

Personal Information Handling Policies

SF Express Co., Ltd. (hereinafter the “Company”) has the following handling policies in order to protect personal information, rights and interests of users under the Personal Information Protection Act and smoothly handle users’ grievances regarding their personal information.

The personal information handling policies are operated pursuant to Article 30 Section 1 of the Personal Information Protection Act and Article 31 Section 1 of the Enforcement Decree of the Act.

The Company provides necessary procedures to amend the personal information handling policies in order to continuously improve the personal information handling policies. And since the personal information handling policies may be changed from time to time, please regularly visit and verify the policies.

Article 1 (Purpose of Handling Personal Information)

The Company collects personal information to a minimum extent as far as it is necessary to handle civil affairs and perform duties regarding the provision of logistics services.

The personal information to be handled by the Company shall not be used for purposes other than the above-mentioned purpose. If the purpose of use is changed, the Company will take necessary measures by obtaining independent consent under Article 18 of the Personal Information Protection Act.

Article 2 (Period for Handling and Retaining Personal Information)

The Company handles and retains personal information within the period for retaining and using personal information under the laws or within the period for retaining and using personal information consented by the information subjects when it collects personal information.

Article 3 (Provision of Personal Information to Third Parties)

In principle, the Company handles personal information of information subjects within the scope specified for the purpose of collecting and using personal information of information subjects. Except for each of the following cases, the Company shall not handle or provide a third party with personal information of information subjects in excess of the original purpose of use without prior consent by information subjects:

1. In the event that the Company has obtained independent consent from the information subject;
2. In the event that there is a special provision under the laws;
3. In the event that the information subject or his or her legal representative is unable to manifest his or her intention or his or her prior consent cannot be obtained due to the unclarity of his or her address, etc., and it is found clearly necessary for the information subject’s or a third party’s imminent life, bodily, or proprietary interests;
4. In the event that the personal information is provided in a form that specific individuals cannot be identified as necessary to execute statistics or conduct academic study;
5. In the event that unless the personal information is used for purposes other than the intended purpose or provided to a third party, the relevant duties prescribed by other laws cannot be performed;
6. In the event that it is necessary to provide personal information to overseas information or international institutions in order to perform treaties or other international conventions;
7. In the event that it is necessary to provide personal information in order to investigate crimes, bring and maintain a charge;
8. In the event that it is necessary to provide personal information in order to perform duties of judgment by courts; or
9. In the event that it is necessary to provide personal information in order to enforce a sentence, care and custody, or protective disposition.

<Provision of Personal Information to Third Parties>

| Person to be Provided (Contact Information) | Country where Person to be Provided is Located | Purpose of Using Personal Information by Person to be Provided | Items of Personal Information to be Provided | Period of Retaining and Using Personal Information by Person to be Provided |
|--|--|---|--|---|
| National Tax Service (126) | Korea | Imposing, exempting, collecting various taxes including value added taxes | Name, Phone No. (Company, Home, Mobile), Fax No. (Company, Home), Address (Company, Home), Bank Account No. | Until the purpose of using personal information is accomplished |
| Korea Customs Service (1577-8577) | Korea | Imposing, collecting customs duties, managing freights | Name, Phone No. (Company, Home, Mobile), Fax No. (Company, Home), Address (Company, Home) | Same as above |
| National Information & Credit Evaluation Inc. (02-2122-4000) | Korea | Credit evaluation on (Verifying information on defaults) | Trade Name(Korean, English), Country, Postal Code, Business License No., Company Establishment Date, No. of Employee, Type of Business, Address(Company, Home, Supply Center), Phone No.(Company, Authorized Staff, Logistic Staff, Finance Staff), Fax No. (Company, Authorized Staff, Logistic Staff, Finance Staff), Name(Representative Director, Authorized Staff, Logistic Staff, Finance Staff), Department(Authorized Staff, Logistic Staff, Finance Staff) Position(Company, Authorized Staff, Logistic Staff, Finance Staff), E-mail(Company, Authorized Staff, Logistic Staff, Finance Staff) | Same as above |
| Ilyang Logis (1588-0002) | Korea | Freight delivery | Name (Korean, English), Trade Name, Country, Phone No. (Company, Home, Mobile), Fax No. (Company, Home), Address (including City, Province/Do, Country), Postal Code, Customer No., Business License No., Representative's Name, Name of Authorized Person (Korean, English), Company Address, Postal Code | Same as above |
| Tonghap Call Co., Ltd. (02-5882-5882) | Korea | Freight delivery | Name (Korean, English), Trade Name, Country, Phone No. (Company, Home, Mobile), Fax No. (Company, Home), Address (including City, Province/Do, Country), Postal Code, Customer No., Business License No., | Same as above |

| | | | | |
|--|--|--|---|--|
| | | | Representative's Name, Name of Authorized Person (Korean, English), Company Address, Postal Code | |
|--|--|--|---|--|

Article 4 (Subcontract to Handle Personal Information and Transfer of Personal Information to Foreign Affiliates, etc.)

① The Company may subcontract a third party to handle personal information in order to improve its services. In the event that the Company subcontracts a third party to handle personal information, it shall without delay disclose the content of duties to be subcontracted and the subcontractor on its homepage according to the personal information handling policies.

② When the Company enters into a subcontract agreement, pursuant to Article 26 of the Personal Information Protection Act, it shall specify in writing relevant provisions including prohibition of handling personal information for purposes other than the purpose of subcontracted duties, technical and managerial protective measures, restrictions on subcontract, and liabilities regarding management, supervision, and compensation for damages for a subcontractor, etc., and supervise the subcontractor to check whether it safely handles personal information.

③ In the event that there is a change in the content of subcontracted duties or the subcontractor, the Company shall without delay disclose the change(s) through the personal information handling policies.

④ Pursuant to Article 63 of the Act Relating to Promotion of Information Communications Network and Personal Information Protection, etc., and Article 67 of the Enforcement Decree of the Act, the Company obtains consent from customers regarding transfer of personal information to its affiliate – SF Express China (the head office in China), and the Company will manage and supervise personal information under the technical and managerial measures for protecting personal information.

<Subcontract for Personal Information>

| Subcontractor | Subcontracted Duties |
|-----------------------|----------------------|
| Sejong Customs Office | Customs clearance |
| A-One Customs Office | Customs clearance |

<Transfer of Personal Information to Foreign Countries>

| Person to be Provided (Contact Information) | Country where Person to be Provided is Located | Purpose of Using Personal Information by Person to be Provided | Items of Personal Information to be Provided | Period of Retaining and Using Personal Information by Person to be Provided |
|--|--|--|--|---|
| SF Express's head office and affiliates in various countries | China, etc. | Overseas shipping and customer management | Name (Korean, English), Trade Name, Country, Phone No. (Company, Home, Mobile), Fax No. (Company, Home), Address (including City, Province/Do, Country), Postal Code, Customer No., Business License No., Representative's Name, | Until the purpose of using personal information is accomplished |

| | | | | |
|--|--|--|---|--|
| | | | Name of Authorized Person (Korean, English), Company Address, Postal Code | |
|--|--|--|---|--|

Article 5 (Rights and Obligations of Information subject, and the Exercise Methods)

① Information subjects may exercise the following right with respect to their own personal information:

1. To request the reading of personal information;
2. To request correction of personal information when there is a mistake, etc.;
3. To request deletion of personal information; or
4. To request the discontinuance of processing of personal information.

② Information subjects may exercise the rights of Section 1 in writing, by e-mail, fax, etc. in the prescribed form of the Company, and the Company shall take relevant measures therefor without delay.

③ In the event that an information subject has requested the Company to correct or delete mistakes, etc. of personal information, the Company shall not use or provide relevant personal information until the time when it has completely corrected or deleted the mistakes, etc.

④ Information subjects may exercise the rights of Section 1 through their agent, including their legal representative or delegate, etc. In this case, the Company shall verify whether the agent is an authorized representative.

⑤ Information subjects shall not infringe upon their or third parties' personal information or privacies being handled by the Company by violating relevant laws including the Personal Information Protection Act.

Article 6 (Items of Personal Information to be Handled)

① When users first subscribe to membership, the Company collects items of IDs, passwords, names, telephone numbers, e-mail addresses, questions and answers for identification, etc. in order to smoothly provide basic services. The Company selectively collects personal information necessary to provide additional services.

② The Company collects IP addresses and visiting dates and times as automatic collection items in order to prevent unruly members from wrongfully using the homepage.

Article 7 (Destruction Procedures and Methods for Personal Information)

① The Company in principle shall without delay destroy personal information after the purposes of collecting or using personal information have been fulfilled; provided, however, that an exception may be made where it is required to be retained under other laws. The destruction procedures and methods shall be as follows:

A. Destruction Procedures

The Company handles unnecessary personal information and personal information files under the responsibility of its personal information protection manager according to its internal policy procedures as follows:

1) Destruction of Personal Information

The Company shall without delay destroy personal information whose retention period has lapsed, from the date of completion.

2) Destruction of Personal Information Files

When relevant personal information files have become unnecessary because the purpose of handling personal information files has been accomplished, relevant services have been discontinued, or relevant businesses have been completed, etc., it shall without delay destroy the personal information files from the date when it is found unnecessary to handle personal information.

B. Destruction Methods

- 1) The personal information in an electronic file format shall be deleted by using technical methods in which records cannot be regenerated
- 2) The personal information printed out in sheets shall be shredded by paper shredders or destroyed by way of incineration.

Article 8 (Measures to Obtain Security for Personal Information)

① The Company shall take the following measures in order to obtain security for personal information as follows:

1. Minimizing and providing education to employees who treat personal information

The Company designates and manages employees handling personal information to personnel who must do so, and provides education for secured management to the treating employees.

2. Restricting access to personal information

The Company takes necessary measures to restrict the access to personal information by granting, changing, or cancelling the rights to get access to its database system that processes personal information, and restricts unauthorized access from the outside by using firewall systems.

3. Retaining access records

The Company retains and controls the records of access to the personal information treatment system (web logs, summary information, etc.) for at least not less than six (6) months.

4. Encrypting personal information

The Company safely saves and controls by encrypting personal information, etc. Also as to significant data, the Company uses separate security functions, such as encrypting the data in saving or sending the data.

5. Installing security programs and conducting periodic checking or renewal

The Company installs and periodically renews, checks security programs in order to prevent the outflow of or damages to personal information by hacking or computer viruses, etc.

Article 9 (Personal Information Protection Manager)

The Company has appointed the following personal information protection manager in order to generally handle duties for handling personal information, and handle complaints of information subjects regarding its handling of personal information and provide remedies for damages, etc.

Personal information protection manager

Name : Lee Jong Shin

Position : Head of Department

Affiliation : Department of Planning

Tel. No. : 080-393-1111

E-mail : kr_privacy@sf-express.com

Article 10 (Remedial Methods for Infringement of Rights and Interests)

① Information subjects may ask the following institution of remedial methods for damages, consultations, etc. with respect to infringement of their personal information:

☞ Personal Information Dispute Mediation Committee: (without a telephone exchange number) 118 (privacy.kisa.or.kr)

Article 11 (Application of Personal Information Handling Policies)

Date of Notification: 01 June, 2016.

Effective Date: March 01, 2016.