

## TNT privacy statement

This privacy policy is designed to inform you about TNT practices regarding collection, use, disclosure and storage of personal information (as defined below) that you may provide to us either directly or via this website.

**Please be sure to read this entire privacy policy before using or submitting information to this website. The current website is controlled by TNT Express International B.V. with its registered office in Amsterdam, the Netherlands, and is governed by Dutch law.**

1. This privacy policy sets forth our policy regarding personal information collected by TNT through the website. As our core business is providing express services, this privacy policy applies to our company and this website.

2. Examples of customer information that we collect include names, information on your shipment, addresses, e-mail addresses and telephone numbers. Some of the information collected by TNT is data which relates to an identifiable person.

3. You can use this website without providing personal information to TNT. However, in order to receive certain services, you must provide your personal information to TNT. TNT collects the above personal information through this website, e-mail, fax, or personal contact.

4. TNT will/may collect the customer information including, but not limited to, some or all of your personal information listed below:

### [General Personal Information]

| Classification | Purposes of Processing Personal Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Items of Personal Information to be Processed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Mandatory      | <ul style="list-style-type: none"><li>▸ Business: goods delivery, pack service, bill issue, payment (shipment, warehouse storage fee, etc.), import and export shipment custom declaration, provision of packing materials, etc.</li><li>▸ Customer registration</li><li>▸ With respect to establishment and maintenance of business transaction for service provision, check customer's default information with credit assessment companies or credit information concentration institution</li><li>▸ Marketing and promotion: provision of service related information and Company's news via telephone, SMS and e-mails, provision of the benefit (invitation, tickets) of the events which are organized or sponsored by the Company, My FedEx Rewards (MFR) Promotion, etc.</li></ul> | <ul style="list-style-type: none"><li>▸ (In case of a business customer) business registration number, representative name, contact person name (Korean, English), company address, postcode, email address</li><li>▸ (in case of individual customer) Name (Korean, English), company name, telephone number (office, home, mobile), fax number (office, home), address (city, state/province, country), postcode, bank account number, credit card information (card company, card type, card number, expiry date), ID, nickname, account number</li><li>▸ (for purpose of sponsorship marketing) Region, title category, job title, customer's area of responsibility, customer's level of influence over shipping, company address, guest, guest type, business / personal identification of each guest, guest e-mail address, insurance information</li></ul> |

|  |                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                              |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"> <li>▸ Settlement of disputes: handling of customers' claims, Q&amp;A, dispute resolution</li> <li>▸ Facility security and prevention of unauthorized access</li> <li>▸ Credit assessment (check default information),</li> </ul> | for the event if needed<br>▸ (In case of claims) information of sender/shipper, recipient/consignee and applicant (name, contact, address, company, address, state, country, postcode), phone number, fax number, e-mail address, tracking or freight bill number, details of claims (information related to sending, damage, claim amounts) |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

5. Your personal information may be transferred to countries outside the European Economic Area, which do not provide an adequate level of protection, in order to perform our services. In addition, if you put your Personal Information on publicly available parts of the website, this may be accessed by persons in countries outside the European Economic Area, which may not offer an adequate level of protection. TNT may need to transfer your information to local or national (foreign) governments, in order to comply with the applicable law or in order to expedite the delivery of your package to its destination.

6. As FedEx Express acquired TNT in 2016, TNT may need to transfer your personal information to FedEx Express to continue to provide our services, and your information may be provided to a Third Party listed in the Privacy Policy of FedEx Express as below.

#### [General Personal Information]

##### <Mandatory>

| Recipient Name<br>(Contact information) | Country where Recipient is Located | Purpose of Personal Information Collected                                | Items of Personal Information to be Transferred                                                                       | Period of Retention and Use by Recipient                          |
|-----------------------------------------|------------------------------------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| National Tax Service (126)              | Korea                              | Imposition, exemption, and collection of various taxes, including V.A.T. | Name, telephone number (office, home, mobile), fax number (office, home), address (office, home), bank account number | Until the purposes of using the personal information are attained |
| Korean Customs Service (1577-8577)      | Korea                              | Imposing/collecting duties and tax, control of consignment               | Name, telephone number (office, home, mobile), fax number (office, home), address (office, home)                      | Same as above                                                     |
| Federal Express Corporation             | Korea,                             | Overseas delivery                                                        | Name                                                                                                                  | Same as                                                           |

| <b>Recipient Name<br/>(Contact information)</b>                                                                       | <b>Country<br/>where<br/>Recipient<br/>is<br/>Located</b> | <b>Purpose of<br/>Personal<br/>Information<br/>Collected</b>                                                          | <b>Items of<br/>Personal<br/>Information<br/>to be<br/>Transferred</b>                                                                                                                                                                                                                                                                                                            | <b>Period of<br/>Retention<br/>and Use<br/>by<br/>Recipient</b> |
|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| and worldwide affiliates<br>( <a href="http://www.fedex.com/?location=home">http://www.fedex.com/?location=home</a> ) | U.S.A, etc.                                               | and customer management                                                                                               | (Korean, English), company name, telephone number (office, home, mobile), fax number (office, home), address (city, state/province, country), bank account number, credit card information (card company type, card type, card number, expiry date), ID, TNT, business registration number, representative name, contact person name (Korean, English), company address, postcode | above                                                           |
| Wooil Customs Broker (070-7117-7912)                                                                                  | Korea                                                     | Customs declaration, spot inspection, quarantine, customs and tax declaration, customs declaration modification, etc. | Name, telephone number (office, home, mobile), fax number (office, home), email, address (office, home)                                                                                                                                                                                                                                                                           | Same as above                                                   |
| Accenture<br>( <a href="https://www.accenture.com/us-en/contact-us">https://www.accenture.com/us-en/contact-us</a> )  | China, India                                              | Processing of related information for accounting and billing purposes                                                 | Name (Korean, English), company name, telephone number (office, home, mobile),                                                                                                                                                                                                                                                                                                    |                                                                 |

| Recipient Name<br>(Contact information) | Country<br>where<br>Recipient<br>is<br>Located | Purpose of<br>Personal<br>Information<br>Collected | Items of<br>Personal<br>Information<br>to be<br>Transferred                                                                                                                                                                                                                                        | Period of<br>Retention<br>and Use<br>by<br>Recipient |
|-----------------------------------------|------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
|                                         |                                                |                                                    | fax number<br>(office, home),<br>address (city,<br>state/province,<br>country), bank<br>account<br>number, ID,<br>TNT Account<br>number, TNT,<br>business<br>registration<br>number,<br>representative<br>name, contact<br>person name<br>(Korean,<br>English),<br>company<br>address,<br>postcode |                                                      |

7. Your information may be also delegated to the processing of personal information of customers as described in the Privacy Policy of FedEx Express (including for purpose of promoting and marketing the company's services), and the delegates may process personal information according to the purposes of the delegation. If there is any change in the details and service provider of the delegated services, we will announce the changes through this privacy policy in a timely manner.

**<General Delegation of the Processing of Personal Information>**

| Delegatee                         | Descriptions of Delegated Services                                                                  |
|-----------------------------------|-----------------------------------------------------------------------------------------------------|
| Nice Information Service Co., Ltd | Credit evaluation for the business maintenance and establishment (verification default information) |

**<Delegation for Marketing Purpose>**

| Delegatee                       | Descriptions of Delegated Services  |
|---------------------------------|-------------------------------------|
| SureM                           | Mobile message service (SMS, LMS)   |
| Anyffice Ltd.                   | Direct Mail(DM)/email DM management |
| Naegagrinn Giringrim Co., Ltd   | Direct Mail(DM)/email DM management |
| Brion Co., Ltd                  | Event management                    |
| SI Innovation                   | Event management                    |
| Soulkit Communications          | Event management                    |
| Taylor Nelson Sofres Korea Ltd. | Market research, Consulting         |
| Ipsos Korea                     | Market research, Consulting         |
| DGR Service Co., Ltd.           | Dangerous goods packing service     |
| E3TS Co., Ltd.                  | Telesurvey, telemarketing           |
| IB Worldwide                    | Event management                    |
| FROMM research                  | Market research                     |

| Delegatee           | Descriptions of Delegated Services   |
|---------------------|--------------------------------------|
| MC partners         | Telesurvey, telemarketing            |
| FireBall            | Marketing promotional goods/shipping |
| Grandios            | IT service for marketing             |
| Korea DM            | Marketing promotional goods/shipping |
| Salesforce.com Inc. | Email marketing                      |

8.As a data subject, customers may request (i) access to their personal information, (ii) correction or deletion of personal information, and (iii) suspension of processing of personal information.

In the case of such requests, we will verify whether the requester is the principal or a legitimate agent. We may refuse the above request if there are reasons prescribed by law or justifiable reasons equivalent thereto.

It is our policy to take all necessary steps to ensure that all your personal information held by us is processed fairly and lawfully. We will take all necessary steps to implement and maintain this privacy policy. All our employees and data processors that have access to Personal Information are obliged to respect the confidentiality of your personal information.

9. You can use our website without leaving any personal information. However, by keeping a record of your IP address information, we can know information such as the time you use our website.

10. The personal information we obtain is provided solely to enable us to provide services to our customers. For this purpose, personal information will not be retained longer than the period prescribed by law.

11. We may request additional information from you. If so, we will specify the purpose and you can provide further information if you wish.

12. As a result of your use of our website, cookie files may be stored on your computer. We provide cookie information to ensure technical convenience for your use of our website. These cookies are only related to your use of the TNT website and do not affect other third parties. Most computer settings automatically accept cookies. However, if you do not wish to receive cookies, you can update your Internet browser specifications. If you do not use cookies, it may not be as convenient as when you use cookies.

13. We will monitor the laws and provisions in each country regarding the use of personal information by third parties such as suppliers, contractors or individuals.

14. From time to time, we may telephone, fax, email or post you with our offers or information that we believe may be of interest to you. If you do not wish to make this provision, please contact the TNT office in your country.

15. This site contains links to other sites over which we do not control. We have no responsibility for the content and privacy practices of such linked websites (except Federal Express websites), and this privacy policy does not apply to such sites. We advise our customers to carefully review the privacy provisions applicable to such websites.

16. We may obtain your information from each country TNT. We will contact you within 10 days of your request and, if there is a delay, we will tell you why.

17. If you believe that the information we are holding on you is incorrect or needs to be updated, or if you would like your information to be deleted, please contact your nearest TNT. At that time, we may ask for additional information to verify your identity.

18. We consider our customers' information to be a valuable asset. If we transfer or sell any portion of our business to a third party, your information may also be transferred or sold.

19. If there are changes to TNT's privacy policy, we will notify you in a timely manner through this website of the changes and when they will be implemented.

Effective date: February 28, 2018

Notice date: February 22, 2018

Effective date: November 17, 2017

Notice date: October 26, 2017