

## PROTECTION POLICY FOR PERSONAL INFORMATION OF CONSUMERS

Welcome to website [www.touchain.net](http://www.touchain.net) - specializes in providing management solutions for travel business established and owned by TOUR CHAIN JOINT STOCK COMPANY.

Head office is located at: No. 150 Tran Luu, Ward An Phu, Thu Duc city, Ho Chi Minh City. Tel: +84 945 12 27 27

Tour Chain system <https://touchain.net> and mobile applications developed by Tour Chain Joint Stock Company owned and managed by Tour Chain Joint Stock Company (hereinafter referred to as "Tour Chain"). By accessing and / or using the Website and Mobile Applications, the User acknowledges that you have read, understood and agreed by the Terms and Conditions applicable to the Tour Chain's services, provided directly or indirectly to the User through any of the methods specified by the Tour Chain below.

Please note that Tour Chain may add, change, modify, and remove the Terms and Conditions without notice in advance. Tour Chain encourages Users to regularly read the Terms and Conditions. These Terms and Conditions - even if modified from time to time to form a complete contract, may cancel and / or replace any other informal contract or agreement (expressed orally or in writing), unless otherwise specifically and explicitly stated otherwise. By continuing to use this Website after such changes have been made to the Terms and Conditions, the User agrees and accepts such changes.

### Protection Policy for personal information of consumers

#### Purpose and scope of information collection

- Information collection means that our system records and stores one or more different information that you actively provide when there is a need to use Tour Chain software products.
- When there is a need to request on Tour Chain software products; register a demo or purchase on the website, customers are required to provide personal information including full name, phone numbers and addresses for contact
- Your personal information is collected on the database recorded through input operations performed by you, including and not limited to: full name, phone number and address.
- Cookies and browsers at the time of customer access are automatically recognized by the system to assist in the privacy of the customer's personal information as well as the website's system security.

#### Purpose of using information

- We undertake not to rent, sell or disclose your Personal Information to unrelated third parties without your consent, except as set forth in our Privacy Policy
- The process of collecting, storing and processing your information is prioritized to serve your needs for advice on products and ordering on the website, helping to serve the processing, update the product ordered by

the customer to the address requested by the customer. Provide information related to the product which controls the download of data from the website, identify the customer accessing the Web, improve the functions of the Website, support for essential communications or announcements, market research.

- Promotional information or software product information provided by us on the website will only be sent with the consent of the customer, according to the personal information that the customer has provided (including number phone and address of the customer).

### **Storage information life**

- Personal information of customers that we collect will be kept by us for a period in accordance with the provisions of law or until such information also meets the purpose and scope of use specified in these Terms and Conditions.

### **The address collecting and managing the information**

- Tour Chain Joint Stock Company
- 45 An Phu, An Phu, District 2, Ho Chi Minh city
- Tax code: 0315375563
- Tel: + 84 945 12 27 27
- Email: info@toruchain.net

### **Commitment to confidentiality of customer information**

- When you make transactions on the website, the security and safety of all customer information (including personal information and order information) is of our top priority with the best support tools and measures.
- We only use the personal information we receive from you to serve your request for product consultation and order or for other purposes agreed by you without transferring, providing, copy to a third party for commercial purposes or any other purpose against the law.
- In case that required by law or state agencies, we are responsible for providing personal information, and your transactions to the State agency or related organizations.
- From the very first step to the completion of the ordering process, all information about your order will be kept safe and confidential.
- All activities of propagating, promoting or spreading illegal acts for the purpose of entering, copying, storing or destroying system data on the website are strictly prohibited in accordance with the law of Vietnam. We will request the competent State agencies to handle in accordance with the provisions of the law individuals or organizations that commit this violation when necessary.

### **Access right to personal consumer information**

- Customer Care Center and Marketing Department have access to customer information at the limit of notification of customer care programs, promotions, product information under the permission of customers.

### **More details?**

We would like to thank customers for visiting and trusting to use the Tour Chain's website and application. We hope that you can read the Terms and Conditions of Use to capture information in a timely and fast manner. fast and accurate. To learn more about Tour Chain, please contact:



- Hotline: + 84 945 12 27 27
- Add: 150 Tran Luu, ward An Phu, Thu Duc city, Ho Chi Minh city
- Email: [info@tourchain.net](mailto:info@tourchain.net)