



*Policy*

**PIMS SCOPE**

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**TABLE OF CONTENT**

1 INTRODUCTION .....	4
1.1 Purpose .....	4
1.2 Application of national Laws .....	4
1.3 Responsibilities .....	5
2 Scope of the Personal Information Management System .....	6
3 Document Owner and Approval.....	11
4 APPENDIX.....	12
4.1 Definition.....	12
4.2 Related Documents.....	13
4.3 Data Protection Law, Vietnam, Overview .....	15

**RECORD OF CHANGE**

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1	01-Jul-2021	1.0	Newly issued	BS 10012:2017 Requirements/ GDPR, Clause 4.3	Linh Do Thi Dieu	Michael Hering	CFO/COO
2	01-Apr-2022	1.1	4. 13 added: PDPL, UAR, Decree-Law No. 45 of 2021 4. 15 added: Decree of the Vietnamese Government: Nghị Định Quy Định Về Bảo Vệ Dữ Liệu Cá Nhân 4. 16 PDP_Handbook_Version_V 3.2	Biannually revision	Linh Do Thi Dieu	Michael Hering	CFO/COO
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6	01-Dec-2024	1.4	Update Version numbers added 4.18 Changed 4 7 to March 15, 2024	Biannually revision	Linh Do Thi Dieu	Michael Hering	CFO/COO

## 1 INTRODUCTION

FPT Software Company, Ltd. ("FPT Software" hereinafter) Corporate Data Protection Policy, procedures, guidelines, statements and templates lay out strict requirements for processing personal data pertaining to customers, business partners, employees or any other individual. It meets the requirements of the European Data Protection Regulation/Directive as well as other national Data Protection Regulations and ensures compliance with the principles of national and international data protection laws in force all over the world. The policy, procedures, guidelines, statements and templates set a globally applicable data protection and security standard for FPT Software and regulates the sharing of information between FPT Software, subsidiaries and legal entities. FPT Software have established guiding data protection principles – among them transparency, data economy and data security – as FPT Software guidelines.

### 1.1 Purpose

The purpose of this document is to provide a record of the scope of the personal information management system (PIMS). Content within this document feeds into the Personal Data Protection Handbook\_v3.5 and the Data Protection Policy (Policy\_Personal Data Protection Management\_v3.5).

This document is reviewed biannually as part of a management review.

### 1.2 Application of national Laws

The Data Protection Policy, procedures, guidelines and templates comprises the internationally accepted data privacy principles without replacing the existing national laws. It supplements the national data privacy laws. The relevant national law will take precedence in the event that it conflicts with the Data Protection Policy and guidelines, or it has stricter requirements than this Policy and guidelines. The content of the Data Protection Policy, procedures and guidelines must also be observed in the absence of corresponding national legislation. The reporting requirements for data processing under national laws must be observed.

Each subsidiary or legal entity of FPT Software is responsible for compliance with the Data Protection Policy, this guideline and the legal obligations. If there is reason to believe that legal obligations contradict the duties under the Data Protection Policy, procedures or the guidelines, the relevant subsidiary or legal entity must inform the Global Data Protection Officer. In the event of conflicts between national legislation, the Data Protection Policy and this guideline, FPT Software will work with the relevant subsidiary or legal entity of FPT Software to find a practical solution that meets the purpose of the Data Protection Policy, guidelines and this procedure.

### **1.3 Responsibilities**

The Global Data Protection Officer is responsible for defining the scope of the PIMS and for ensuring that it takes into account all relevant internal and external issues, and the needs and requirements of interested parties.

## 2 Scope of the Personal Information Management System

The Personal Data Management System of FPT Software including the Personal Data Protection Handbook V3.5, the Data Protection Policy (Policy\_Personal Data Protection Management\_v3.5) and Personal Data Protection arrangements (data protection handbook including policies, procedures, guidelines, statements, records, templates) are subject to development, review, evaluation and continuous improvement.

All FPT Software's business processes and information systems involved in the collection, processing, use and transfer of personal data and all employees, contractors and 3<sup>rd</sup> party providers involved in the processing of personal data on behalf of FPT Software are in scope.

All departments, legal entities, subsidiaries and functions globally which are involved in collecting, use, processing and international data transfer of personal identifiable information are in scope

### **Countries in scope:**

FPT Software, Vietnam

FPT Software, Australia

FPT Software, Canada

FPT Software, Philippines

FPT Software, China

FPT Software, Czech

FPT Software, Germany

FPT Software, India

FPT Software, Indonesia

FPT Software, Japan

FPT Software, Korea

FPT Software, Hongkong

FPT Software, Malaysia

FPT Software, Myanmar

FPT Software, Singapore

FPT Software, Slovakia

FPT Software, France

FPT Software, Thailand

FPT Software, Taiwan

FPT Software, UK

FPT Software, USA

FPT Software, Netherlands

FPT Software, Demark

FPT Software, UAE

FPT Software, KSA

FPT Software, Romania

FPT Software, Costa Rica

FPT Software, Colombia

FPT Software, Mexico  
FPT Software, Sweden

**Legal entities in scope:**

FPT SOFTWARE THANG LONG COMPANY LIMITED  
FPT SOFTWARE HOCHIMINH CO.,LTD  
FPT USA Corp.  
FPT CANADA  
FPT SOFTWARE INDONESIA  
FPT Slovakia s.r.o  
CzechFPT Czech s.r.o.  
FPT Asia Pacific PTE. LTD  
FPT Australasia Pty. Ltd.  
FPT Software (Thailand) Ltd.,  
FPT Software Phillipines Corp.  
FPT Software solutions asia pacific pte. ltd.  
FPT Software Japan Company Limited  
FPT Techno Japan Company Limited  
Intellinet Consulting LLC.  
FPT Taiwan Co., Ltd.  
FPT Software Innovation Company Limited  
FPT Software Innovation Company Limited - Quy Nhon branch  
UTOP TECHNOLOGY JOINT-STOCK COMPANY  
FPT Consulting Japan Co.,Ltd  
FPT NEARSHORE JAPAN CO., LTD.  
FPT TECHNOLOGY DMCC  
FPT Siam Limited  
FPT Software Korea Co., ltd  
FPT MYANMAR COMPANY LTD.  
Trandata Technology Engineering joint stock company  
FPT SOFTWARE UNITED KINGDOM LTD.  
FPT Information System Singapore Pte. Ltd.  
HOMA TECHNOLOGIES JOIN STOCK COMPANY  
FPT Smart Technologies Company Limited  
MJS-FPT Company Limited  
FPT Software Malaysia Sdn. Bhd  
Aura Network Limited  
FPT SOFTWARE COMPANY LIMITED  
FPT SOFTWARE HANOI COMPANY LIMITED  
AKAVault PTE. LTD.  
FPT SOFTWARE QUY NHON CO.LTD  
FPT Consulting service limited

FPT Software Central Region Company Limited (FCR)  
FPT Japan Holdings  
Shanghai FPT Software Co., Ltd.,  
FPT SOFTWARE EUROPE  
FPT Deutschland GmbH  
Suzhou FPT Software Co., Ltd  
FPT Semiconductor Joint Stock Company.  
FPT SOFTWARE PROCESS SERVICES COMPANY LIMITED  
F-Agrex Global Co., Ltd.  
FPT MOBILE APPLICATIONS CO., LTD  
FPT Technology Solutions Company Limited  
SBI FPT Limited Liability company  
FUNIX ONLINE EDUCATION JOINT STOCK COMPANY  
NAMI TECHNOLOGY JOINT STOCK COMPANY  
NEXT ROBOTICS Joint-Stock Company  
FPT SOFTWARE HUE COMPANY LIMITED  
FPT COMPANY FOR INFORMATION TECHNOLOGY  
FPT SOFTWARE ROMANIA S.R.L.  
FPT Solutions & Consulting SDN. BHD  
FPT NEW TECHNOLOGY COMPANY  
BASE ENTERPRISE JOINT STOCK COMPANY  
Dalian FPT software company Ltd.  
KONICA MINOLTA FPT SOLUTION LABS VIETNAM CO., LTD.

**Branchs in scope:**

FPT SOFTWARE COMPANY LIMITED - DA NANG BRANCH  
FPT SOFTWARE HOCHIMINH CO.,LTD-CAN THO BRANCH  
FPT Japan Holdings Co., Ltd - Korea branch  
Micra Consulting International, Ltd

**Departments in scope:**

Artificial Intelligence Center-AIC  
Amazing Market Group-AMG  
FSOFT Competency Unit - Customize Energy Platform-CEP  
FSOFT Design-DES  
FPT Digital Processing Service Company Limited-DPS  
Digital Transformation Group-DXG  
Enterprise Business System in Vietnam-EBS  
Emerging P&L-EPL  
Sale Group America Market-FAM  
FPT Asia Pacific-FAP  
FSOFT Incubator Unit - Consulting Japan-FCJ



FPT Germany-FEU  
FSOFT Global Communication Department-FGC  
FSOFT Delivery Unit - HCM City-FHM  
FSOFT Delivery Unit - Hanoi-FHN  
FSOFT Accounting Department-FHO AF  
Business Command Center-FHO BCC  
FSOFT Branding and Communication Management Department-FHO BCM  
Head Office Board of Director-FHO BOD  
FSOFT Union - FHO CD  
CDTO Head Office-FHO CDTO  
CFO Office-FHO CFOO  
FSOFT CEO Office-FHO COF  
FSOFT Center of Good - COG  
COO Office - FHO COOF  
FSOFT Corporate Planning department-FHO CPD  
FSOFT Diversity, Culture and Employee Experience Department - FHO DCE  
FSOFT Academy-FHO FSA  
International Business Relations Department-FHO FCR  
FSOFT Infrastructure Department-FHO FID  
Workforce Assurance Department-FHO FWA  
Automotive Projects-FHO HAP  
FSOFT Human Resource Policies & Rewards Department-FHO HRPR  
FSOFT Digital Transformation-FHO iDO  
FSOFT Information & Technology Department-FHO IT  
FSOFT Language Training Institute - FHO LTI  
FSOFT Marketing, Communication & Partnership Department-FHO MCP  
FSOFT Procurement Center-FHO PRC  
FSOFT Shared Services Center-FHO SSC  
FSOFT Solution & Technology-FHO STU  
FPT Software Innovation - FI  
FPT India-FINDIA  
FPT Japan-FJP  
FPT Korea-FKR  
FPT Software Malaysia - Indonesia-FMI  
FPT Mexico - FMX  
FPT Nanning-FNG  
FPT Okinawa R&D-FNS  
FPT Philippines-FPHI  
FSOFT Quality Control Department-FQC  
FPT Romania - FRO  
FPT SOLUTIONS & CONSULTING SDN. BHD. - FSC  
Financial Services Solutions Group-FSG

FPT Slovakia-FSK  
FPT Software Vietnam-FVN  
Global Automotive & Manufacturing-GAM  
Global Healthcare Center-GHC  
FSOFT Competency Unit - Global Smart Technologies-GST  
Global Delivery & Digital Transformation - GDX  
Global Product Engineering Unit - GPE  
FSOFT Competency Unit - Independent Verification Services-IVS  
Japan End-user Services Unit-JES  
Low Cost Projects-LCG  
MJS Projects-MJS  
CyberSecurity Assurance Service-SAS  
Software Engineering Process Group-SEPG  
SBI FPT JV Projects-SFJ  
FPT Smart Technologies Co. Ltd-STJ  
Supply Chain Manufacturing Unit - SCM  
FPT Automotive - FA  
FPT Automotive Vietnam - FA VN  
P3 GROUP (VIETNAM) Company Limited – P3VN

### **3 Document Owner and Approval**

The Global Data Protection Officer (GDPO) is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the GDPR, other national/international data protection regulations and Guideline\_Personal Data Protection Policy Development\_v2.5.

A current version of this document is available and published to FPT Software employees on QMS.

This procedure was approved by the CFO, board member responsible for data protection, see record of change.

## 4 APPENDIX

### 4.1 Definition

Abbreviations	Description
PII, Personal Identifiable Information, Personal Data	Refer to the personal data defined by the EU GDPR (Article 4 (1)), 'personal data' means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one 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 or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
Data Subject	EU GDPR (Article 4 - 1), Data subject refers to any individual person who can be identified, directly or indirectly.
Data Controller	EU GDPR (Article 4 - 7), Data Controller means the natural or legal person, public authority, agency or anybody which alone or jointly with others, determines the purpose and means of processing of personal data; where the purpose and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.
Data Processor	EU GDPR (Article 4 - 8), Data Processor means a natural or legal person, public authority, agency or anybody which processes data on behalf of the controller.
Recipient	EU GDPR (Article 4 - 9), A natural or legal person, public authority, agency or anybody, to which the personal data are disclosed, whether third party or not.
Third Party	EU GDPR (Article 4 - 10), A natural or legal person, public authority, agency or anybody other than the data subject, controller, processor and persons who under direct authority of controller or processor, are authorized to process personal data
DPO/GDPO	Data Protection Officer/Global Data Protection Officer
DPIA	Data Protection Impacted Assessment
PIMS	Personal Information Management System
EU	European Union

## 4.2 Related Documents

No	Code	Name of documents
1	EU GDPR	EU General Data Protection Regulation
2	95/46/EC	EU Data Protection Directive 95/46/EC
3	Privacy shield	EU-U.S. and Swiss-U.S. Privacy Shield Frameworks designed by the U.S. Department of Commerce and the European Commission and Swiss Administration to provide companies on both sides of the Atlantic with a mechanism to comply with data protection requirements when transferring personal data from the European Union and Switzerland to the United States in support of transatlantic commerce.
4	APPI	Act on the Protection of Personal Information, Japan. It came into force on 30 May 2017.
5	PDPA	Personal Data Protection Act 2012, Singapore
6	PDPO	Personal Data (Privacy) Ordinance, Hongkong, 2012
7	PIPA	South Korea's substantial Personal Information Protection Act (PIPA) was enacted on March 15, 2024
8	PIPEDA	Personal Information Protection and Electronic Documents Act, Canada 2018
9	Privacy Act, APPs, CDR	Privacy act Australia including Australian Privacy Principles, Consumer Data Right
10	HITRUST	Health Information Trust Alliance (CSF, Common Security Framework)
11	HIPAA	Health Insurance Portability and Accountability Act of 1996 (HIPAA), US
12	PCI DSS	Payment Card Industry Data Security Standard, May 2018
13	CCPA	California Consumer Privacy Act of 2018, Cal. Civ. Code §§ 1798.100 et seq.
14	VCDPA	Virginia Consumer Data Protection Act, 01/2023
15	PDPL, UAE	Decree-Law No. 45 of 2021
16	DPA Philippines	Republic Act 10173, Data privacy Act 2012
17	PIPL	Personal Information Protection Law of the People's Republic of China and related laws and regulations

No	Code	Name of documents
18	PDPL Indonesia	Data protection in Indonesia is regulated by Law No. 27 of 2022 on Personal Data Protection (“PDP Law”)
19	PDPA Thailand	Thailand’s Personal Data Protection Act, 06/2022
20	PDPA Malaysia	Personal Data Protection Act 2010, Malaysia
21	TISAX	Trusted information security assessment exchange
22	BS10012: 2017	British Standard Personal Information Management System
23	PDPD13, VN	Decree of the Vietnamese Government: PDPD13 Nghị Định Quy Định Về Bảo Vệ Dữ Liệu Cá Nhân 07/2023
24	FPT Software Personal Data Protection Handbook	PDP_ Handbook_Version_V3.5

### 4.3 Data Protection Law, Vietnam, Overview

There is no single data protection law in Vietnam. Regulations on data protection and privacy can be found in various legal instruments. The right of privacy and right of reputation, dignity and honour and fundamental principles of such rights are currently provided for in Constitution 2013 (“**Constitution**”) and Civil Code 2015 (“**Civil Code**”) as inviolable and protected by law.

Regarding personal data, the guiding principles on collection, storage, use, process, disclosure or transfer of personal information are specified in the following main laws and documents:

- **Criminal Code** No. 100/2015/QH13, passed by the National Assembly on 27 November 2015
- Law No. 24/2018/QH14 on Cybersecurity, passed by the National Assembly on 12 June 2018 (“**Cybersecurity Law**”);
- Law No. 86/2015/QH13 on Network Information Security, passed by the National Assembly on 19 November 2015; as amended by Law No. 35/2018/QH14 dated 20 November 2018, on amendments to some articles concerning planning of 37 Laws (“**Network Information Security Law**”);
- Law No. 59/2010/QH12 on Protection of Consumers’ Rights, passed by the National Assembly on 17 November 2010; as amended by Law No.35/2018/QH14 dated 20 November 2018, on amendments to some articles concerning planning of 37 Laws (“**CRPL**”);
- Law No. 67/2006/QH11 on Information Technology, passed by the National Assembly on 29 June 2006; as amended by Law No. 21/2017/QH14 dated 14 November 2017 on planning (“**IT Law**”);
- Law No. 51/2005/QH11 on E-transactions, passed by the National Assembly on 29 November 2005 (“**E-transactions Law**”);
- Decree No. 85/2016/ND-CP dated 1 July 2016, on the security of information systems by classification (“**Decree 85**”);
- Decree No. 72/2013/ND-CP dated 15 July 2013 of the Government, on management, provision and use of Internet services and online information; as amended by Decree No. 27/2018/ND-CP dated 1 March 2018 and Decree No.150/2018/ND-CP dated 7 November 2018 (“**Decree 72**”);
- Decree No. 52/2013/ND-CP dated 16 May 2013 of the Government; as amended by Decree No. 08/2018/ND-CP dated 15 January 2018, on amendments to certain Decrees related to business conditions under state management of the Ministry of Industry and Trade and Decree No. 85/2021/ND-CP dated 25 September 2021 (“**Decree 52**”);
- Decree No. 15/2020/ND-CP of the Government dated 3 February 2020 on penalties for administrative violations against regulations on postal services, telecommunications, radio frequencies, information technology and electronic transactions (“**Decree 15**”);
- Circular No. 03/2017/TT-BTTTT of the Ministry of Information and Communications dated 24 April 2017 on guidelines for Decree 85 (“**Circular 03**”);

- Circular No. 20/2017/TT-BTTTT dated 12 September 2017 of the Ministry of Information and Communications, providing for Regulations on coordinating and responding to information security incidents nationwide (“**Circular 20**”);
- Circular No. 38/2016/TT-BTTTT dated 26 December 2016 of the Ministry of Information and Communications, detailing cross-border provision of public information (“**Circular 38**”);
- Circular No. 24/2015/TT-BTTTT dated 18 August 2015 of the Ministry of Information and Communications, providing for the management and use of Internet resources, as amended by Circular No. 06/2019/TT-BTTTT dated 19 July 2019 (“**Circular 25**”); and
- Decision No. 05/2017/QĐ-TTg of the Prime Minister dated 16 March 2017 on emergency response plans to ensure national cyber-information security (“**Decision 05**”).

Applicability of the legal documents will depend on the factual context of each case, e.g businesses in the banking and finance, education, healthcare sectors may be subject to specialized data protection regulations, not to mention to regulations on employees’ personal information as provided in Labour Code 2019 (“**Labour Code**”).

The most important Vietnamese legal documents regulating data protection are the Cybersecurity Law and Network Information Security Law. Cybersecurity laws in other jurisdictions that were inspired by the GDPR of the EU, the Cybersecurity Law of Vietnam shares similarities with China’s Cybersecurity Law enacted in 2017. The law focuses on providing the government with the ability to control the flow of information. The Network Information Security Law enforces data privacy rights for individual data subjects.

A draft Decree detailing a number of articles of the Cybersecurity Law (“**Draft Cybersecurity Decree**”), notably including implementation guidelines for data localization requirements, together with a draft Decree detailing the order of and procedures for application of a number of cybersecurity assurance measures and a draft Decision of the Prime Minister promulgating a List of information systems important for national security, are being prepared by the Ministry of Public Security (“**MPS**”) in coordination with other relevant ministries, ministerial-level agencies and bodies.

MPS has drafted a Decree on personal data protection (“**Draft PDPD**”), which is contemplated to consolidate all data protection laws and regulations into one comprehensive data protection law as well as make significant additions and improvements to the existing regulations. The Draft PDPD was released for public comments in February 2021 and was originally scheduled to take effect by December 2021. The Finalization process consuming much more time than the MPS first anticipated. PDPD was finalized and was coming in force 07/2023.