

## Customer Personal Data Protection Policy

Amendment of the Personal Information Protection Act dated December 15, 2015, approved by the Executive Yuan on February 25, 2015, regulation number 1050154280, effective since March 15, 2015. iFWD Taiwan is in compliance with Personal Information Protection Act, Article 54 and Article 9. iFWD Taiwan is obligated to fulfill the following obligations:

iFWD Taiwan (hereinafter referred to as the “Company”), in accordance with the Personal Information Protection Act (hereinafter referred to as the “Personal Information Act”) Article 9.1, hereby discloses the following to you:

1. Purpose of data collection:
  - a. Insurance broker activities
  - b. Other items in alignment with iFWD Taiwan’s registered business and articles of incorporation
2. Personal data collection: Including but not limited to name, National Taiwan ID, contact information, and other personal information (details that may be included in application forms and/or contracts)
3. Source of personal data:
  - a. Policyholder
  - b. Legal representative of the party / legal assistant of the party
  - c. Various medical institutions
  - d. Advertising partnerships with third parties, cross use of customer information for joint advertising, and third party contacts authorized by iFWD Taiwan
4. Personal data use: length of time, geographic area, parties and manner
  - a. Length of time: According to what is necessary for the execution of business activities and the length of time prescribed by law
  - b. Parties: iFWD Taiwan and all affiliated companies, GI & non-GI insurance companies, Financial Ombudsman Institution, outsourcing agencies, investigation authorities and financial regulators
  - c. Geographic area: All geographic areas in which the above parties have presence
  - d. Manner: Your personal data will be used in a manner that is in according with the law
5. According to Personal Information Act, Article 3, your rights as a consumer with regards to your personal information are as follows:
  - a. Your rights related to iFWD Taiwan:
    - I. Request iFWD Taiwan to provide access to collected personal information and / or copy of collected personal information
    - II. Request iFWD Taiwan to supplement or revise personal information
    - III. Request iFWD Taiwan to cease collection, processing, use and deleting of personal information.
  - b. Exercising your rights: in writing

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6. Refusal or failure to provide personal information (in a situation where the company requires certain information in order to provide a service) may result in delay, or inability to provide aforementioned service.