SGS VIETNAM LIMITED CUSTOMER PRIVACY NOTICE

The protection of your personal data is important to SGS Vietnam Limited which has adopted strong principles in this area as stated in its Data Privacy Policy available at https://www.sgs.com/en/privacy-at-sgs.

SGS Vietnam Limited ("SGS", "Company", "we", "us", and "our") may process its Customer's personal data (hereinafter the "Data"), as listed below, being either a representative of Customer or of its employees (hereinafter the "Customer"). Further information may be provided where necessary when you apply for a specific service.

Each SGS Affiliate is a separate legal entity. The data controllers of your personal information are one or more of the SGS Group of Affiliates listed in our Office Directory. Where legally required, SGS Affiliates Customer Privacy Notices are also available in each relevant SGS country webpage.

1. DATA CONTROLLER AND CONTACT DETAILS

The Company is responsible, as a controller, for collecting and processing the Data in the context of our business relationship and, in particular, in order to provide services as part of the execution of our contractual obligations with our Customer or to carry out pre-contractual steps as part of an offer for services or for entering into a contract with Customer.

If you have any questions or comments about this Notice, please contact us:

- by e-mail at privacy.vietnam@sgs.com;
- through the online privacy request form available at https://www.sgs.com/ en/online-privacy-statement/privacy- request-form;
- by mail or come to the following address: SGS Vietnam Limited – Data Protection Officer – 9th Floor, 198 Nguyen Thi Minh Khai, Xuan Hoa Ward, Ho Chi Minh City.

If you would like to unsubscribe from SGS email global marketing communications:

- visit https://www.sgs.com/en/newsletters/update-subscription

2. CATEGORIES AND TYPES OF DATA AND HOW WE PROCESS

The Data processed by the Company may include:

For most of our services:

- contact information (name, home and/ or business address, telephone, email addresses); and
- financial details (tax identification and bank account details).

For some of our services, we may also collect additionally:

- personal information (date of birth, nationality, pictures, electronic identification data such as cookies, IP addresses and passwords);
- professional and employment information (education and training);
- any data gathered as part of a 3rd party conformity assessment / audit; and
- any other data which we process in the context of our business relationship as per the specific applicable contract terms or General Conditions.

3. PURPOSE AND LEGAL BASIS OF THE PROCESSING AND NATURE OF THE PROVISION OF DATA

Company will always process the Data for a specific purpose and will only process the Data which is relevant to achieve that purpose. In particular, Company will process personal data on the following legal basis and for the following purposes:

a. For fulfillment of contractual obligations.

Data is processed to provide our services in the context of carrying out our contracts with our Customers and for managing our business relationship with them and ensure the proper execution of services, for instance by handling Customer service related queries and issuing invoices or making payments. The purposes of data processing are primarily in compliance with the specific service. You can find other details about the purposes of data processing in the relevant contract documents and terms and conditions.

b. As a result of your consent

As long as you have granted us consent to process the Data for certain purposes (e.g. marketing purposes), this processing is legal on the basis of your consent. Your consent is always optional and can be withdrawn at any time. This also applies to withdrawing declarations of consent that were given to Company before Decree 356/2025/ND-CP issued by Government on 31 December 2025 came into force, i.e. before 1st January, 2026. For the avoidance of doubt, withdrawal of consent shall not affect the legality of data processed prior to such withdrawal.

c. Due to legal obligations or in the public interest.

Furthermore, we are subject to various legal obligations, i.e. regulatory and statutory requirements. Purposes of processing include fulfilling control and reporting obligations under fiscal laws or, in certain cases, due to accreditation and/ or certification mandatory requirements.

Where the personal data we collect is needed to meet Company legal or regulatory obligations or enter into an agreement with you, if Company cannot collect this personal data, Company will be unable to engage you as a customer or provide its services and fulfill its contractual obligations (in which case Company will inform you accordingly).

4. WHO HAS ACCESS TO DATA AND TO WHOM IT IS SHARED

The Data may be disclosed:

a. within the SGS Group to other SGS affiliates in order to provide services to Customers and ensure a consistent standard of service across our group.

SGS Group Affiliates will act as data processors or as autonomous data controllers depending on the circumstances and purposes.

b. to third parties who need to carry out specific activities in relation to the Data, according to the purposes of the processing, or to service providers who provide services to Company such as IT and hosting providers, marketing providers, debt collection providers,

sub contractors. When we do so we take steps to ensure they meet our data security standards, so that your personal data remains secure.

c. to authorities, entities and/or subjects to whom they must be communicated according to legal or contractual mandatory provisions. These authorities, bodies and/or subjects will act as independent data controllers.

d. in other circumstances such as acquisitions and sale to third party prospecting companies when we envisage selling or transferring part or all of our business providing that all contract measures are taken to ensure they meet our security standards so that your personal data remains secure.

5. INTERNATIONAL TRANSFER OF DATA

When Data is transferred, we ensure that we have taken steps to protect the Data before transfer.

SGS transfers Data across national boundaries within the SGS Group or outside the SGS Group only when:

a. this is justified for business purposes; and

b. safeguards have been implemented to ensure that Data will continue to be protected at a minimum with the same level of protection required in the jurisdiction of origin. To ensure this level of protection for your personal information, SGS may use a data transfer agreement with the third-party recipient.

6. HOW DATA IS PROTECTED TO PREVENT, REDUCE OR ELIMINATE UNDESIRABLE RISKS

The processing of personal data may present a risk of data leakage or a risk of inappropriate processing.

With the highest efforts, the Company implements appropriate technical and organisational measures to protect personal data against unauthorized, accidental or unlawful destruction, loss, alteration, misuse, disclosure or access and against all other unlawful forms of processing.

These security measures have been implemented taking into account the state of the art of technology, their cost of implementation, the risks presented by the processing and the nature of the personal data, with particular care for sensitive data. In particular, adequate awareness, confidentiality undertakings and training are in place to ensure that Data is not shared or disclosed to unauthorised persons.

7. HOW LONG DATA IS STORED

The Data will be stored on paper and/ or electronically for only the time necessary for the purposes for which it was collected, respecting the principles of limitation of conservation and minimisation.

The Data will be kept to comply with regulatory obligations and to pursue the above-mentioned purposes, in compliance with the principles of necessity, minimisation and adequacy.

The Company may retain Data after termination of the contractual relationship to fulfill regulatory and/or contractual and tax obligations or in case of legal claims. Subsequently, when the aforementioned reasons for the processing will cease, the Data will be anonymised, deleted or destroyed.

8. DATA SUBJECTS RIGHTS

Each Data subject can exercise the following rights by sending a request in writing to the Company at the above mentioned contact details:

- To be informed: You have the right to be informed about how your personal data is processed, including the type of data collected, purposes of processing, data controllers, data processors, and your rights and obligations under Vietnamese law.
- To give or withhold consent: Where consent is the legal basis for processing, you may provide or withhold consent.
- To withdraw your consent: where you have given your consent for the processing of your Data, you have the right to withdraw your consent at any time by submitting a written or electronic request in a verifiable format. Withdrawal of consent does not affect the legality of processing carried out prior to the withdrawal.
- To access: you can request access to your personal data and obtain information relating to the processing of your Data.
- To rectify: where you consider that your Data is inaccurate or incomplete, you can require that such Data be modified accordingly.
- To request provision of your personal data: You may request the Company to provide your personal data to you, unless such provision may cause harm to national security, social order, or the lawful rights and interests of others, as prescribed under Vietnamese law.
- To erase: you can require the deletion of your Data, to the extent permitted by law.
- To object: you can object to the processing of your Data, on grounds relating to your particular situation. The Company may refuse the objection if there are lawful grounds to continue the processing that override your rights and interests, as permitted by Vietnamese law.
- To restrict: you can request the restriction of the processing of your Data.

We strive to maintain good customer relations and deal with your issues to your satisfaction. If you are not satisfied with Company's answer or processing of your Personal Data, please contact us via the methods listed in section 1 above. Should you not be satisfied with us or you believe that the processing of your Data is contrary to the legislation in force, you have the right to lodge a complaint to a supervisory authority.

The Company is committed to keeping your personal data accurate and up to date. Therefore, if your personal data changes, please inform us of the change as soon as possible.

We will respond to your request within 02 days working days and complete the requested action within within the statutory timelines (10-20 days depending on the type of request), unless an extention is permitted by law.

PRIVACY NOTICE STATUS AND UPDATE

This Data Privacy Notice was updated in March 2026. Company reserves the right to amend it from time to time by publishing an updated version on https://www.sgs.com/en/privacy-at-sgs. The new modified or amended privacy statement will apply from that revision date. Therefore, we encourage you to review this privacy statement periodically to be informed about how we are protecting your Personal Data.