

## **DATA PRIVACY NOTICE AND CONSENT FORM FOR CUSTOMERS**

VinFast Auto Philippines, Corp. (hereafter 'VinFast' or the 'Company' or 'we', 'our', 'us') respects and values your privacy and employs reasonable measures to protect your personal information in accordance with the Data Privacy Act of 2012 ('DPA'), its Implementing Rules and Regulations, and related issuances from the National Privacy Commission ('NPC').

Pursuant to our business transactions, it is necessary for the Company to collect and process your personal data for the purposes stated in this notice.

This Data Privacy Notice will inform you on how we process and protect your personal information. By signing this Data Privacy Notice and Consent Form, you certify that you have read and understood, and agree to, the terms below.

### **1. SERVICE DESCRIPTION**

We collect information from our Customers, pursuant to the sale of VinFast vehicles, parts, and accessories, as well as to render services.

### **2. PERSONAL INFORMATION COLLECTED AND PROCESSED.**

The Company collects the following categories of personal data:

- Full Name
- Contact Details such as Landline/Mobile Number, E-mail Address, Residence Address
- Valid and Competent Evidence of Identity

For purposes of market analytics and research, as well as improving the design of our products and our sales strategy, we also collect the following:

- Age
- Gender
- Ethnicity
- Occupation
- Marital Status
- Salary Range
- Birthday
- Employment Information
- Household Information

When you access our website or use our web-based apps, we also automatically collect certain information about your device and usage of our website through cookies and similar tracking technologies. This information may include your IP address, browser type, operating system, referral URLs, and other browsing data.

### 3. METHODS OF COLLECTION

We collect your personal data from any documents or communications that you may have directly submitted to us, from publicly available information (including your social media accounts), or from third parties. This may include any information that you have disclosed to our representatives in the course of customer transactions.

You may inform us of the specific personal data you do not want to be processed beyond the requested purpose. We will respect your request in so far as it is feasible to fulfill the purposes for which the personal data was collected.

Where you have provided us with personal data of individuals other than yourself, you warrant that you have obtained their consent for the disclosure, in accordance with the DPA.

### 4. METHODS OF PROCESSING

Your personal data may be processed both by way of computer media and on paper, in compliance with the rules in relation to personal data protection, therein including those relating to data security.

### 5. PURPOSES

You Personal Information shall be processed for the following purposes:

- For vehicle reservation and sales;
- To prepare the documentation needed for the purchase of the vehicle, including in-house or third- party financing scheme, if applicable;
- To ensure availment of applicable discounts and other promotional offers;
- To manage the process of billing the Purchaser for vehicles purchased and services rendered;
- To facilitate the release or delivery of the vehicle;
- To provide after-sales support services;
- To receive customer complaints or feedback and take necessary action in response to the complaint or feedback;
- To maintain communication with Purchaser and inform the Purchaser of newest vehicle line-up and services offered;
- To gather feedback and information, including sales and service experience;
- To facilitate warranty registration and approval of claims, enable claims payment processing;
- To facilitate the registration in our customer database;
- To identify units sold by dealers;
- To reconcile Company's records with intercompany's records, consolidate reports, provide materials for business review and internal meetings;
- To assert and defend any legal claims; and
- For other purposes related to or incidental to the foregoing

## 6. PERSONAL INFORMATION CONTROLLER

The Company is the Personal Information Controller under the DPA, which means that it determines what purposes personal information it holds will be used for. It may also be that your personal data is disclosed to third parties pursuant to a data sharing agreement. In which case, such third parties are also the personal information controllers of your personal information.

## 7. TRANSFERS AND DISCLOSURES

Your personal information may be disclosed to the Company's partners and third parties for the same purposes as the Company's processing of your personal data, and in addition to the following:

- a. To ascertain your identity as our customer
- b. To plan vehicle designs, and fitting and testing of car parts
- c. To respond to law enforcement authority or other government regulatory bodies' requests
- d. To facilitate computer-based assessments
- e. To conduct audits, including operational, risk, compliance, financial, and anti-fraud and corruption audits, and/or investigate a Complaint or security threat
- f. To comply with the Company's business and management responsibilities and policies, which are necessary for the organizational functioning of the Company
- g. To comply with statutory requirements
- h. To establish, exercise, or defend legal claims, especially those arising out of contract, and
- i. Fulfill any other purposes directly related to the above-stated purposes.

When the processing of your personal data is outsourced by the Company to a third party, the processing will be subject to written agreements between the Company and the third parties processing the data. These written agreements specify the rights and obligations of each party and will provide that the third party has adequate security measures in place and will only process your personal information on the specific written instructions of the Company.

The Company will not sell, rent, share, trade, or disclose any of your personal data to any other party without your prior written consent, with the exception of entities within the Company and any third-party service providers which the Company has engaged, whose services necessarily require the processing of your personal data.

The following are the third parties to whom your personal data may be disclosed:

- a. Regulatory bodies/agencies and other legal bodies
- b. Company affiliates in other countries

## 8. DATA RETENTION

Your personal data will be retained or stored for as long as the purposes for which they

are being processed have not been satisfied. The Company will retain and use your personal information as necessary to comply with its legal obligations, resolve disputes, and enforce its agreements:

- a. Generally, we shall keep your Personal Information in our database for a period of ten (10) years from the date of last transaction with us, after which the same shall be deleted, unless needed for:
  - the fulfillment of declared, specific, and legitimate purposes;
  - the establishment, exercise, or defense of legal claims, such as ongoing investigations, legal proceedings, and litigation; or
  - legitimate business purposes, which must be consistent with standards followed by the applicable industry or approved by the appropriate government agency.
- b. Hardcopies of the forms you have submitted, as well as all records that shall be relevant to your experience with representative of the Company may be stored in the Company premises in a secure cabinet or in an off-site warehouse managed by a third-party service provider.
- c. Forms and documents which contain your personal data will be digitized and stored on the Company's information management system hosted by the Company on-site or in the premises of an authorized third-party service provider.
- d. The Company shall ensure, using contractual and other reasonable means, that the Third-Party Service Provider implements proper safeguards to ensure the confidentiality, integrity and availability of the personal data processed, prevent its use for unauthorized purposes, and comply with the requirements of the DPA, its Implementing Rules and Regulations, and other applicable laws for processing of personal data, and other issuances of the NPC.
- e. Personal Information provided to us shall be disposed or discarded in a secure manner that would prevent further processing, unauthorized access, or disclosure to any other party, or prejudice your interests.

## 9. DATA PROTECTION MEASURES

The Company has put in place physical, electronic, and managerial procedures designed to help prevent unauthorized access, to maintain data security, and to use correctly the Information we collect online. These safeguards vary based on the sensitivity of the Information that we collect and store.

## 10. ACCESS

Subject's access requests may be made by emailing the data protection officer. The Company may take reasonable steps to confirm the requester's identity as a data subject before granting access to the personal information and allowing updates thereto.

## 11. DATA SUBJECT RIGHTS

You have the following rights under the DPA, which you may exercise at your discretion.

a. The right to access personal information

Under the DPA, it is possible for individuals to request access to any of their personal data held by the Company, subject to certain restrictions. A request for disclosure of such information is called a subject access request. Any such requests should be addressed to the Data Protection Officer.

b. The right to make corrections to personal information

The DPA requires the Company to take reasonable steps to ensure that any personal data it processes is accurate and up-to-date. It is your responsibility to inform us of any changes to the personal information that you have supplied to us during the course of our business transaction.

c. The right to object to the processing of personal information

You have the right to object to the processing of your personal information, including processing for direct marketing, automated processing or profiling. You shall also be notified and be given an opportunity to withhold consent to the processing in case of changes or any amendment to the information supplied or declared to you in this Data Privacy Notice. Please note that some of the personal data you have provided to us is necessary for us to comply with statutory and regulatory requirements, as well as the Company's administrative policies and is thus mandatorily required to be collected and processed. Withholding of your consent to the processing of certain personal data may prevent you from availing of certain benefits.

d. The right to erasure or blocking of personal information

You have the right to suspend, withdraw or order the blocking, removal or destruction of your personal information from our filing system.

e. The right to be informed of the existence of processing of personal information

You have the right to be informed whether personal information pertaining to you shall be, is being, or have been processed, including the existence of automated decision-making and profiling.

f. The right to damages

Upon presentation of a valid decision, the Company recognizes your right to be indemnified for any damages sustained due to inaccurate, incomplete, outdated, false, unlawfully obtained or unauthorized use of personal information, taking into account any violation of your rights and freedoms as a data subject.

g. The right to lodge a complaint before the NPC

## 12. CHANGES TO THIS STATEMENT

This Data Privacy Notice may be updated from time to time. You will be notified whenever there are any updates that will significantly affect your rights.

### 13. CONCERNS AND QUESTIONS

In case of complaints, concerns, or questions regarding the processing of your personal information, or if you wish to exercise your data subject rights, you may address them to:

DATA PROTECTION OFFICER  
VinFast Auto Philippines, Corp.  
Unit 1603 Capital House, 9th Street corner Lane S  
Bonifacio Global City, Taguig City 1634  
[v.queencelss@vinfast.vn](mailto:v.queencelss@vinfast.vn)

### 14. VALIDITY OF CONSENT

This consent and authorization remain valid and subsisting for a limited period consistent with the purposes above or until otherwise revoked or cancelled in writing. You may inform the Company of the specific personal information you do not want to be processed beyond the requested purpose. VinFast will respect your request insofar as it is feasible to fulfill the purpose for which the personal information was collected.