

HSBC Bank (Taiwan) Limited

Letter of Advice on Collecting, Processing and Using Personal Data

HSBC Bank (Taiwan) Limited ("HSBC"), for the purpose of (1) processing transactions with HSBC, (2) providing suitable products and services information, (3) meeting the needs of business, finance, taxation, operation or risk management of HSBC (including, but not limited to, self or co-marketing, statistic survey and analysis, internal control, management and audit, execution of anti-money laundering operation, and coordination with the investigation for antiterrorist sanctions and etc.), (4) fulfilling the purposes stated in Attachment 2, or the various purposes as the registered business licenses or articles of incorporation of HSBC or any others permitted by laws, (5) performing "Know Your Customer" procedure, (6) exchanging credit checking and financial information among banks and financial institutions, (7) providing the personal data collected to the objects identified in Attachment 2 for the purposes permitted by its registered business lines, articles of incorporation or laws, and (8) engaging third parties to process the relevant affairs (see Attachment 1 for details), upon collecting the personal data, HSBC hereby, pursuant to Paragraph 1 of Article 8 of the Personal Data Protection Act ("PDPA"), shall clearly notify you of the following matters: (a) the purpose of the collection; (b) the categories of the personal data to be collected; (c) the time period, territory, recipients, and methods of which the personal data is used; (d) the data subject's rights pursuant to Article 3 of the PDPA and the methods for exercising such rights; and (e) the data subject's rights and interests will be affected if the subject elects not to provide his/her personal data, and is entitled to collect, conduct processing, utilize and conduct international transmission of your personal data. Therefore, HSBC hereby notifies you of the following matters, please see below for more details:

- 1. According to the "The Purposes Specified in Personal Data Protection Act and Category of Personal Data" promulgated by Ministry of Justice, please find more details in Attachment 2 for the information regarding the purposes, categories, the time period, territory, recipients, and methods of which the personal data is used upon collecting your personal data by HSBC.
- 2. According to Article 3 of the PDPA, you may exercise the following rights with respect to your personal data:
 - (1) to make any enquiries or request for review or making a duplicate copy, except for the exceptions set forth in Article 10 of the PDPA; provided, however that HSBC may charge a reasonable fee in accordance with Article 14 of the PDPA.
 - (2) to request to supplement or rectify any error provided that you shall provide HSBC with adequate explanations in accordance with Article 19 of the PDPA Enforcement Rules.
 - (3) to request HSBC to cease collecting, processing or using Personal Data according to Paragraph 4 of Article 11 of the PDPA, if HSBC violates the PDPA to collect, process and use your personal data.
 - (4) to request to cease processing or using your personal data according to Paragraph 2 of Article 11 of the PDPA if the accuracy of your personal data is in dispute; however, according to the proviso of the same Paragraph, HSBC may not proceed with the cessation request if such personal data is noted and necessary for HSBC's business operation or a written consent is obtained from you.
 - (5) to request to delete or cease processing or using your personal data according to Paragraph 3 of Article 11 of the PDPA if the specific purpose no longer exists or the time period expires; however, according to the proviso of the same Paragraph, HSBC may not proceed with the deletion or cessation request if such personal data is required for HSBC's business operation or the written consent is obtained from you.
- 3. If you wish to exercise the aforementioned rights set forth in Article 3 of the PDPA, you may make the request via the HSBC customer service center, branches or the Internet Banking, and HSBC will handle accordingly upon your request. If you do not want to receive any marketing emails or information, please call HSBC toll free number 0800-066-696 and our customer service agent will explain and handle such matters.

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- 4. You may choose to provide the relevant categories of your personal data in your sole discretion. Provided that you refuse to provide the relevant categories of personal data that are necessary for business review or processing, HSBC will not be able to perform the necessary review and processing to offer the relevant services to you. HSBC apologizes for any inconvenience so casued.
- 5. You agree that HSBC is entitled to amend the advice and to notify you of the outlined amendments and designated webpage, verbally, in writing, or via telephone, SMS, email, fax, e-document, branch and website, or in any other manners sufficient to enable you to know or perceive the amendments (including, but not limited to, providing the access to any website disclosing the details of advice in aforesaid manners). Please peruse the content on the designated webpage accordingly then.
- 6. In case of any inconsistence between the terms and conditions contained in the contract or instrument entered into between you and HSBC previously with respect to collection, processing, using and international transmission of personal data and the "Letter of Advice on Collecting, Processing and Using Personal Data", this letter and its amendments shall prevail.
- 7. An English version of the "Letter of Advice on Collecting, Processing and Using Personal Data" is made to facilitate reference by foreign language users. In case of any discrepancy between the Chinese and English version of this agreement, the Chinese version shall prevail.



Attachment 1 – In accordance with the regulatory requirements, HSBC may outsource the following tasks stated in its business license or operations related to customer information to a third party:

- 1. Data processing: Including the data entry, processing, and output of information system, the development, monitoring, control, and maintenance of information system, and logistical support for data processing in connection with the financial institution's business.
- 2. Safekeeping of documents such as forms, statements and certificates.
- 3. Drawing negotiable instruments (e.g., checks and drafts) for customers.
- 4. Back office support for trade financing activities, but limited to the issuance and negotiation of letters of credit, factoring and import/export documentary collections.
- 5. Collection of consumer loans and credit card payment, provided the service provider has been approved by the competent authority.
- 6. Preparation of credit analysis reports on credit customers.
- 7. Marketing of credit card issuance, input of customer information, printing of relevant forms and statements, envelope stuffing, sorting and mailing, computerized and manual card activation, reporting of lost cards, cash advances and emergency services.
- 8. Electronic customer services (including automated voice systems, telemarketing, management of and response to customer e-mail, assistance to inquiries of electronic banking and electronic commerce customers, and phone banking customer services).
- 9. Marketing, management, customer service and consulting for auto loans, excluding approval or rejection of loan applications.
- 10. Marketing of consumer loans, excluding the granting or rejection of loan application.
- 11. Marketing of home loans, excluding the granting or rejection of loan application.
- 12. Collection of debts.
- 13. Hiring real estate closing agent to handle relevant legal matters, and entrusting other institutions to dispose collateral from the assumption of debts.
- 14. Repossessing and auctioning automobiles with overdue payment on a car loan (excluding the determination of the floor price for such auctions).
- 15. Appraisal.
- 16. Internal audit operations (provided the audits are not performed by the accountant who certifies the financial institution's financial statements).
- 17. Valuation, classification, bundling and sale of non-performing loans; provided such outsourcing agreement stipulates that the service providers and their employees shall not engage in any work or provide any consulting or advisory services which give rise to a conflict of interest with the outsourced services during the term of such outsourcing agreements or for a reasonable period of time after termination/expiry thereof.
- 18. Transporting securities, checks, forms and statements, and cash, and replenishing ATMs.
- 19. Customs clearance, deposit, transportation and delivery of precious metals such as gold bars, silver bars and platinum bars.
- 20. Other operations approved by the competent authority for outsourcing.

HSBC is currently outsourcing all or part of the operations provided under items 1, 2, 5, 7, 8, 12, 15, 18 and 20 to third parties, If there is any additional operation to be outsourced going forward, HSBC will made relevant announcement on the website (www.hsbc.com.tw).

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Attachment 2

Explanation of Specific Purposes							
Business	Specific Purposes and Corresponding Codes for each Business	Specific purposes and Corresponding Codes for all Busi- nesses	Category of Per- sonal Data	Time Period to Use Personal Data	Territory where Personal Data are Used	Entities to use Personal Data	Methods of Using Per- sonal Data
I Deposit and Remittance business	business 036 Deposit and remitting 067 Credit card, cash card, debit card or electronic value-stored card business 082 Operation of integrated management among the borrowing households with depositors saved business 112 Bill exchange business 113 Other businesses in compliance with business items or businesses registered in corporate registration or those specified in articles of incorporation or constitutional documents (e.g., accepting deposit of all kind, inward and outward remittances, other relevant businesses authorized by the central competent authorities, etc.)	vice industry's collection and processing information in accordance with laws and needs for financial supervision 060 Financial dispute resolution 061 Financial supervision, administration and inspection 063 Non-government agency collect or process personal information under legal obligations 069 Contract, con-	number, gender, date of birth, communication method or other information as required in any application form, contract or agreement with HSBC. Pursuant to the "Categories of Specified Purposes and Personal Data" under Personal Data Protection Act" promulgated by the Ministry of Justice of the Republic of China, HSBC will collect the following personal information from the client and the client personnel, provided however that, the actual information so collected, processed and used will depend on the actu-	period of the specific purposes (2) The data retention period required by applicable laws and regulations (e.g., Money Laundering Control Act, Business Accounting Act, etc.), or set by HSBC due to business operation needs, or agreed in the respective contract, or HSBC's internal policies. (the longest period shall prevail)	Any jurisdiction where the entities described in the column "Entities to Use Personal Data" are located.	providers engaged by HSBC). (2) Entities using the personal data in compliance with domestic or foreign laws and regulations (e.g., the Hong Kong and Shanghai Banking Corporation Limited, or HSBC Holdings PLC and its subsidiaries and affiliates (hereinafter referred to as "HSBC Group Members"), etc.). (3) Any other relevant institutions with business relationship with HSBC (e.g., correspondent banks, the Joint Credit Information Center, National Credit Card Center of R.O.C., the Taiwan Clearing House, Financial Information Service Co., Ltd., credit guarantee institutions, credit card international organizations, credit card acquirers, Small and Medium Enterprise Credit Guarantee Fund of Taiwan, Agricultural Credit Guarantee Fund, Financial Ombudsman Institution, Taiwan Depository & Clearing Corporation, Taiwan Stock Exchange Corporation, Taiwan Stock Exchange Corporation, Taipei Exchange, Taipei Interbank Money Center, insurance companies, Insurance Associations of the Republic of China, Taiwan Insurance Institution, Taiwan Residential Earthquake Insurance Fund, Motor Vehi-	data will be used through automatic machine or non-automatic methods in accordance with the PDPA.
II Credit Extension Business	022 Foreign exchange business067 Credit card, cash card, debit card or electronic	other legal rela- tion matters	al businesses, ac- count activities and services provided by HSBC to the			cle Accident Compensation Fund, Insti- tute of Financial Law and Crime Preven- tion, National Health Insurance Admin- istration, etc.).	



		value-stored card busi-		client or the infor-		(4)	Commentant and anti-se financial annual
						(4)	Competent authorities, financial supervi-
		ness	_	mation provided by			sory authorities, judicial authorities, or
		082 Operation of integrated	service	the client or any			other governmental agencies having juris-
		management among the	_				diction according to domestic or foreign
		borrowing households	tection	Joint Credit Infor-			laws and regulations over HSBC and
		with depositors saved		mation Center):			HSBC Group Members.
		business	technical In-	` '		(5)	Entities with consent from the client to
		088 Lending approval and		Information			use personal data (e.g., entities for joint
		credit business	104 Account man-	from C001 to			marketing or mutual use of customer data
		106 Credit business	agement and	C003 (e.g.,			and entities working with HSBC for co-
		111 Bills business	debt trading	name, home			operative promotion and marketing \cdot third
		126 Claims the whole dis-	business	phone num-			parties engaged by or cooperate with
		counting and purchas-	136 Information	ber, mobile			HSBC (including, but not limited to enti-
		ing business	(communica-	phone num-			ties entrusted to conduct market survey or
		154 Reference	tion) and data-	ber, bank ac-			internet or social media entrusted to con-
		181 Other businesses in	base manage-	count number,			duct internet marketing, or internet adver-
		compliance with busi-	ment	credit card			tising or comparing similar advertising
		ness items or business-	137 Information and	number, ID			target groups based on personal finance
		es registered in corpo-	communication	card number,			and wealth management business opera-
		rate registration or	security and	etc.			tion)
		those specified in arti-	management	(2) Characteristics		(6)	Other recipients of internationally trans-
		cles of incorporation or	157 Investigation,	Information			mitted personal data without subject to re-
		constitutional docu-	statistics and	from C011 to			strictions imposed by the central govern-
		ments (e.g., lending,	research analy-	C013 (e.g.,			ment competent authorities, entities who
		letters of credit issu-	sis	gender, date of			intend to transfer/purchase assets and lia-
		ance, commercial drafts	177 Other financial	birth, etc.)			bilities, undertake risks, or merge with
		accepting, letter of	administrative	(3) Family Status			HSBC (if any), other commercial banks,
		guarantee for issuance	business	from C021 to			financial institutions handling transactions
		of corporate bonds,	182 Other consult-	C024 (e.g.,			or offering relevant transactions with
		engaging in domestic	ing and con-	marriage sta-			HSBC, etc.)
		guarantee businesses,	sultant services	tus, spouse's			·
		foreign currency mar-		name, etc.			
			In addition to the				
		factoring, other rele-		tion from			
			cific purposes, other	C031 to C041			
		competent authorities,		dress of resi-			
		etc.)	handling and offer-	dence, prop-			
III	Credit	022 Foreign Exchange	ing relevant transac-	erty infor-			
Card	Busi-	Business	tions, account activi-	mation, resi-			
			ı	1	l		l .



iess	067 Credit card, cash card	, ties or services; pro-		dence docu-		
	debit card or electronic			ments, etc.)		
	value-stored card busi-			Information		
	ness	for collecting, pro-		Regarding		
	082 Operation of integrated			Education,		
	management among the			Examination,		
	borrowing households	-		Technique and		
	with depositors saved			Professional		
	business	account activities or		Skill from		
	088 Lending approval and	services provided by		C051 to C058		
	credit business	HSBC to its client:		(e.g. educa-		
	106 Credit business	004 Land admin-		tional back-		
	154 Reference	istration		ground, pro-		
	181 Other businesses in			fessional		
	compliance with busi-			technique,		
	ness items or business-			etc.)		
	es registered in corpo		(6)	Employment		
	rate registration of			Status from		
	those specified in arti-			C061 to C062,		
	cles of incorporation of			C064, C066,		
	constitutional docu-			and C068 (e.g.		
	ments (e.g., card issu-			name of em-		
	ing and acquiring			ployers, job		
	business, other relevan			position,		
	businesses authorized			wage, etc.)		
	by the central compe-		(7)	Financial De-		
IV Fami	tent authorities, etc.)	025 Crime preven-		tail from		
IV Foreign Exchange	022 Foreign Exchange Business	tion, criminal investigation,		C081 to C089, C091 to		
Business	036 Deposit and remitting	enforcement,		C091 to C094(e.g. to-		
Busiliess	082 Operation of integrated			tal wages, to-		
	management among the			tal wages, to-		
	borrowing households			loan, the rec-		
	with depositors saved			ord of foreign		
	business	protection or		exchange		
	088 Lending approval and			trade, the		
	credit business	ter-care mat-		amount of		
	106 Credit business	ters.		credit limit,		
	154 Reference	030 Arbitration		details con-		
1	1					



	compliance with busi-	insurance, labor		surance, etc.)
	ness items or business-	insurance,	(8)	Business In-
	es registered in corpo-	farmers insur-	(0)	formation
	rate registration or			from C101 to
	those specified in arti-	pension insur-		C103 (e.g.
	cles of incorporation or	ance or other		type of busi-
	constitutional docu-	social insurance		ness activity,
		032 Criminal data		etc.)
			(0)	
	exchange for import	_	(9)	Health and
	and export, foreign			Other C111,
	currency deposit, for-	agement re-		from C115 to
	eign currency loan and	garding the lists		C116, C118
	guarantee for pay-	of legal entities		(e.g. medical
	ments, trading of for-	to their share-		reports, record
	eign currency and trav-	holders, mem-		of treatment
	eler's check, other rel-	bers (including		and diagnosis,
	evant businesses au-	the representa-		etc.)
	thorized by the central	tives of share-	(10)	
	competent authorities,	holders and		of Data and
	etc.)	members), di-		Information
	037 Registration of securi-	rectors, super-		from C131 to
Busi-	ties and securities	visors and other		C132 (e.g.
ness	holders	members		unclassified
	044 Investment manage-	058 Social service		emails, etc.)
	ment	or social work	(11)	When using
	068 Trust business	077 Booking, lodg-		related ser-
	082 Operation of integrated	ing registration		vices through
	management among the	and ticket mas-		the mobile or
	borrowing households			electronic de-
	with depositors saved			vice, the geo-
	business	evaluation and		graphical and
	088 Lending approval and	other research		physical loca-
	credit business	and evaluation		tion infor-
	094 Property management	management		mation of the
	106 Credit business	081 Legal transac-		device.
	111 Bills business	tion business		
	154 Reference	for personal		
	166 Securities, futures, se-	data		
		095 Fiscal & tax		
	trusts and consultants	administrative		
	trusts and consultants	adillilistrative	l	



181 Other businesses in compliance with business items or businesses authorized business items or business items or businesses authorized busi		related business	097 Pension fund or			
compliance with busis- ness items or business- cs registered in corpo- rate registration or those specified in arti- cles of incorporation or constitutional docu- ments (e.g., investment in securities, under- writing securities, pro- prictary trading of se- curities, brokerage and proprictary trading of short-term bills and notes, acting as agent for issua ance-transfer/registratio n of securities and dis- tribution of divi- dends/interestsbomus. advisory service for is- suance and norling rel- evant agency service, proprictary trading of bonds, other relevant businesse authorized by the central compe- tent authorities, etc.) VI Wealth Management Out I be alterion or training admin- istrative management il Seltion and pelition report- de matters han- ding management for issuance and nation registration registration report- registration regist						
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Business ment commerce ser-		044 Investment manage-	electronic			
068 Trust business vices	Dusiness	ment	commerce ser-			
		068 Trust business	vices			



	082 Operation of integrated	150 Assisted with				
	management among the	logistical sup-				
	borrowing households	port manage-				
	with depositors saved					
	business	152 Advertisement				
	094 Property management	or commercial				
	154 Reference	behavior ad-				
		ministration				
	166 Securities, futures, se-					
		158 Student data				
	trusts and consultants	administration				
	related	160 Certificate				
	181 Other businesses in	business ad-				
	compliance with busi-	ministration				
	ness items or business-					
	es registered in corpo-	istration				
	rate registration or					
	those specified in arti-	and documents				
	cles of incorporation or	verify man-				
	constitutional docu-	agement				
	ments (e.g., financial					
	derivatives business,	ment agency				
	money trust, trust of	for the purpose				
	loans and related secu-	of supervision				
	rity interests, securities	and manage-				
	trust, advisory for se-	ment of the in-				
	curity investment, oth-	dustry-compete				
	er relevant businesses	ncy				
	permitted by the Trust	174 Other Judicial				
	Law or authorized by	Administration				
	the central competent	176 Other natural				
	authorities, etc.)	persons based				
	001 Life and Health Insur-	on the legiti-				
	ance	macy of the				
	020 Agency and brokerage	purpose of the				
1 T.	business	processing and				
VII Insurance	065 Insurance managing,	use of personal				
Business	agency and notary	information				
	business	collected				
	066 Insurance supervision	 Cooperate 				
	093 Property Insurance	with domestic				
I		1	1		1	· ·



	181 Other businesses in	and interna-
	compliance with busi-	tional an-
	ness items or business-	ti-money
	es registered in corpo-	laundering and
	rate registration or	coun-
	those specified in arti-	ter-terrorism
	cles of incorporation or	financing op-
	_	
		eration, inves-
	ments	tigations and
Other	181 Other businesses in	economic
ıı Other	compliance with busi-	sanctions
isiness in	ness items or business-	
1:	es registered in corpo-	porting
ompliance	rate registration or	
ith business	those specified in arti-	requirements
	cles of incorporation or	of HSBC or
ems or	constitutional docu-	HSBC Group
usinesses	ments	Members (in-
		cluding, but
egistered in		not limited to
orporate		credit and risk
		management,
egistration		system or
r those		product de-
i tilose		veloping and
pecified in		planning, audit
ticles of		and adminis-
icies of		trative man-
corporation		agement)
_		• conversion of
constitu-		mileage and
onal docu-		points for avi-
		ation company
nents, or		
her rele-		/hotel group
		• Advertising
ant busi-		through inter-
esses ap-		net or social
sses ap-		media, and in-
oved by		ternet adver-
		tising or to



		 1		
the central	compare simi- lar advertising			
competent	target group.			
authorities				
(e.g., storage				
and ware-				
house busi-				
ness, lease of				
safe-deposit				
box, under-				
writing of				
nugget, gold				
and silver				
coin, Gold				
deposit				
business,				
E-banking				
business,				
acting as				
collecting				
and paying				
agent, joint				
marketing or				
cooperative				
promotion				
business,				
etc.)				
			 <u>l</u>	