

PRIVACY POLICY

This Privacy Policy sets out how we, Vietsin Commercial Complex Development Joint Stock Company collect, use, and process the personal data of the Member of the SC VivoCity App. All of the personal data provided to us shall be governed by this Privacy Policy and in compliance with laws and regulations of Vietnam on personal data protection. Please take a moment to familiarize yourself with our privacy practices and contact us if you have questions.

1. By agreeing to register for becoming the Member and using the Program, you voluntarily agree to provide us and consent for us to process your personal data provided to us, including but not limited to (“**Personal Data**”):
 - Full name
 - Date of birth (optional provision)
 - Gender (optional provision)
 - Mobile phone number
 - Email address
 - Home address (City and district only) (optional provision)
 - Spending information of Members at the SC VivoCity Shopping Mall
 - Information of or relating to the receipt submitted by Members onto the Program (including payment information), either in form of picture or text or any other forms
 - Any other information submitted to and received by the Program
2. We collect Personal Data directly from you unless it is unreasonable or impracticable to do so. When collecting Personal Data, we may collect it in various ways including:
 - a) through your access and use of SC VivoCity App
 - b) through your use of our Program
 - c) through emails, messaging applications, social media groups, forums or other file sharing means that you use to provide the Personal Data to us
 - d) through correspondence that we receive from you if you contact us through the SC VivoCity App or through any other communication channel
 - e) when you sign up to our mailing list
 - f) through the use of cookies
3. We collect and use your Personal Data for the following purposes:
 - a) to send communications to and as requested or consented by you
 - b) to provide you with access to certain areas of our Program
 - c) to provide services offered by the Program
 - d) to update our records and keep your contact details up to date
 - e) to process and respond to any complaints or enquiries or feedback or application made by you of our Program through the SC VivoCity App
 - f) to enforce rights or comply with obligations under applicable laws imposed on you and/or us, or any terms and conditions you have agreed to
 - g) to allow authorized persons of Participating Stores and our staff to securely access, and validate for redemption of Vivo Points for Rewards under the Program at the Participating Stores or at the SC VivoCity Shopping Mall
 - h) to duplicate, retain, record and store for audit purposes

- i) to protect the rights and property of SC VivoCity
 - j) to analyze your shopping preference, and to organize, implement marketing activities such as market research, customer profiling, customers insights, questionnaires, surveys, request for feedbacks
 - k) to communicate and provide additional information that may be of interest to you about SC VivoCity Shopping Mall, our Participating Stores, our Programs and/or service providers through e-direct mailers, special deals and coupons, event alerts, announcements and other marketing materials
 - l) to send you notifications and marketing messages in relation to promotions events, offers, products, benefits and other programs at SC VivoCity Shopping Mall
 - m) to notify you about your Vivo Points and redemption of Rewards under the Program
 - n) to manage everyday business needs such as administration, analytics, fraud prevention, enforcement of corporate reporting obligations, Terms and Conditions or to comply with the law
 - o) to carry out research, planning and statistical analysis
 - p) to store on cloud server in Vietnam
 - q) to disclose for the purposes provided under the Privacy Policy
 - r) to process the Personal Data pursuant to this Privacy Policy for other purposes directly related to functions of the SC VivoCity App and the Program
4. We will only process your Personal Data for the purposes you have been notified of and consented to or which are permitted under applicable laws and regulations. We will not sell or rent your Personal Data to third parties for commercial purposes without your consent.
 5. We may disclose your Personal Data to:
 - a) our affiliates, contractors or third-party services providers of SC VivoCity App for the purposes set out in this Privacy Policy and the purposes of (i) operating our SC Vivo App; (ii) fulfilling requests by you; and (iii) otherwise providing our Program to you
 - b) the organization(s) that operate(s) and manage(s) the SC VivoCity App which process, store or analyse Personal Data for the purposes of providing the services of the SC VivoCity App and Program to Members and Participating Stores
 - c) any other organizations for any authorized purpose with your express consent; or
 - d) competent governmental authorities if so, required by law.
 6. We may disclose your Personal Data to our affiliates, contractors or third-party service providers overseas for the purposes listed above. If we do so, we will take steps to ensure that your Personal Data continues to receive a standard of protection.
 7. Your Personal Data collected by the virtue of this Privacy Policy will be disclosed to organizations managing and operating the SC VivoCity App for the purpose of storage and processing such Personal Data for the term of the SC VivoCity App, including the term of Membership Account.
 8. We will retain the Personal Data for as long as your Membership Account is active or as needed to provide you services under the Program and to maintain a record of your Personal Data for the purposes consented by you. We will also retain and use your Personal Data as necessary to comply with any legal obligations, resolution of disputes and enforcement of any agreements.
 9. You have the right to request access to and correct your personal data. You may also inform us at any time if you no longer wish us to use your personal data in any particular manner. Kindly contact us at support@scvivocity.com.vn for us to attend to your request(s).
 10. We may revise this Privacy Policy from time to time without any prior notice. Any changes or update to the Privacy Policy will be published and made available via SC VivoCity App. Any changes to the Privacy Policy will take effect immediately and be binding on you from the time of posting such changes

on the SC VivoCity App. Your continuing use of the SC VivoCity App constitutes your acknowledgement and acceptance of such changes.

11. To the extent permitted by laws, we will apply reasonable and proper measures to protect the confidentiality of the Personal Data and shall collect, use, disclose and process the Personal Data to the extent provided under this Term and Conditions and Privacy Policy. We do not guarantee that your Personal Data shall not be leaked, stolen during the operation and maintenance of the SC VivoCity App by any parties who we do not disclose to. To the maximum extent permitted by laws, we shall not be liable to you for any loss or damage you suffer as a result of viruses or other malicious or harmful content that you access from or via the SC VivoCity App, nor shall we be liable for any loss and damages incurred by you from the disruption, failures or problems relating to the internet connection, hardware devices, servers or any relevant security issues arisen during your download, and/or use of the SC VivoCity App which may affect the protection of your Personal Data.
12. This Privacy Policy shall be governed by and construed in accordance with the laws of Vietnam. All complaints or disputes arising out of the Privacy Policy will be settled in accordance with all applicable laws in Vietnam.
13. This Privacy Policy is in both English and Vietnamese language. If there is a discrepancy between the English and Vietnamese, the Vietnamese shall prevail.
14. If you have any questions regarding our Privacy Policy, please email us at support@scvivocity.com.vn. Shall you not agree with our terms of Privacy Policy, please unsubscribe to the Program.
15. This Privacy Policy was first created on 27 Dec 2022, last updated on 30 June 2023 and takes effect from **01 July 2023**.

Members hereby acknowledge and agree that they have fully read, understood, and agreed to be bound by these Terms and Conditions and the Privacy Policy.

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