



HAITONG

REGULATION No. COM17.R24

**Personal Data Privacy
of Haitong Bank S.A**

Approved by the Board of Directors
on 17/12/2024

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1. OBJECTIVE

Haitong Bank, S.A. (the “**Bank**”) endeavours to remain abreast of developments and comply with the measures laid down in Regulation (EU) 2016/679 (the General Data Protection Regulation or the “**GDPR**”) and in any other applicable laws, by adopting an appropriate and organised set of technical measures. This Regulation sets out the terms in which the Bank processes the Personal Data of Data Subjects, as well as the rights they can exercise, pursuant to the GDPR provisions and other applicable legislation in matters of privacy and data protection.

2. LEGAL FRAMEWORK

Regulation (EU) 2016/679 (“General Data Protection Regulation” or the “**GDPR**”) and Law no. 58/2019.

3. RECIPIENTS

- a. The content of this Regulation represents a minimum standard that shall apply to the Bank and its subsidiaries and branches (“**Haitong Bank Group**”).
- b. In case of conflict between any provision of this Regulation and the local laws and regulations applicable to any Bank's subsidiary or branch, the relevant local laws and regulations shall prevail.
- c. The Bank's affiliate in Brazil (Haitong Banco de Investimento do Brasil S.A.) has its own privacy regulation, which is consistent with the rules of this Regulation and respects the specificities of local law.

4. RESPONSIBILITY

- a. This Regulation is sponsored by the Compliance Department, alongside the Data Protection Officer (“**DPO**”).
- b. This Regulation must be reviewed every two years or whenever any amendments thereto become necessary.

5. DEFINITIONS

The concept of “**Personal Data**” consists of any information, of any nature, regardless of the respective format, including sound and image, relating to any identified or identifiable natural person. Anyone who may directly or indirectly be identified, namely by reference to an identification number or to one or more specific elements of his physical, psychologic, psychic, economic, cultural or social identity, shall be deemed an identifiable person.

This Regulation contains information and the rules for the processing of Personal Data, to the extent applicable, of the following:

- **Clients**, which means natural persons, legal entities, or unincorporated organisations:
 - i) to whom the Bank provides services within the scope of its operations ("**Products**"); or
 - ii) with whom the Bank conducts negotiations, discussions or in relation to which the Bank undertakes any other actions aimed at establishing cooperation with respect to the services provided by the Bank or the entity;
 - iii) in relation to which the Bank takes legal or factual actions in connection with the provision or intent to provide services to the persons indicated in points (i) and (ii), or with the intent, respectively, to make, conclude and execute transactions, ventures, contracts, or services.
- **Related Parties** means natural persons related to the Client, including in particular employees, co-workers, proxies, statutory representatives, members of management or supervisory bodies of legal persons or organizational units without legal personality, partners and shareholders of companies (if they are natural persons) whose personal data is processed by the Bank in connection with activities undertaken with respect to the Clients.
- **Service providers**;
- **Employees**;
- Any other **third parties establishing a relationship** with the Bank;

All of the above are defined as "**Data Subjects**".

6. PERSONAL DATA

6.1. General Data

In the context of the relationship established with the Data Subject, the Bank may collect various Personal Data, such as:

<i>Types of Personal Data</i>	<i>Examples</i>
Identification data	Names; nickname; address; gender; date of birth/age; marital status; Social Security number; passport number; other identification numbers issued by governmental authorities (taxpayer number, visa number or driving licence number); nationality; images of passports or other identification numbers,

	signatures; authentication passwords (passwords, questions and answers, PINs); pictures and images; voice from recorded calls; copies of identification documents;; telephone number; email address.
Family data	Names and contact details of family members and dependents.
Professional details	Industry, position, business activities, names of current and former employers, work address, work telephone number, email address and work-related profiles on social media.
Educational profile	Details on education and qualifications.
Financial data	Tax address, bank account numbers, credit card numbers, name of the cardholder or accountholder and their details, records of orders, transaction details, investor profile details and counterparty details.
Electronic identification data	Automatically recorded data such as IP addresses, cookies and electronic identifiers.

6.2. Sensitive Data

The Bank does not process any special categories of personal data, such as of racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic or biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation, as outlined in article 9 of the GDPR.

7. CATEGORIES OF PERSONAL DATA

The main categories of Personal Data processed by the Bank are:

Categories	Description
Usage data	Usage data may include identification data, electronic identification data, geographic location, operating system, browsing patterns on the website/application and information on the time, frequency, and pattern of usage of the service. These usage data may be processed to analyse the use of the website and services.
Account data	Account data may include any personal information requested during the client onboarding process. These data may be processed: <ul style="list-style-type: none"> • to establish a business relationship; • to provide services; • to ensure the security of the website/application and services; • to keep backups of the Bank's databases; • to communicate with the Data Subject and comply with the applicable laws and regulations.

Service data	<p>Service data may include identification data, family data, and educational profiles. These service data may be processed:</p> <ul style="list-style-type: none">• to establish a business relationship;• to provide services;• to ensure the security of the website/application and services;• to keep backups of the Bank's databases;• to communicate with the Data Subject and comply with the applicable laws and regulations.
Transaction data	<p>Transaction data may include:</p> <ul style="list-style-type: none">• the Data Subject's contact details, as well as the transaction details as such, with a view to ensuring compliance with the legal requirements imposed under the applicable law. <p>Transaction data may be processed:</p> <ul style="list-style-type: none">• to acquire goods and services and duly record these transactions;• to ensure the security of the website/application and services;• to keep backups of the Bank's databases.
Notification data	<p>The Bank may process information supplied to subscribe to newsletters and/or notifications by email.</p> <p>Notification data may be processed:</p> <ul style="list-style-type: none">• to send relevant notifications and/or newsletters;• to ensure the security of the website/application and services;• to keep backups of the Bank's databases.
Correspondence data	<p>Correspondence data may include the content of communications and data associated with such communications.</p> <p>Correspondence data may be processed:</p> <ul style="list-style-type: none">• to communicate with the Data Subject and keep records in accordance with the applicable laws;• to ensure the security of the website/application and services;• to keep backups of the Bank's databases.

8. PROCESSING OF PERSONAL DATA

The processing of Personal Data consists of any operation or set of operations that the Bank performs on Personal Data, whether by manual or automated means, such as collection, recording, organisation, use, storage, copy and transfer.

The main grounds for the collection of Personal Data by the Bank are:

- compliance with legal obligations;
- the contractual relationship between the Data Subject and the Bank and any action resulting from this relationship;
- the Data Subject's consent;

- the legitimate interest of the Bank, in the terms of Article 6, no. 1 of GDPR.

In order to meet the aforementioned grounds, the Bank may process the Client's Personal Data (who is also the Data Subject) for the following purposes:

Purposes	Description	Basis for the processing
Onboarding	There are legal and regulatory obligations, as well as internal procedures, regulations and policies, that require the Bank to process Personal Data when it deals with the onboarding of clients (for example upon " <i>registration of the user</i> " on the application or website and the onboarding process). During onboarding, it is necessary to collect and register personal information about the Client or its representative, as well as to update or modify them when opening, maintaining or closing accounts.	(i) Fulfilment of contractual and pre-contractual obligations
AML (anti-money laundering) / KYC	In order to comply with the legal and regulatory obligations – including verifications in the context of the Know Your Client ("KYC") procedures – the Bank has to confirm and verify the identity of the client, compare the client database with lists issued by the government, supranational organisations and other agencies, as well as comply with other legal restrictions.	(i) Fulfilment of contractual obligations (ii) Compliance with legal obligations
Financial due diligence	The Bank may process Clients' Personal Data in the context of financial due diligence actions, with the aim of providing financial advisory services in acquisition/sale of companies and mergers between entities, valuations or restructurings.	(i) Fulfilment of contractual and pre-contractual obligations (ii) Compliance with legal obligations
Services and products	In the context of communications between the Bank and clients and/or counterparties, notably to supply the products and services subscribed by the Client, the Bank may process Personal Data. Accordingly, the Bank may manage the business relationships and related services and may also perform any action necessary to provide and supply the goods and services required.	(i) Fulfilment of contractual and pre-contractual obligations
Client's Operations	Within the framework of Interbank Clearing System Regulations, and for the purpose of confirming the identity of the beneficiary of the transfer and the debtor of the credit, in operations such as payments made with cheques and credit transfers, the Bank may process Personal Data.	(i) Data Subject's consent
Marketing	The Bank may use Personal Data to communicate with Clients by any means, including email, telephone, mobile messages or social media, for promotional purposes relating to the Bank's	(i) Legitimate interest of the Bank in the case of direct marketing regarding to the same or similar products or services as those to which the Client has subscribed.

	investment services or products or those of other credit institutions directly or indirectly controlled by the Bank or which are in a group or control relationship with the Bank, ensuring that these communications with Clients is carried out in accordance with applicable law.	(ii) Data Subject's consent – required for the communication of services or products other than those to which he has subscribed.
IT operations	Based on the legal requirement to ensure the proper implementation of security measures to protect the Bank's technological infrastructure, the Bank may process, directly or indirectly via third parties, Personal Data in order to ensure and maintain the security of the IT systems that support the Bank's communication and management systems. This includes the processing of employee and client data for the purpose of conducting policy testing, vulnerability assessments and other relevant security protocols to ensure the integrity, confidentiality and availability of the data. The Bank may also process personal data through its website's cookies, with the Client's consent, in order to analyse his/her browser behaviour and personalise and improve the user experience. To further access more details, please refer to the Chapter 10.	(i) Compliance with legal obligations; or (ii) the Data Subject's consent, in the case of cookies.
Financial management	Personal Data concerning sales, finance, corporate audit and management of suppliers are processed so that the Bank may ensure the proper operation of the Client's financial matters.	(i) Compliance with legal obligations.
Security	Physical security in the Bank's premises, including registration of visitors and video surveillance recordings, as well as electronic security, which may include recordings of logins and access details when the Bank's electronic systems are used.	(i) Compliance with legal obligations.
Cooperation with legal authorities	The Bank may provide information about its Clients, including personal data, in response to requests from judicial authorities. This may include, for example, information relating to insolvency proceedings, proceedings for the administration of estates, seizures and attachments, writs of attachment, etc.	(i) Compliance with legal obligations. (ii) Legitimate interest of the Bank
Regulatory Compliance	To comply with regulatory and legal obligations, pursuant to the laws in force and the exercise of rights (for example, the reporting obligations to the Bank of Portugal, CMVM and other regulatory authorities).	(i) Compliance with legal obligations.
Risk management and audit	To carry out compliance and audit controls, as well as for other risk management purposes.	(i) Compliance with legal obligations. (ii) Legitimate interest of the Bank

Fraud Prevention	To detect, prevent and investigate potentially fraudulent actions, the Bank may process personal and financial data of the Client.	(i) Compliance with legal obligations.
Complaints management	To collect, record, analyse and resolve complaints reported by Clients.	(i) Fulfilment of contractual obligations; (ii) Compliance with legal obligations (iii) Legitimate interest of the Bank
Outsourcing services	In situations where an external service provider performs certain operational functions for the Bank as part of an outsourcing arrangement, they may have access to employees' personal information in order to ensure the efficiency of the Bank's operations. (e.g. access to employee names to create system users)	(iv) Legitimate interest of the Bank, proven that it doesn't override the fundamental rights and freedoms of the data subjects (i.e. employees), considering their reasonable expectations based on the relationship with the Bank.

8.1. How Personal Data is collected by the Bank

Personal Data is always collected and processed in full compliance with the applicable legislation. Under no circumstances shall the Personal Data collected be used for any purpose other than that for which it was collected or consented, without prejudice to any processing required or necessary to comply with any laws and regulations applicable to the Bank or the Data Subject.

Personal Data may be collected from various sources, such as:

- when supplied by direct contact, email, telephone, registration on the website or the application or other means of communication;
- in the normal course of the relationship between the Bank and the Data Subjects;
- when the collection of Personal Data is done publicly, which includes information published on social media;
- when the Bank and Data Subjects are subject to any applicable law or regulation that requires the collection of Personal Data;
- when Personal Data is received from duly authorised third parties (collaborators, counterparties, credit rating agencies, law enforcement authorities, sanctions lists and anti-money laundering databases and other existing databases);
- through cookies: a cookie is a small file that is stored in the device used when Data Subjects browse the Bank's website. Cookies record information on the device, browser and, in certain cases, browsing preferences and habits.

8.2. Disclosure of Personal Data by the Bank

The Bank may disclose Personal Data to any member of its group of companies, provided that it is reasonably necessary and pursuant to the applicable legislation.

The Bank may further disclose Personal Data to:

- insurance companies and/or professional consultants: provided that it is reasonably necessary to obtain or maintain any insurance cover, manage risks, obtain professional advice, or establish, exercise or defend legal claims, either in court cases or administrative or out-of-court proceedings;
- suppliers of payment and other services, such as IT services: entities that manage transactions related to the Bank's activities (without prejudice to the laws and regulations applicable to payment services which may occasionally require the Bank to disclose Personal Data to an authorised third party). Only data strictly necessary to process payments, refund payments and manage claims and matters related to payments and refunds will be processed.
- to the Bank of Portugal, within the scope of Interbank Clearing System Regulations (SICOI) and subject to the Customer's authorisation, for the purposes described above.
- to regulatory and judicial authorities, upon request.

8.3. Processor/Controller relationship

Whenever necessary, the Bank may resource to third parties to process Personal Data for the above-mentioned purposes.

In a relationship with a processor, the Bank, as the controller, must ensure that:

- i. The processor complies with the principles set out and provides sufficient guarantees to implement appropriate technical and organisational measures capable of meeting the requirements of the GDPR;
- ii. The processor strictly follows the Bank's instructions set out by contract or legal act regarding the processing of personal data, ensuring that no further processing takes place;
- iii. The processor can assist the Bank, as the controller, in its obligation to guarantee the rights of the data subjects and to fulfil the obligations of the controller pursuant to Articles 33-41 of the GDPR.

8.4. Transfer to third countries (outside the European Union)

Due to the international nature of the Bank's activities, it may be necessary to transfer Personal Data within the Haitong Group and to third parties (outside the European Union).

Transfers of Personal Data to third countries will only be effected strictly in compliance with the applicable legal provisions.

8.5. Protection of Personal Data by the Bank

The Bank has implemented technical and organisational security measures to protect Personal Data against destruction, loss, modification, non-authorised disclosure or non-authorised access (either accidental or unlawful), as well as any form of unlawful or accidental processing of these data, in accordance with the applicable legislation.

The Bank will do anything necessary to ensure that Personal Data is properly processed and updated whenever necessary.

Should any Personal Data not be accurate (in the context of the purposes for which they are being processed), the Bank will promptly erase or rectify them.

From time to time, and in line with the legal and regulatory requirements, the Bank may ask the Data Subject to confirm whether his or her Personal Data is up to date.

Data Subjects are responsible for ensuring that their Personal Data is sent to the Bank in a secure manner.

8.6. Data Accuracy and Minimization

The Bank shall take reasonable steps to ensure that the Data Subject's Personal Data is processed accurately and, when necessary, kept up to date. If any of the Data Subject's Personal Data is inaccurate (for the purposes for which it is processed), the Bank shall erase it or rectify it without delay.

Periodically, and in accordance with legal and regulatory requirements, the Bank may ask the Data Subject to confirm the accuracy of his Personal Data.

The Bank takes the necessary measures to ensure that Data Subject Personal Data processing is limited to the reasonably required in connection with the purposes set out in this Regulation.

9. PERSONAL DATA RETENTION PERIODS

Without prejudice to compliance with legal obligations, which may require longer periods of storage, the Bank will take the measures necessary to ensure that Personal Data is processed for the minimum period necessary to fulfil the purposes for which it is intended.

The Bank keeps the Data Subject's Personal Data for as long as there is an ongoing relationship with the Data Subject. After the termination of the business relationship between the Bank and the Data Subject, the Bank shall keep his/her Personal Data in order to meet the legal and regulatory obligations

applicable to the Bank or for the defence of the Bank in legal proceedings. The data will be kept for the statutory periods of limitation or for other periods specified in any special applicable laws and regulations, such as the 7-year retention period linked to the law on the prevention of money laundering and terrorist financing.

The Bank will also keep, for the legally admissible period, at its sole discretion based on a risk approach method, the Personal Data and other elements pertaining to the prior business relationship with the former Data Subject for the safeguard of any claims, legal or regulatory procedures that may be addressed at the Bank, or that the Bank may address to the former Data Subject or any related third-party.

Additionally, if any relevant claims, legal or regulatory procedures are brought, the Bank may continue to process the Data Subject Personal Data for additional periods as necessary in connection with such procedures.

Accordingly, Personal Data will be stored in line with their purpose, their storage ending when the ground that supported their purpose ceases.

Thus, upon the purposes of the conservation of data ceasing, the Bank will:

- use its best efforts to permanently erase or destroy the Personal Data;
- file the Data Subject's Personal Data so that they may not be used.

10.COOKIES

Cookies are small pieces of data that are stored on a user's device when visiting a website that contains them (specifically the web server), in order to retrieve information about the user (such as preferences) and provide them with relevant services according to their browsing behaviour.

These cookies, whether generated by the Bank's website or by third-party services (such as widgets, scripts, etc), must comply with the GDPR rules, which means that the use of cookies may require the Data Subject's consent.

11. DATA SUBJECTS' LEGAL RIGHTS

According to the applicable laws and regulations, the Data Subject has a number of rights regarding the processing of Personal Data, including:

Right of access	<p>The Data Subject has the right to obtain confirmation from the Bank as to whether or not personal data concerning him or her are being processed, and, where this is the case, access to the Personal Data and certain additional information.</p> <p>This additional information may include:</p> <ul style="list-style-type: none"> i) details on the purposes of the processing; ii) categories of personal data; iii) addressees or recipients that have or may have access to these Personal Data; iv) when possible, the envisaged period for which the Personal Data will be stored. <p>Provided that the rights of third parties are not affected, the Bank shall provide a copy of the Personal Data if requested by the Data Subjects. This copy will be provided in digital form, unless otherwise requested.</p> <p>Repeated requests from the same Data Subject may result in the imposition of a fee based on administrative costs.</p>
Right to rectification	<p>The Data Subject has the right to rectify his or her Personal Data that is inaccurate and, taking into account the purposes of the processing, complete any missing Personal Data.</p>
Right to erasure	<p>Notwithstanding the exceptions below, the Data Subject has the right to obtain from the Bank the <u>erasure</u> of his or her Personal Data without undue delay.</p> <p>These circumstances include, without limitation, the following:</p> <ul style="list-style-type: none"> i) the Personal Data is no longer necessary in relation to the purposes for which they were collected and subsequently processed; ii) the Data Subject withdraws his or her consent, on which the processing of his or her Personal Data is based; iii) the Data Subject objects to the processing of Personal Data under certain applicable data protection rules; iv) the processing is for direct marketing purposes; and v) the Personal Data has been unlawfully processed. <p>However, there are <u>some exclusions from the right to erasure</u>, notably:</p> <ul style="list-style-type: none"> • when the processing and conservation of the Personal Data in question is necessary to exercise the Bank's rights; • to comply with legal obligations; or • for the establishment, exercise or defence of legal claims.
Right to restriction of processing	<p>Under certain circumstances, the Data Subject has the right to <u>restrict</u> the processing of his or her Personal Data.</p> <p>These circumstances are:</p> <ul style="list-style-type: none"> i) the Data Subject contests the accuracy of the Personal Data; ii) the processing is unlawful, but the Data Subject opposes the erasure of his or her Personal Data;

	<p>iii) the Bank no longer needs to process the Personal Data, but the Data Subject requests that they be made available for the purposes of being able to establish, exercise and defend legal claims;</p> <p>iv) the Data Subject has objected to the processing of his or her Personal Data, pending verification of his or her objection.</p>
Right to object	<p>The Data Subject has the right to object to the processing of Personal Data based on special circumstances, which may include:</p> <ul style="list-style-type: none"> i) processing for direct marketing purposes (including profiling for direct marketing); ii) for scientific or historical research purposes or statistical purposes on grounds relating to his or her particular situation, unless the processing is necessary for the performance of a task carried out for reasons of public interest. <p>However, the objection shall be restricted to the cases when the processing of Personal Data by the Bank is necessary, such as:</p> <ul style="list-style-type: none"> i) the performance of a task carried out for reasons of public interest; ii) the exercise of any official power granted to the Bank; iii) the pursuit of the Bank's or third-party's lawful interests.
Right to data portability	<p>The Data Subject has the right to receive his or her Personal Data, which he or she has provided to the Bank, in a structured, commonly used and machine-readable format and has the right to transmit that data to another controller.</p>
Right to lodge a complaint with a supervisory authority	<p>The Data Subject has the right to lodge complaints with the competent supervisory authorities in respect of matters related to the exercise of his or her rights.</p>
Right to withdraw consent	<p>Data Subjects may withdraw their consent at any time.</p>
Right not to be subject to a decision based solely on automated processing	<p>The Data Subject has the right to oppose the processing of the data if so will lead to a decision performed by automated means, including profiling, which produces legal effects concerning him or her or similarly significantly affects him or her. This shall not be applicable if the decision is necessary for entering into, or performance of, a contract between the data subject and a data controller; if it is authorised by Union or Member State law to which the Bank is subject to, and if the automated processing is based on the Data Subject's explicit consent.</p>

12. ARCHIVE

This Regulation, and all the documents associated, are subject to the general archiving rules laid down in the procedure LEG12.PM220 – Archive Management.

13. DISCLOSURE

This Regulation is available on the Bank's intranet and website and any change to the same should be duly communicated by e-mail to all the Bank's employees.

14. CONTROL OF VERSIONS

Table 1: Information about the Document

Name of the Document	Personal Data Privacy Regulation Regulation
Version	4.0
Prepared by (Name/Department)	Compliance Department
Appreciated on (Committee name)	N.A.
Approved by (Committee name)	Board of Directors

Table 2: Versions' update

Update and Approval Date	Main Changes
Version 1.0 - 20/01/2020	First draft of the Regulation further to entering into force of GDPR
Version 2.0 - 15/09/2020	Ratification by the Board of Directors
Version 3.0 - 19/12/2022	Modification of the structure of to the Regulation. Clarification of certain points, particularly with regard to the chapters "Processing personal data" and "Transfer to third countries (outside the European Union)".
Version 4.0 – 17/12/2024	Annual Update; Inclusion of a section on the handling of sensitive data. Update on the purposes, categories, and legal basis for data processing, specifically those related to cybersecurity. Clarification of the rules governing the relationship between data processors and

data controllers. Addition of a chapter on the use of cookies.