

Privacy and Cookies Policy

Wan Hai Lines Ltd. (hereinafter referred to as “Wan Hai” or “the Company”) values and is committed to protecting your personal privacy and has established this “Privacy and Cookies Policy” (hereinafter referred to as “this Policy”). This Policy will help you understand the categories, purposes, period and area of personal data collected, processed, and used by the Company—including but not limited to the data obtained through our related websites, services provided, and interactions with you—as well as your related rights, so that you can use the services we provide with peace of mind. Accordingly, we will collect, process, and use your personal data in accordance with this Policy and relevant personal data protection laws and regulations:

I. Methods and Categories of Personal Data Collection

1. The Company may collect your personal data within the scope of our website, APP, and service centers through, including but not limited to, the following methods:
 - a. Collecting or obtaining personal data that you voluntarily provide.
 - b. Collecting or obtaining personal data that you have made public on your own.
 - c. Collecting or obtaining your personal data when you visit the Company’s official website and related websites, and use their functions or resources.
 - d. Collecting or obtaining your personal data when you register as a member of the Company or use services provided by the Company.
 - e. Collecting or obtaining your personal data when you choose to interact with third parties (including plug-ins and cookies, etc.).
 - f. Collecting or obtaining your personal data from third parties related to you (including but not limited to carriers, consignees, and law enforcement agencies).

2. The Company may collect your personal data, including but not limited to the following categories:

- a. **Personal Identifiers:** Including but not limited to name, job title, residential address, work address, previous addresses, home telephone number, mobile phone number, instant messaging account, online platform account, correspondence and registered addresses, photographs, fingerprints, email address, electronic signature, certificate card serial number, certificate serial number, records of online identity authentication or application for inquiries services, Internet Protocol (IP) address, cookies, and any other information that can identify you.
- b. **Financial Identifiers:** Including but not limited to financial institution account numbers and account names, credit card or debit card numbers, and other personal numbers or accounts.
- c. **Government data Identifiers:** Including but not limited to national identification number, unified identification number, tax registration number, license number, passport number, etc.
- d. **Personal Descriptions:** Including but not limited to age, gender, date of birth, place of birth, nationality, voice, etc.
- e. **Details of Other Family Members:** Including but not limited to children, dependents, other family members or relatives, parents, cohabitants, and relatives residing abroad or in Mainland China.
- f. **Leisure Activities and Interests:** Including but not limited to hobbies, sports, and other interests.
- g. **Unclassified Data:** Including but not limited to uncategorized correspondence, files, reports, recordings, contact lists, or emails.

II. Purposes, Period, and Area of the Collection, Processing, and Use of Personal Data

1. The Company collects, processes, and uses the personal data you provide for the following purposes:

- a. To operate and improve the Company's website to provide safer and more efficient services, and to avoid repeated entry of the same information to make the website

or services easier to use.

- b. To ensure smooth communication and transaction channels with business partners.
 - c. To ensure navigation safety and provide transportation services.
 - d. To conduct research and analysis of customer service quality assessments and market.
 - e. To comply with and fulfill statutory or contractual obligations, as well as to conduct regulatory compliance reviews.
 - f. To effectively conduct personnel management.
 - g. To conduct other business operations in accordance with the Company's business registration items or Articles of Association.
 - h. To provide other consulting and advisory services.
2. Unless your written consent has been obtained or there are exceptions permitted by relevant laws and regulations, the Company will process and use your personal data only for the specific purposes for which it was collected. Except as required by laws and regulations, by orders or requests from government agencies or regulatory authorities, or as otherwise provided in this Policy, the Company will not disclose your data to any third party.
3. Period: The period for which your personal data will be processed and used shall be determined based on the following, whichever is later.
- a. Specific purposes for which it was collected.
 - b. The Personal Data Protection Act and other relevant or applicable laws and regulations.
 - c. The necessary retention period required for the execution of the Company's business.
 - d. The retention period specified in individual contracts or as expressly agreed by you.
4. Area: Your personal data will be used at the Company and Wan Hai Group's business operations and offices worldwide.

III. Personal Data Transfer Abroad

1. Under the following circumstances, the Company may provide your personal data by computer process and cross-border transfer to the Company's personnel, agents, contractors, distributors, subsidiaries, affiliates, group companies, relevant official authorities of the country of entry, business partners and etc., in order to provide timely and convenient related services.
 - a. When necessary for the Company's personnel, agents, contractors, distributors, subsidiaries, affiliates, group companies, relevant official authorities of the country of entry, or business partners to provide services.
 - b. In the event of a business transfer by the Company.
2. The Company will make effort to ensure that its employees, agents, contractors, distributors, subsidiaries, affiliates, group companies, business partners and etc., comply with this Policy.
3. We promise that, without your consent, your personal data will not be disclosed to any third party unrelated to our services or used for purposes other than those specified above. However, this does not apply when it is necessary to comply with relevant personal data protection laws, or to cooperate with judicial authorities or competent agencies for investigations or use in accordance with official duties or laws.

IV. The Rights of the Data Subject

1. When the Company holds your personal data, you may exercise the following rights in accordance with the Personal Data Protection Act of Republic of China (Taiwan) or the relevant provisions of the General Data Protection Regulation (EU):
 - a. To inquire about or to review your personal data.
 - b. To request a copy of your personal data.
 - c. To request supplementation or correction of your personal data.
 - d. To request the cessation of collection, processing, or use of your personal data.

- e. To request restriction of processing of your personal data.
- f. To object to automated individual decision-making.
- g. To request deletion of your personal data. However, if the processing of your personal data is necessary and the relevant data protection laws do not permit the exercise of the right to deletion, the Company may not be able to proceed with your request or provide a response.
- h. To request data portability.

2. When you intend to exercise the rights mentioned in the preceding paragraph, the Company may ask you to provide your name, mobile phone number, email address and other relevant information, and may also request you to provide appropriate identification information documents as needed, so that we can confirm your information in our system and your qualifications to exercise the right before we process your request. If the information you provide is incomplete or inaccurate and we are unable to verify your identity as a result, we will not be able to assist you in exercising your relevant rights.

V. Cookies

Cookies are short messages that the web server writes to the user's hard disk via the browser in order to distinguish the user's preferences. To provide better service and facilitate your participation in personalized interaction, the Company's website may provide user-related functional services through cookies. If you do not agree to the access of cookies, you may remove the cookies through the browser's settings. However, if you refuse cookies, you may not be able to use our global information network, mobile website normally or any related software.

VI. Security

The Company uses a variety of advanced technologies, information security equipment, and internationally recognized network authentication procedures and protective

measures to strictly protect the security of the website and your personal data. However, the Company shall not be held liable under the following circumstances:

1. In cases of improper use of the website's services or any type of malicious attack on the website by any third party.
2. Where the website contains links to other sites operated by third parties that are not governed by this Policy.

VII. Changes

The Company will regularly review this Policy and reserves the right to amend this Policy at any time in line with business and regulatory changes. Any new revisions of this Policy will be presented on this page.

VIII. Governing Law and Jurisdiction

Any dispute, claim, or matter of construction or interpretation arising out of or in connection with this Policy shall be governed by the laws of Republic of China(Taiwan) and shall be subject to the exclusive jurisdiction of the District Court of Taipei, Taiwan.

IX. Contact Details

If you have any comments, queries or updates about our Privacy and Cookies Policy, or intend to exercise the rights in accordance with Article IV of this Policy, please contact us through our service email: Dataprotection@wanhai.com.