided by Customers

a. Right to Know: When signing the Contract and accompanying terms and conditions, Customers are clearly informed about the processing of their personal data.

b. Right to Consent: Customers allow Makita and the relevant organizations and individuals at point a, Section 4 of this Notice to have full rights to process their personal data. Customers can contact Makita by email or the hotline if they have any complaints or requests when an issue arises.

The customer has consented to the processing of personal data and acknowledges that it contains information about the type of personal data processed, the processor of that data, any third parties involved, the methods and duration of data processing, the customer's rights and obligations, and any unintended consequences or damages that may arise during data processing. Customers may provide their consent to the processing of their personal data in writing, by checking the consent box, by consent syntax via text message or email.

c. Right of Access: Customers are able to view and edit their personal data after Makita has obtained it in accordance with their consent to process it, unless the law specifies otherwise. In cases where direct editing is not possible for technical or other reasons, Customers can request Makita to assist in editing their personal data. After obtaining the customer's approval, Makita will correct any inaccurate personal data within three business days.

d. Right to Withdraw Consent: The Customer has the right to withdraw consent to the processing of his personal data by sending Makita an electronic written notice from the email the Customer has registered with Makita or a paper written notice with the Customer's signature.

e. Right to delete data: Customers have the right to request deletion of their personal data being processed by Makita, except in the following cases:

- The law does not allow data deletion;
- Personal data is processed by competent state agencies for the purpose of serving the activities of state agencies in accordance with the provisions of law;
- Personal data has been made public in accordance with the law;
- Personal data is processed to serve legal requirements, scientific research, and statistics in accordance with the law;
- In cases of emergency in national defense, national security, social order and safety, major disasters, and dangerous epidemics; when there is a threat to security and national defense but not to the extent of declaring a state of emergency; preventing and combating riots and terrorism; preventing and combating crime and law violations;
- Respond to an emergency situation that threatens the life, health; or safety of a data subject or another individual.

f. Right to restrict data processing: Customers may request to restrict the processing of their personal data, unless otherwise prescribed by law. When requesting a restriction on the processing of your personal data, the Customer must state, specifically and in detail, the extent to

which the Customer requests Makita to restrict. Restriction of processing of personal data will be implemented within 3 days from the time Makita receives the request to limit processing of personal data of the Customer and applies to all personal data that the Customer has stated clearly, specifically, and in detail in his request to restrict processing of personal data.

g. Right to provide data: Customers have the right to request that Makita provide them access to their personal data, as prescribed by law. The request is made in the form of a sample document in Appendix 1 of Decree 13/2023/ND-CP. Customers can request to be provided personal data by coming directly (or authorizing someone else to come) directly to Makita's headquarters or by sending a postal service, fax or, via email.

If Makita determines that the requested personal data does not fall within its jurisdiction, Makita will instruct the requester to provide the personal data to the competent authority, or Makita will clearly notify the person requesting personal data that Makita cannot provide personal data. Upon receiving a valid request to provide personal data, Makita will notify the Customer about: the time limit, location, and form of providing personal data; Actual costs for printing, copying, photocopying, and sending information via postal and fax services (if any); and the method and deadline for payment of those actual costs (if any). Makita will provide personal data within 3 days from the time of receiving the Customer's request, unless otherwise prescribed by law.

h. Right to object to data processing: Customers have the right to object to Makita's processing of their personal data in order to: prohibit or restrict the disclosure of personal data; or its use for marketing or advertising, unless otherwise prescribed by law. Based on the Customer's objection to the processing of personal data, Makita will comply with the Customer's request within 3 days from the time of receipt of the request, unless prescribed by law.

i. Right to complain, denounce, or sue: Customers have the right to complain, denounce, or sue according to the provisions of the law.

k. Right to claim damages: Right to claim damages: Unless both Makita and the customer have agreed differently or the law prescribes otherwise, the customer has the right to pursue actual and direct damages in the event that Makita violates these terms. It is the responsibility of customers to demonstrate actual and direct damages when filing a claim for compensation with Makita.

l) Right to Self-Defense: Customers have the right to self-protect according to the provisions of the Civil Code, other relevant laws, or request competent agencies and organizations to implement methods to protect civil rights as prescribed in Article 11 of the Civil Code.

m. Obligations of data subjects: Customers have the obligation to protect their own personal

data, respect and protect the personal data of others, and provide complete and accurate personal data when agreeing to allow Makita to process personal data, participate in propaganda and dissemination of personal data protection skills, implement legal regulations on personal data protection, and participate in preventing and combating violations of personal data protection regulations.

7. General Terms

- This policy takes effect from December 27, 2023, may be amended from time to time, and will be notified to Customers via the website before application. These changes will take effect according to the law.

- This policy is the Notice of Personal Data Processing in accordance with applicable law.

8. Contact Information

In case you do not agree with this Notice's purpose for processing personal data or any other specific information, or if you have any other concerns, please contact us at the following address:

MAKITA VIETNAM COMPANY LIMITED

Address: Warehouse 4-5-6, Block 16, 18L1-2, Street 3, VSIP II Industrial Park, Hoa Phu Ward, Thu Dau Mot City, Binh Duong Province, Vietnam

Phone number: 0274 362 8338 (ext. 112) Email: Salesassist6@makitavn.com