

## **Privacy Policy (For Customers)**

### **Customer Information Collected and Purposes of Use**

FILCORE Co., Ltd. collects and uses the following customer information:

Customers (Sales): Company profile documents; personal telephone numbers and personal email addresses of persons in charge and representatives; company email addresses; company telephone numbers; fax numbers; business registration certificates; business cards.

Purpose of collection: To respond to inquiries and complaints; to proceed with transactions; and to provide customers with information related to products and services (including maintenance and support, exhibitions, seminars, and other items).

Suppliers: Personal telephone numbers and personal email addresses of persons in charge and representatives; company email addresses; company telephone numbers; fax numbers; business registration certificates; business cards.

Purpose of collection: To respond to requests for complaint handling; to proceed with procurement transactions; and to provide customers with information related to products and services (including maintenance and support, exhibitions, seminars, and other items).

### **Management of Personal Information**

FILCORE Co., Ltd. appropriately manages personal information by implementing reasonable security measures in accordance with applicable laws, regulations, guidelines, and internal rules to protect against risks related to personal information (including unauthorized access, loss, destruction, alteration, leakage, and other risks).

- 1) Administrative measures: Establishment and implementation of internal management plans; regular employee training; collection of personal information protection pledges, etc.
- 2) Technical measures: Access control management for personal information processing systems; installation of access control systems; encryption of unique identification information; installation of security software.
- 3) Physical measures: Access control for computer rooms, document storage rooms, etc.

### **Disposal of Personal Information**

Disposal procedure: Customer information is retained for a certain period in accordance with internal policies and applicable laws and regulations after the purpose has been achieved, and is then disposed of. Personal information retained through such procedures will not be used for any purpose other than the purpose of retention unless required by law.

Disposal method: If personal information to be disposed of is in electronic file form, it is permanently deleted using irreversible methods. Other records, printed materials, documents, and recording media are destroyed by shredding or incineration.

### **Accuracy of Personal Information**

FILCORE Co., Ltd. takes measures to ensure that the personal information received from you is accurate and up to date. Customers shall notify FILCORE Co., Ltd. of any changes to personal information using the procedures described in the “Contact Information Regarding Personal Information” below.

### **Provision of Personal Information to Third Parties**

FILCORE Co., Ltd. does not provide personal information to third parties without the prior consent of the individual.

However, this restriction does not apply where the provision of personal information to third parties is permitted under applicable laws or regulations, or where the recipient is not deemed a third party, such as in cases where specific operations are outsourced.

If FILCORE Co., Ltd. does not currently provide personal information to third parties and later does so, the current status will be described.

### **Outsourcing of Personal Information Processing**

FILCORE Co., Ltd. may entrust personal information to third parties when outsourcing specific tasks in order to respond to inquiries from you. However, personal information will be disclosed or used only for the purposes listed above. FILCORE Co., Ltd. selects only outsourcing partners that meet the necessary standards for personal information protection and establishes rules to protect personal information and appropriately supervises the use of outsourced personal information.

FILCORE Co., Ltd. is not currently outsourcing personal information processing. If outsourcing occurs in the future, the current status will be described.

### **Contact Information Regarding Personal Information**

You may contact FILCORE Co., Ltd. by mail (60 Sangidaehak-ro, Siheung-si, Gyeonggi-do, 1Na 402 (Jeongwang-dong, Sihwa Industrial Complex)) or by email (filcore@filcore.co.kr) to submit requests regarding access, correction, deletion, suspension of processing, or other matters related to personal information. FILCORE Co., Ltd. will respond promptly to all requests within a reasonable period in accordance with internal rules.

### **Complaints and Inquiries Regarding Personal Information Protection**

FILCORE Co., Ltd., whose registered office is located at 60 Sangidaehak-ro, Siheung-si, Gyeonggi-do, 1Na 402, is the personal information controller.

Details of the personal information protection officer are as follows:

Seung-hyun Kim (CEO)

FILCORE Co., Ltd.

60 Sangidaehak-ro, Siheung-si, Gyeonggi-do, 1Na 402

Telephone: 031-433-3988

URL: <http://www.filcore.co.kr/>

### **Retention of Information**

We retain personal information only for the period necessary to achieve the purposes for which it was collected, including compliance with legal, accounting, or reporting requirements.

In determining the appropriate retention period, we consider the amount, nature, and sensitivity of personal information, potential risks of unauthorized use or disclosure, the purposes of processing, and whether those purposes can be achieved through other means while satisfying legal requirements.

### **Rights of Access, Correction, Deletion, Suspension of Processing, and Withdrawal of Consent**

You have the following rights regarding your personal information, which may be exercised by contacting us using the contact information above:

- Request access to your personal information and receive a copy to verify lawful processing.
- Request correction of inaccurate or incomplete personal information.
- Request deletion of personal information when there is no legitimate reason for continued retention.

- Request suspension of processing of your personal information, for example, while verifying accuracy or processing grounds.
- Withdraw consent at any time in cases where personal information is processed based on consent. Upon withdrawal, we will not further process your information for the originally consented purposes unless there is a lawful basis.

These rights may also be exercised through a legal representative or authorized agent, in which case a power of attorney in the prescribed form must be submitted.

### **Operation of Video Information Processing Equipment**

FILCORE Co., Ltd. installs and operates video information processing equipment as follows.

#### 1) Legal Basis and Purpose of Installation of Video Information Processing Equipment

For the purpose of ensuring the safety of company facilities, preventing fires, and preventing crimes such as theft.

#### 2) Installation Location, Number of Units, Scope of Recording, Person Responsible for Management, Department in Charge, and Persons Authorized to Access Video Information

<b>Category</b>	<b>Surveillance Cameras</b>
Installation Location	Parking lot, Factory No. 1, Factory No. 2
Scope of Recording	24 hours
Storage Location	Surveillance camera server within the office
Department in Charge	Management Support Department

#### 3) Recording Time, Retention Period, Storage Location, and Processing Method of Video Information

- Recording Time: Continuous recording for 24 hours
- Retention Period: 30 days from the date of recording

- Storage Location and Processing Method: Stored and processed on internal servers

#### 4) Method and Location for Accessing Video Information

Inquiries should be made to the department responsible for management as specified in item 3).

#### 5) Measures for Requests to View Video Information by Members

Requests to view or confirm the existence of personal video information must be submitted by filing a request for access to personal video information. Viewing is permitted only where the requesting member is personally recorded in the footage, or where it is clearly necessary for the protection of the life, body, or property interests of a member.

#### 6) Technical, Administrative, and Physical Measures for the Protection of Video Information

Establishment of internal management plans; access control and restriction of access rights; secure storage of video information; application of secure transmission technologies; retention of processing records; measures to prevent forgery and alteration; maintenance of storage facilities and installation of locking devices, among others.

### **Installation and Operation of Automatic Personal Information Collection Devices and Refusal Thereof**

FILCORE Co., Ltd. installs and operates cookies, which users may refuse. Cookies are small amounts of information sent from an HTTP server to a user's browser. Cookies identify a user's computer but do not personally identify individual members.

Information collected through cookies is used for the purposes described below, and cookies expire when the browser is closed or the user logs out.

1. Purpose:
2. Items Collected:

Users may configure their web browser options to accept all cookies, receive notifications when cookies are installed, or refuse all cookies. However, if users refuse the storage of cookies, some services that require login may be difficult to use.

#### Browser-Specific Cookie Settings

## 1. When Using Safari

- a. From the menu bar at the top left of Mac OS, select [Safari] → [Preferences]
- b. In the [Preferences] window, move to [Security] and select whether to allow cookies

## 2. When Using Chrome

- a. Click the wrench-shaped icon on the browser toolbar
- b. Select [Options] (Preferences on Mac and Linux, Settings on Chromebook)
- c. Click the [Advanced Settings] tab
- d. When the content settings box appears, click the [Cookies] tab
- e. Select the desired options regarding cookie blocking

## 3. When Using Edge

- a. Click the Settings (gear-shaped) icon at the top right of the browser
- b. Click the Update & Security (lock-shaped) icon
- c. Select the desired options regarding cookie blocking