

PRIVACY NOTICE

The purpose of this document (“**Notice**”) is to provide you with an overview of how Industrial and Commercial Bank of China Limited, (DIFC) Branch processes your Personal Data (as defined below) and your rights under the Data Protection Law, DIFC Law No. 5 of 2020 (as may be amended) (“**the Law**”). The type and details of data which are processed and the manner in which they are used is predominantly determined by the business relationship between the parties and also the services requested or agreed. Therefore, not every element of this information may be applicable to you. Please take a moment to read this Notice so that you know and understand the purposes for which we collect, use and disclose your Personal Data.

By interacting with us, submitting information to us, or signing up for any products or services offered by us, you agree and consent to us (including our head office, related corporations and overseas branches and offices) (collectively, the “**Companies**”), as well as our respective representatives and/or agents (“**Representatives**”) (the Companies and Representatives collectively referred to herein as “**ICBC**”, “**Bank**”, “**us**”, “**we**” or “**our**”) collecting, using, disclosing and sharing amongst ourselves your Personal Data, and disclosing such Personal Data to the Companies' authorised service providers and relevant third parties in the manner set forth in this Notice.

This Notice supplements but does not supersede nor replace any other consents you may have previously provided to ICBC in respect of your Personal Data, and your consents herein are additional to any rights which any of the Companies may have at law to collect, use or disclose your Personal Data.

ICBC may from time to time update this Notice to ensure that it is consistent with our future developments, industry trends and/or any changes in legal or regulatory requirements. Subject to your rights at Law, you agree to be bound by the prevailing terms of this Notice as updated from time to time on our website (*www.icbcme.ae*). Please check back regularly for updated information on the handling of your Personal Data.

1. RESPONSIBILITY OF DATA PROCESSING AND CONTACT INFORMATION

<p>Industrial and Commercial Bank of China Limited, (DIFC) Branch</p> <p>Level 5 & 6, Gate Village 01, Dubai International Financial Centre, P.O Box 506856, Dubai, United Arab Emirates</p> <p>Phone : +971 4703 1111 Email: dpo@dxb.icbc.com.cn</p>
<p>Representative of the internal Data Protection Officer:</p> <p>Industrial and Commercial Bank of China Limited, (DIFC) Branch Level 5 & 6, Gate Village 01, Dubai International Financial Centre, P.O Box 506856, Dubai, United Arab Emirates</p> <p>Phone : +971 4703 1111 Email: dpo@dxb.icbc.com.cn</p>

2. SOURCES OF DATA WE USE

In this Notice, "Personal Data" refers to any information referring to an identified or identifiable natural person such as a natural living person who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one (1) or more factors specific to his/her biological, physical, biometric, physiological, mental, genetic, economic, cultural or social identify.

We process Personal Data which we receive from you and other concern parties in the context of our business relationship. To the extent necessary in order to provide our services, we also process Personal Data which we lawfully receive from other entities within the ICBC Group or other third parties. We also process Personal Data from publicly available sources which we lawfully obtain and are permitted to process in accordance with the Law.

Examples of relevant Personal Data collected may be (depending on the nature of your interaction with us) name, address / other contact information (telephone number(s), email address, mailing address), legitimisation data (such as data from ID cards), passport or other identification number, nationality, authentication data (ie. specimen signature), residential status, transactional data, FATCA status, legal capacity and any other information relating to any individuals which you have provided us in any forms you may have submitted to us (including in the form of biometric data), or via other forms of interaction with you. In the context with products or services, additional Personal Data may be collected, processed and stored in addition to the abovementioned data. These may include contract data (such as payment order), data resulting from the performance of our contractual obligations, information about your financial status, data relevant to loans, documentation data and other data comparable with the above mentioned categories.

3. PURPOSE OF PROCESSING AND LEGAL BASIS

We process the aforementioned Personal Data in compliance with the provisions of the Law and the accompanying applicable local regulations as appropriate:

- a) For the performance of contractual obligations (Article 10(1)(b) of the Law):

The processing of Personal Data is carried out in order to provide and arrange banking transactions and financial services in connection with the performance of contracts with our clients or to take steps prior to entering into the contract. The purposes of data processing are primarily dependent on the specific product and may include, among other things, requirements analyses, consultation, advice, asset management and transactional services. For further details on the purpose of the data processing, please refer to the respective contractual documentation and our General Terms and Conditions.

- b) For the compliance with a the applicable law (Article 10(1)(c) of the Law):

As a bank, we are also subject to various legal obligation such as statutory requirements (ie. Federal Law on Anti-Money Laundering and Combating the Financing of Terrorism and Illegal Organisations, Federal Law on Combating Terrorism Offences and the implementing regulations or cabinet decisions under those laws and the respective guidelines for financial institutions, laws and regulations related to FATCA and Common Reporting Standards) as well as banking supervisory requirements (ie. the Dubai International Financial Centre Regulatory

Law and Dubai Financial Services Authority Rules made in connection with anti-money laundering measures, policies and procedures such as the Anti-Money Laundering, Counter-Terrorist Financing and Sanctions Module) and other local supervisory authorities in the UAE. The purposes of processing includes, among other things, credit checks, identity and age verification, prevention of fraud and money laundering, the satisfaction of tax law control and reporting as well as the assessment and management of risk in the bank and the ICBC Group.

c) For the purpose of safeguarding legitimate interests (Article 10(1)(f) of the Law):

Where necessary, we process your data beyond the scope of the actual performance of our contractual obligations in order to safeguard the legitimate interests pursued by us or by a third party. Examples as below:

- (i) Evaluating and optimising procedures for demand analysis and for approaching clients directly;
- (ii) Consulting and exchanging data with credit agencies/bureaus to determine credit standing or default risks in connection with loans and the requirements in the case of a garnishment protection account or basic payment account;
- (iii) Advertising or market and opinion research, to the extent that you have not objected to having your data used;
- (iv) Asserting legal claims and mounting a defence in the event of litigation;
- (v) Transferring of Personal Data within the ICBC Group for internal administrative purposes;
- (vi) Ensuring the bank's IT security and operations;
- (vii) Preventing and investigating of criminal acts;
- (viii) Video surveillance to safeguard against trespassers, to collect evidence in the event of attacks, robbery or fraud;
- (ix) Measures for securing buildings and systems (ie. admittance control);
- (x) Measures to ensure against trespassing;
- (xi) Measures to manage business and advanced development of services and products;
- (xii) Risk management within the ICBC Group.

d) On the basis of your consent (Article 10(1)(a) of the Law):

Insofar as you have granted us consent to the processing of Personal Data for specific purposes (ie. photographs taken during events, analysis of payment transaction data for marketing purposes, mailing newsletters), the lawfulness of such processing is based on your consent.

Any consent granted may be revoked at any time. This also applies to the revocation of declarations of consent that are granted to us prior to the entry into force of the Law, which is before 1 July 2020. Please be advised that the revocation shall only have effect for the future. The legitimacy of any processing that was carried out prior to the revocation shall not be affected thereby.

4. RECIPIENTS OF DATA

Within the bank, those offices are given access to your data which require them in order to comply with our contractual and statutory obligations. Service providers and agents employed by us may also receive data for these purposes on the condition that they observe confidentiality and specifically observe banking secrecy.

With regard to transfer of data to recipients outside the bank, it must first be noted that as a bank, we are under a duty to maintain confidentiality about any and all customer-related facts, assessments and evaluations of which we may become aware of in strict confidence (also see our General Terms and Conditions and where appropriate, the applicable local law on banking secrecy).

We may only disclose information about our clients if we are legally required to do so, if the client has given his/her consent, if we are authorized to provide bank reference/information and/or if processors commissioned by us guarantee compliance with confidentiality and provisions of the Law. Under the conditions mentioned above, the categories of companies that may receive Personal Data are:

- a) Public authorities and institutions (ie. Central Bank of the United Arab Emirates, United Arab Emirates Financial Intelligence Unit, Dubai International Financial Centre, Dubai Financial Services Authority, United Arab Emirate Federal Tax Authority and all local supervisory authorities), provided a statutory obligation or an official decree is in place;
- b) Other credit and financial services institution or comparable institutions and processors to whom we transfer Personal Data in order to perform the business relationship with our clients. Specifically for the purposes of processing of bank references, loan processing services, collateral management, data screening for anti-money laundering purposes, research, risk controlling and management on the basis of official or statutory obligations, document processing, compliance services, investment services, share register, fund management, auditing services, payment transactions, support / maintenance of IT applications, data destruction, archiving, controlling, purchasing / procurement, space management, collection, customer management, marketing, media technology, reporting, expense accounting;
- c) Appointed service providers involved with contract data processing relationships;
- d) Third parties involved in the process of granting of loan (ie. service providers carrying out value assessments, funding establishments, investment companies, insurance companies).

Other recipients of data may be those offices to which the client has given their consent to the data transfer or with respect to which the client has granted us an exemption from the banking secrecy by an agreement or consent or to which we may transfer Personal Data on the basis of the balancing of legitimate interest.

5. DATA TRANSFER TO A THIRD COUNTRY OR INTERNATIONAL ORGANISATION

Data will only be transferred to countries outside of DIFC if this is required to carry out your orders (ie. payment and securities orders), it is required by law (ie. reporting obligations under tax law), as a result of statutory provisions on anti-money laundering and financing of terrorism, or if you have provided us with your consent. If service providers in a third country (including on-shore in the United Arab Emirates) are used, they are obligated to comply with the DIFC data protection rules / regulations and Law in addition to an agreement containing the standard data protection contractual clauses.

6. PERIOD OF RETENTION OF PERSONAL DATA

We process and store your Personal Data as long as it is necessary for the performance of our contractual and statutory obligations. In this respect, it is be noted that our business relationship is a continuing obligation designed to last for several years.

If the data are no longer required for the performance of our contractual and statutory obligations, they will be regularly erased, unless their further processing (for a limited time) is required for the following purposes:

- a) Compliance with the period of records retention under the commercial, corporate and tax law (ie. Federal Law on Anti-Money Laundering and Combating the Financing of Terrorism and Illegal Organisations, Federal Law on Combating Terrorism Offences and the implementing regulations or cabinet decisions under those laws and the respective guidelines for financial institutions, laws and regulations related to FATCA and Common Reporting Standards, the Dubai International Financial Centre Regulatory Law, and Dubai Financial Services Authority Rules made in connection with anti-money laundering measures, policies and procedures such as the Anti-Money Laundering, Counter-Terrorist Financing and Sanctions Module). The period of records retention are kept to the period specified in those law and regulations.
- b) Preservation of evidence within the scope of statutes of limitations.

7. DATA PROTECTION RIGHTS

In accordance with the Law, every data subject has the following rights:

- a) Right to withdraw consent (Article 32 of the Law);
- b) Right to access, rectification and erasure of Personal Data (Article 33 of the Law);
- c) Right to object to processing (Article 34 of the Law);
- d) Right to restriction of processing (Article 35 of the Law);
- e) Right to data portability (Article 37 of the Law);
- f) Right to lodge a complaints with the Commissioner (Article 60 of the Law).

As mentioned above, you may revoke your consent to the processing of Personal Data at any time by notifying us. This also applies to the revocation of declarations of consent that are granted prior to the entry into force of the Law (ie. 1 July 2020). Please be advised that the revocation shall only have effect for the future. The legitimacy of any processing that was carried out prior to the revocation shall not be affected thereby.

8. OBLIGATION TO PROVIDE PERSONAL DATA

Within the scope of our business relationship, you are obliged to provide us with Personal Data which is required for the (i) initiation and execution of the business relationship and the performance of the associated contractual obligations or (ii) the termination of the business relationship or (iii) which we are obligated to collect pursuant to the applicable law. Generally as a rule, we would not be able to enter into any contract or execute any order without these data or we may no longer be able to carry out an existing contract and would have to terminate it.

Pursuant to the statutory regulation on anti-money laundering, we are legally obligated to verify your identity before entering into any business relationship (ie. records such as identity

card details, name, place of birth, nationality, residential address, mailing address). In order for us to be able to comply with these statutory obligations, you are obligated to provide us with the necessary documents and information and to notify us without undue delay of any change of facts or circumstances which may render any information or Personal Data previously provided or during the course of the business relationship to be inaccurate, untrue or incorrect and provide any information or documentation as ICBC may reasonably require for the purposes of verifying the accuracy of the updated information or Personal Data. Should you fail to provide us with the necessary information and documents, we will not be permitted to enter into or continue your requested business relationship.

9. EXTENT OF AUTOMATED DECISION MAKING (INCLUDING PROFILING)

Please note that we do not make decisions based fully on automated processing pursuant to Article 38 of the Law for establishing and implementing a business relationship. If prescribed by the Law, we will inform you separately in the event the automated procedures for processing are used.

10. PROFILING

In certain circumstances, your data may be processed automatically with the aim of evaluating certain personal aspects (profiling). The following are instances where we use profiling:

- a) As required by applicable law, statutory and regulatory regulations, we are legally obligated to take anti-money laundering and anti-fraud measures. In this regard, data evaluations such as payment transactions are also carried out. Please note that these measures also serve to protect you.
- b) Scoring is used to determine and access your creditworthiness. Calculations are used to determine the likelihood that a client will meet their contractual payment obligations. This calculation may take into account income levels, occupation, length of employment, experiences from previous business relationship, expenses, existing financial obligations/liabilities, repayment of prior loans in accordance with the contract, and information from credit agencies. Scoring is based on a mathematically and statistically recognized and proven procedure. The value of the calculated scores assist us in our decision making process and are incorporated into the ongoing risks assessment and management.
- c) Evaluation and analysis tools are used so as to enable us to provide you with targeted information and advice on certain products. These allow targeted and demand-oriented communication according to your needs and advertising, including market and opinion research.

11. INFORMATION ABOUT YOUR RIGHT TO OBJECT TO PROCESSING UNDER ARTICLE 34 OF THE LAW

- a) Right to object based on individual cases

You have the right to object at any time and on reasonable grounds relating to your particular situation to the processing of Personal Data which is carried out on the basis of public interest or for the purposes of legitimate interest. This also includes any profiling as defined under the Law.

Where there is a justified objection on your end, we will cease processing of your Personal Data unless we have compelling and justified grounds for such processing that overrides your interest, rights and freedom or, alternatively, such processing is for the establishment, exercise or defence of legal claims.

b) Right to object for direct marketing purposes

In certain cases, processing of your Personal Data for direct marketing purposes will be carried out. You have the right to object at any time to the processing of Personal Data concerning yourself for such marketing, which includes profiling to the extent that it is connected to such direct marketing.

We will cease to process your Personal Data for direct marketing purposes in the event you object to such processing.

12. CONTACTING US – FEEDBACK, WITHDRAWAL OF CONSENT, ACCESS, RECTIFICATION OR ERASURE OF PERSONAL DATA, OBJECT TO PROCESSING

For the purposes mentioned above, kindly contact us with the contact information listed below and indicate your name, telephone and address.

Email:	dpo@dxb.icbc.com.cn
Phone:	+971 4703 1111
Write in:	Data Protection Officer Industrial and Commercial Bank of China Limited, (DIFC) Branch Level 5 & 6, Gate Village 01, Dubai International Financial Centre, P.O Box 506856, Dubai, United Arab Emirates