

Heuron Co., Ltd. Privacy Policy

Collection and Use of Personal Information Guide

Heuron Co., Ltd. (hereinafter "the Company") provides guidance on the personal information of users collected through the company's website and the processing of such information in accordance with the "Personal Information Protection Act," the "Act on Promotion of Information and Communications Network Utilization and Information Protection, etc.," and other related laws and regulations.

The Company is committed to protecting users' personal information and swiftly and smoothly handling any related grievances. To ensure easy access for users, the Company's privacy policy is prominently displayed on the first screen of the site. This policy is subject to change in accordance with relevant laws and the Company's internal policies. The Company maintains version control to allow users to easily check for any revisions to the policy.

Term

- Member: Refers to individuals or business members who access the Heuron website and leave service inquiries.

Purpose of Personal Information Processing

Personal information of "Members" is collected to respond to inquiries about the use of Hu-Ron services. (However, if personal information is retained as required by relevant laws, it is held for the period specified in those laws.)

Collected Personal Information Items

(Mandatory) [Contact Us]

- Collected Items: Name, Institution/Company Name, Affiliation/Position, Email, Phone Number, Inquiry Content
- Purpose of Use: To respond to service inquiries
- Method of Collection: Hu-Ron website
- Retention Period: Until consent withdrawal

(Mandatory) [Request a Demo]

- Collected Items: Name, Institution/Company Name, Affiliation/Position, Email, Phone Number, Other Inquiry Details

- Purpose of Use: To respond to service inquiries
- Method of Collection: Hu-Ron website
- Retention Period: Until consent withdrawal

(Optional) Receive service advertisement/event information

- Collected Items: Name, Institution/Company Name, Affiliation/Position, Email, Phone Number
- Purpose of Use: To receive advertising/event information related to services
- Method of Collection: Hu-Ron website
- Retention Period: Until consent withdrawal

Third-Party Provision of Personal Information

The Company" uses the personal information of "Members" within the scope notified in the personal information collection and use guide. Principally, it does not provide personal information to third parties, except in the following cases:

- With the prior consent of "Members"
- In accordance with legal provisions or upon requests from investigative agencies following the prescribed procedures and methods for investigative purposes

Entrustment of Personal Information Processing

Entrustment of personal information processing tasks means entrusting some operations to subcontractors equipped with specialized expertise in various fields to provide smooth services to "Members". This is done under the responsibility of "The Company", and personal information is processed only within the scope of the entrusted tasks. "The Company" carefully reviews whether the subcontractors handling personal information have sufficient capabilities to protect the personal information of "Members".

- "For service provision, 'The Company' is entrusting personal information processing tasks to the following domestic specialist companies."
 - Subcontractor Name: Gabia Co., Ltd. (Hosting)
 - Entrustment Task Contents: System management (Hosting)

 - Subcontractor Name: Switchworks Co., Ltd. (Maintenance)
 - Entrustment Task Contents: Website and system management (Maintenance)
- "The Company", when concluding an outsourcing contract, specifies in the contract or related documents the responsibilities according to the "Personal Information Protection Act," such as prohibiting the processing of personal information for purposes other than the

performance of the entrusted tasks, technical and administrative protective measures, restrictions on re-entrustment, management and supervision of the trustee, and liabilities for damages. The Company also supervises the trustees to ensure the safe processing of personal information.

- "The Company" promptly discloses any changes in the content of the outsourced work or the trustees through the privacy policy.

Processing and Retention Period of Personal Information

Unless otherwise specified by law or agreed separately with "Members", "The Company" will retain personal information for the duration of the service provided or until the purpose of use is achieved. If the retention period is not specified, the information provided will be used until:

1. The purpose of provision is achieved.
2. The preservation period as per relevant legal requirements is reached.

Upon a member's request for withdrawal, "The Company" will immediately destroy all related information, including logs. Additionally, information that must be retained for a certain period as per legal requirements is as follows:

[Governing Law] Act on the Protection of Communications Secrets

- Log records of service use: 3 months

Rights of Members and How to Exercise Them

"Members" can exercise their rights for personal information protection at any time, and "The Company" will handle such requests promptly, except in cases where it's unavoidable due to relevant legal requirements. If a "Member" requests correction or deletion of personal information due to errors, etc., "The Company" will not use or provide the personal information until correction or deletion is completed.

[Rights of the Information Subject]

- Request to view personal information
- Request correction or deletion of personal information
- Request to stop processing personal information
- Inquiry into the use and provision of personal information

[How to exercise your Rights as the Information subject]

- Rights can be exercised through the customer service department listed below. After verifying the individual's identity, appropriate actions will be taken without delay.

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

You can check and change the cookie settings in your current browser using the following methods:

- Microsoft Edge: [Settings] → [Cookies and Site Permissions] → [Manage and Delete Cookies and Site Data] → Block third-party cookies
- Chrome: [Settings] → [Preferences] → [Privacy] → Change [Cookies and Website Data]
- Safari: [Safari] → [Preferences] → [Privacy] → Change [Cookies and Website Data]

2. GA(Google Analytics)

"The Company" utilizes Google Analytics, a web analytics tool provided by Google. Through Google Analytics, we collect user behavior information on our website, ensuring that only non-personally identifiable information is gathered. Such analytical information is used to provide

more useful and convenient services to "Members." If you do not wish for this information processing, you can refuse it through the guidance provided below. 2-1. How to Disable Google 2-1. Analytics Settings [[View](#)]

Technical/Administrative Protective Measures for Personal Information Protection

"The Company" is dedicated to securely managing "Members'" personal information, exceeding the levels of protection required by relevant laws. Additionally, "Members" are responsible for safely managing their personal information and should not transfer or lend it to third parties.

- **Establishment and Implementation of an Internal Management Plan** The Company has established and is implementing an internal management plan for the secure processing of personal information.
- **Minimization and Training of Personnel Handling Personal Information** The Company minimizes and manages personal information by designating specific staff for its handling.
- **Regular Self-Audits** Regular self-audits are conducted to ensure the security of personal information processing.
- **Access Restriction to Personal Information** Necessary measures are in place for access control to the personal information database system, including authorization, modification, and deletion of access rights, and the use of intrusion prevention systems to control unauthorized access from outside.
- **Retention and Prevention of Tampering of Access Records** Access records to the personal information processing system are retained and managed for at least one year; in cases involving more than 50,000 information subjects or processing unique identification or sensitive information, records are kept for at least two years. Security features are used to prevent tampering, theft, or loss of access records.
- **Encryption of Personal Information** User personal information, including passwords, is encrypted and stored. Important data is secured through encryption of files and transmission data, or by using file lock functions.
- **Technical Measures Against Hacking** The Company installs security programs and performs regular updates and checks to prevent personal information leakage and damage due to hacking or computer viruses. Systems are installed in areas with controlled access and are technically and physically monitored and blocked.
- **Control of Access by Unauthorized Persons** Physical storage places containing personal information are separately established, with controlled access procedures in place.
- **Use of Locking Devices for Document Security** Documents and auxiliary storage media containing personal information are stored in a secure place with locking devices.

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: SW Team
- Contact Number: 02-2633-8595
- Fax Number: 02-2633-8596

[Chief Privacy Officer, CPO]

- Name: Hwang In-ho
- Contact Number: 02-2633-8595

For other personal information infringement issues, you can seek remediation and consultation from the following specialized institutions:

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

- Responsibilities: Reporting personal information infringement, consultation requests
- Website: <https://privacy.kisa.or.kr>
- Phone: 118 (without area code)
- Address: Personal Information Infringement Report Center, Korea Internet & Security Agency, 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)

Changes to Privacy Policy

This Privacy policy will be effective from December 29, 2023.