

■ Collection and Use of Personal Information Guide

The Heuron Corporation (hereinafter referred to as the "Company") collects and utilizes personal information related to the use of Heuron's website. We provide guidance on the collection and processing of personal information under relevant laws such as the "Act on Promotion of Information and Communications Network Utilization and Information Protection" and the "Personal Information Protection Act."

The "Company" makes its privacy policy easily accessible on the first page of the website, allowing members to easily check it at any time. The privacy policy may be revised in accordance with related laws and the Company's internal policies. When revised, the changes will be managed through version control for users to review the amendments.

■ Term

- Member: Refers to individuals or businesses who access and use the Heuron website.

■ Purposes of Personal Information Processing

Purpose of processing "Member" information: We collect the personal information of "Members" to respond to inquiries regarding the use of Heuron services. (However, personal information will be retained for the period specified by relevant laws in case of storage required by applicable laws.)

■ Collected Personal Information Items

[Online Inquiry]

- Items collected: Name, Email, Phone number, Position, Company name, Inquiry details
- Purpose of use: Service inquiries
- Collection method: Heuron website
- Retention period: Until consent is withdrawn

■ Third-Party Provision of Personal Information

The "Company" utilizes the personal information of "Members" within the scope notified during the collection and use of personal information and, in principle, does not provide the personal information of "Members" to third parties. However, exceptions apply in the following cases:

- When the "Member" has given prior consent
- When required by law or when there is a request from investigative agencies in accordance with the procedures and methods prescribed by law for investigative purposes

■ Entrustment of Personal Information Processing

Entrustment of Personal Information Processing refers to delegating certain tasks to specialized subcontractors in various fields to provide efficient services to "Members." The processing of personal information occurs only within the scope entrusted by the "Company," under its responsibility.

The "Company" carefully reviews whether subcontractors processing personal information have sufficient capabilities to ensure the protection of "Member" privacy.

- Subcontractor Name: OpenCom Co., Ltd.
- Entrustment Task Contents: Website and system management (Hosting / Maintenance)

- Subcontractor Name: AWS (Seoul)
- Entrustment Task Contents: Infrastructure operation

The "Company" promptly discloses through the privacy policy if there are changes in the subcontractors responsible for the Entrustment tasks.

■ Processing and Retention Period of Personal Information

In principle, once the purposes of collecting and using personal information are fulfilled, the information is promptly destroyed. However, if there is a need to retain member information in accordance with the provisions of related laws, the company will retain it for a certain period as stipulated by such laws.

[Legal Basis] Act on the Consumer Protection in Electronic Commerce Transactions

- Records related to indication/advertisement: 6 months
- Records related to contracts, withdrawal of subscriptions, etc.: 5 years
- Records related to payment and supply of goods, etc.: 5 years
- Records related to consumer complaints or dispute resolution: 3 years

[Legal Basis] Act on the Protection of Communication Secrets

- Log records related to service usage: 3 months

■ Rights of Members and Procedures for Exercising Rights

"Members" have the right to exercise their privacy rights at any time, and the "Company" will endeavor to process such requests promptly, except in cases where it is unavoidable under related laws or other circumstances.

If a "Member" requests correction or deletion of personal information due to errors, the "Company" will refrain from using or providing the relevant personal information until the correction or deletion is completed.

[Rights of Information Subjects]

- Request for access to personal information
- Request for correction or deletion of personal information
- Request for suspension of personal information processing
- Request for confirmation of personal information use and provision

[Procedure for Exercising Information Subject's Rights]

- You can exercise your rights through the customer service department below, and upon verifying your identity, we will promptly take action regarding your request.

■ **Matters regarding destruction of Personal Information**

"The Company" shall immediately destroy the relevant personal information in the following manner when the purpose of collecting and using personal information has been achieved, or when "Members" withdraw their consent for personal information or no longer wish to have their personal information processed. However, if it is mandatory to retain information for compliance with relevant laws, the Company will securely store only the minimum required information for the period specified by law.

- Destruction Procedure

When a reason for the destruction of personal information occurs, "The Company" shall destroy the information immediately under the management of the personal information protection officer, using secure methods.

- Method of Destruction

"The Company" safely deletes electronic file format personal information using irreversible technical methods, and physical documents such as printouts are destroyed by shredding or incineration.

■ **Matters related to the installation, Operation, and Refusal of Automatic Personal Information Collection Devices**

1. Cookies

Cookies are small text files stored on the member's PC by the website they visit to maintain service settings and enable more convenient use. These cookies do not contain personal

information that can identify members. Members can easily refuse or delete cookies at any time. However, refusing cookies may result in difficulties in using some services.

1-1. Changing Cookie Settings

Methods to check and change cookie settings in the current browser:

- Internet Explorer: [Tools] -> [Internet Options] -> [Privacy] tab -> [Settings] -> [Advanced] to select whether to allow, block, or choose cookies.
- Chrome: [Settings] -> [Privacy and Security] -> [Cookies and Other Site Data]
- Safari: [Safari] -> [Preferences] -> [Privacy] -> Change [Cookies and Website Data]

■ **Technical/Administrative Protective Measures for Personal Information Protection**

- Enforcement of Privacy Policy

"The Company" establishes internal regulations for personal information protection and enforces them company-wide, exceeding the levels required by relevant laws, and supervises employee compliance.

- Encryption of Personal Information

Important personal information such as passwords and account numbers required to be encrypted by law are protected through secure encryption methods.

- Control device against security threats such as hacking

Various information protection systems operate to prevent the leakage or damage of personal information due to hacking or computer viruses. Unauthorized access is strictly controlled.

- Minimizing and Training Personal Information Handlers

Personal information processing staff is minimized and limited to designated personnel. Ongoing training is conducted to ensure compliance with internal regulations and relevant laws.

- Other Efforts for Personal Information Protection

To manage members' personal information securely, "The Company" operates a dedicated department for personal information protection, invests actively in information security, and complies with credible domestic and international information protection certification requirements. Misuse of another's personal information for membership or service use can result in loss of membership and strict legal consequences.

■ **Dedicated Department for Personal Information Protection**

"The Company" operates a dedicated department for the protection of members' personal information and to address any queries or complaints related to personal information processing. Members can contact this department for any personal information-related issues

arising from the use of the company's services, and the company commits to providing prompt and comprehensive responses.

[Customer Service Department]

- Department: Field Engineer (FM) Team
- Contact Number: 032-429-8508
- Fax Number: 032-429-8507

[Chief Privacy Officer, CPO]

- Name: Hwang In-ho
- Telephone: 032-429-8508

For additional assistance regarding personal information infringement, such as redress or consultation, the following specialized institutions can be contacted:

[Personal Information Infringement Report Center (Operated by KISA)]

- Responsibilities: Reporting personal information infringements, consultation requests
- Website: <https://privacy.kisa.or.kr>
- Phone: 118 (without area code)
- Address: KISA Personal Information Infringement Report Center, 9 Jinhung-gil, Bitgaram-dong, Naju-si, Jeollanam-do (58342)

[Personal Information Dispute Mediation Committee]

- Responsibilities: Applications for personal information dispute mediation, collective dispute mediation (civil resolution)
- Website: <https://kopico.go.kr>
- Phone: 1833-6972 (without area code)
- Address: 12th Floor, Government Complex-Seoul, 209 Sejong-daero, Jongno-gu, Seoul (03171)

[Supreme Prosecutors' Office Cyber Investigation Department]

- Website: <https://cybercid.spo.go.kr>
- Phone: 1301 (without area code)

[National Police Agency Cyber Investigation Division]

- Website: <https://cyberbureau.police.go.kr>
- Phone: 182 (without area code)

<Supplementary Provision>

Privacy Policy is applicable from February 20, 2023.