



Dated: 21 February 2023

Dear Valued Private Banking Customers,

Amendments to Cathay United Bank Singapore Branch's General Terms and Conditions

1. This letter is to notify you that, pursuant to Clause 23 (*Amendment*) of Section 1 (*General Provisions*) of Cathay United Bank Singapore Branch's General Terms and Conditions for private banking ("**General Terms and Conditions**"), Cathay United Bank (Singapore Branch) is hereby exercising its rights to amend the terms and conditions of the General Terms and Conditions, by including a new Clause 10A in Section 1 (*General Provisions*) therein ("**Clause 10A**"), immediately after Clause 10 (*Client Data And Confidentiality*) of the General Terms and Conditions, as reproduced below. All other terms and conditions of the General Terms and Conditions remain unchanged and in full force and effect. All capitalised terms used herein shall, unless otherwise defined herein, have the meanings prescribed in the General Terms and Conditions (as may be amended from time to time).
2. This letter supplements and amends the General Terms and Conditions and shall form part of the agreement governing the relationship between you and the Bank.
3. Clause 10A would be applicable to individuals who are nationals of Republic of China ("**Taiwan**") in connection with personal information provided to, collected, processed, used, or internationally transferred, directly or indirectly, by the Bank or any other person acting on behalf of the Bank.
4. Clause 10A shall be inserted to Section 1 (*General Provisions*) of General Terms and Conditions as follows:

"10A. Personal Data Protection Act of Taiwan"

- 10A.1 The collection of personal information involves the privacy rights of the Client, any person constituting or connected to the Client or authorized by the Client, including connected parties, Authorized Persons, beneficial owners, legal representative or statutory assistant of the Client or any other parties related to the Client (collectively, "**Client Group**"). When carrying out the business activities which are currently permitted (or may be permitted in the future) by law and to the extent necessary for conducting the relevant business (but subject to the actual business dealings between the Client and the Bank), where the Bank has the need to, directly or indirectly, collect, process, use and/or internationally transfer any Client Group personal information, the Bank shall, at the time when it collects personal information from the Client, notify the Client of the following in accordance with the first paragraph of Article 8 and the first paragraph of Article 9 of the *Personal Data Protection Act* (個人資料保護法) of Taiwan (hereinafter referred to as the "**Taiwan PDPA**"): (a) names of non-government agencies which collect the personal information; (b) purposes of collection; (c) categories of personal information; (d) duration and locations of use, users, and means of use, of



personal information; (e) sources of the personal information collected; (f) the rights (and ways to exercise such rights) available to the party in question under Article 3 of the Taiwan PDPA; (g) the impact of not providing personal information on the rights and interests of the party in question (where the party has the right to choose whether to provide personal information). The codes and types of purposes of collection are in reference to the "Personal Data Protection Act Specific Purposes and Personal Data Categories (個人資料保護法之特定目的及個人資料之類別)" published by the Taiwan's Ministry of Justice. Any change to such codes and types shall be applicable hereunder. The Client agrees that the Bank may collect, process, use and/or internationally transfer his/her own personal information in accordance with this Clause 10A and that they have read this Clause 10A carefully and agrees to the same. Where the Client is required to have a legal representative/statutory assistant/other authorized persons appointed under the law, such legal representative/statutory assistant/other authorized persons appointed under the law agrees that the Bank may collect, process, use and/or internationally transfer his/her own personal information in accordance with this Clause 10A and that they have read this Clause 10A carefully and agrees to the same.

10A.2 With regard to any Client Group personal information to be collected by the Bank, the purposes of collection, categories of personal information, and duration and locations of use, users, and means of use of the personal information are as follows:

(a) Purposes of collection:

"022 Foreign exchange services," "036 Deposit and transfer" (automatically authorized debit and transfer), "067 Credit card, cash card, debit card or electronic stored-value card services," "082 Borrower and Account Holder loan and deposit consolidated management" (WMA, payment through transfer), "088 Loan approval and credit extension services" (cash advance, balance transfer, credit facility and long term revolving credit facility), "001 Life insurance," "112 Cheque clearance services," "106 Credit extension services," "111 Financial instrument services," "126 Debt consolidation, discount and purchase services," "154 Credit reporting," "044 Investment management," "068 Trust services," "166 Securities, futures, securities investment trust and consulting services," "094 Personal property management," "065 Insurance brokerage, agency and notarization services," "093 Property insurance," "030 Arbitration," "040 Marketing (including cross-selling activities between financial holding companies)," "059 Financial services sector's collection, processing and use in accordance with laws and regulations for financial supervision needs," "060 Financial dispute resolution," "061 Financial supervision, administration and inspection," "063 Non-government agencies' collection, processing and use of personal information in accordance with legal obligations," "069 Matters related to contracts, quasi-contracts or other legal relations," "090 Consumer, customer management and services," "091 Consumer protection," "098 Commercial and technical information," "104 Account management and debt trading activities," "113 Pleading, petition and report handling," "129 Accounting and related services," "135 Information (communication) services," "136 Information (communication) and database management," "137 Information and communication security and management," "148 Online shopping and other electronic commerce services," "157 Investigation, statistics and research analysis," "160 Certification business management (including OTP dynamic password and Global MyB2B Digital Certificate)," "173 Other government agencies' supervision and administration of targeted industries," "177 Other financial management services," "181 Other business activities in accordance with the business registration or Articles of Incorporation" (including business activities permitted by law or approved by the competent authorities) and "182 Other consulting and advisory services."



(b) Categories of personal information collected:

Name, address (including electronic mail address), unified identity card number, tax resident status, country/region of domicile, tax identification number, gender, date of birth, correspondence information, biometric data (including without limitation facial features, fingerprints, digital veins and so forth), business activities and financial position (e.g. consumption volume, location and items, revenue, income, assets and investments, liabilities and expenses, credit rating, insurance details, financial transactions and so forth), mobile and online media information (e.g. mobile device identifier, mobile device location, social network information, IP address, web browsing history, Cookie and so forth), and other details such as relevant service applications or contracts, as related to the business dealings, accounts or services between the Bank and the Client and as provided by or actually collected from the Client or third parties (e.g. the Joint Credit Information Center ("JCIC"), entities with whom the Bank cooperates/partners, other entities with whom the Bank has business dealings and so forth). The Bank collects personal information from the Client based on the needs of different business activities, accounts or services. Such personal information is classified into the following ten categories in accordance with the *Personal Data Protection Act Specific Purposes and Personal Data Categories* (個人資料保護法之特定目的及個人資料之類別) promulgated by the Ministry of Justice of Taiwan: identity information – C001 to C003 (such as name, phone number, bank account number, credit card number and unified identify card number); personal characteristics – C011 to C013 (such as gender and date of birth); family status – C021 to C024 (such as marital status and name of spouse); social status – C031 to C041 (such as address, property information, lifestyle, and residency certificate); education, examination-based qualifications, technical skills or other specializations – C051 to C053 (such as education and professional skills); employment status – C061, C062, C064, C066, C068 (such as employer, job title and salary); financial details – C081 to C089, C091 to C094 (such as gross revenue, gross income, loans, credit rating, foreign exchange transaction records and documentary credits); business information – C101 to C103 (such as type of business); health and other – C111, C115 to C116, C119 (such as medical reports, records of treatment and diagnosis); other information – C131 to C132 (such as unclassified data and emails).

(c) Duration and locations of use, users, and means of use, of personal information:

- (i) Duration: the duration for which the specific purposes for collecting the personal information exist, the retention period required under relevant laws and regulations or required for the Bank's business operations, or the retention period stipulated in individual contracts (whichever is the longest).
- (ii) Locations: the local and overseas locations of the users set forth under "Users" below.
- (iii) Users: (1) the Bank (including the Bank's head office, overseas branches and affiliates, third party agencies engaged by the Bank); (2) entities using the personal information in accordance with relevant laws and regulations (e.g. Cathay Financial Holding Co., Ltd., i.e., the Bank's parent company, and its subsidiaries); (3) other entities engaging in related business activities (e.g. correspondent banks, JCIC, the Agriculture Credit Guarantee Fund of Taiwan, the Overseas Credit Guarantee Fund of Taiwan, the National Credit Card Center of Taiwan, the Taiwan Clearing House, the Financial Information Service Co., Ltd. of Taiwan, the Small and Medium Enterprise Credit Guarantee Fund of Taiwan, the Agricultural Credit Guarantee Fund, the Bureau of Labor Insurance, international credit



card organizations, credit card acquirers and contracted merchants and their statutory assistants, credit guarantee agencies, the Financial Ombudsman Institution, any person who intends to transfers assets and liabilities to the Bank, bear risks for the Bank, or merge with/acquire the Bank (or such person's agents or advisers), other entities with whom the Bank has business dealings (e.g. Google, Facebook and other social media platforms and advertising agencies), recipients of personal information transmitted internationally who are not subject to the restrictions imposed by the central government authorities of targeted industries); (4) authorities or agencies having jurisdiction or investigative authority over the foregoing parties under the law; and (5) other users agreed by the Client (e.g. companies engaging in co-marketing activities or sharing customer data with the Bank, or companies collaborating with the Bank on promotional activities).

(iv) Means of Use: by way of automated machines or other non-automated means in accordance with personal information protection laws.

(d) The Bank will have the personal information undergo an appropriate de-identification process (e.g. outlier detection, randomization and k-anonymization) and/or take relevant protection measures when using personal information for the purpose of "157 Investigation, statistics and research analysis". The result of aforementioned usage shall not lead to any identification of any specific person.

10A.3 Sources of personal information collected:

- (a) Directly obtained from the Client Group or the Client's authorized person by the Bank.
- (b) Made public by the Client Group or third parties lawfully.
- (c) Obtained from JCIC or other third parties by the Bank (such as the legal representatives or statutory assistants of the parties involved, Cathay Financial Holding Co., Ltd. and its subsidiaries which share customer data with the Bank, companies collaborating with the Bank on promotional activities, groups co-branding credit cards with the Bank, and other entities with whom the Bank has business dealings) or
- (d) Obtained from any open source, including but not limited to the internet.

10A.4 Pursuant to Article 3 of the Taiwan PDPA, the Client or any member of the Client Group may exercise the following rights with regard to his/her own personal information retained by the Bank:

- (a) except for the circumstances provided in Article 10 of the Taiwan PDPA, the Client or any member of the Client Group may make requests to the Bank to access or review his/her own personal information, or request the Bank to provide copies of such information, provided that the Bank may charge necessary costs and fees in accordance with Article 14 of the Taiwan PDPA;
- (b) the Client or any member of the Client Group may request the Bank to supplement or correct his/her own personal information, provided that the Client or any member of the Client Group shall provide the reasons and facts in relation to such request pursuant to Article 19 of the Enforcement Rules of the Personal Data Protection Act (個人資料保護法施行細則) of Taiwan;



- (c) pursuant to the fourth paragraph of Article 11 of the Taiwan PDPA, the Client or any member of the Client Group may request the Bank to cease collecting, processing or using any of his/her own personal information in the event that the Bank has collected, processed or used such information in violation of the Taiwan PDPA;
- (d) pursuant to the second paragraph of Article 11 of the Taiwan PDPA, in the event of a dispute over the accuracy of personal information, the Client or any member of the Client Group may request the Bank to cease processing or using any his/her own personal information. However, pursuant to the proviso of the same paragraph, the preceding sentence shall not apply where the personal information is required for the performance of the Bank's services and such dispute has been notified to, or to the extent consented to in writing by the relevant person or party in the Client Group;
- (e) pursuant to the third paragraph of Article 11 of the Taiwan PDPA, when the specific purposes for collecting personal information no longer exist or the relevant time period expires, the Client or any member of the Client Group may request the Bank to delete or cease processing or using his/her own personal information. However, pursuant to the proviso of the same paragraph, the preceding sentence shall not apply where the personal information is required for the performance of the Bank's services, or to the extent consented to in writing by the relevant person or party in the Client Group.

- 10A.5 If the Client or any member of the Client Group wishes to exercise the aforesaid rights as provided in Article 3 of the Taiwan PDPA, the Client may contact the relationship manager assigned to the Client or visit the Bank's website (<https://www.cathaybk.com.tw/cathaybk>) for further details on how to exercise such rights.
- 10A.6 The Client may decide on whether to provide the relevant personal information and on the types of personal information to be provided. However, if the personal information or types of personal information that the Client refuses to provide are necessary for transaction approval or operations, please understand that the Bank may not be able to provide the relevant services or better services to the Client due to the Bank's inability to process the necessary approval or carry out the necessary operations.
- 10A.7 The terms in this Clause 10A (*Personal Data Protection Act of Taiwan*) are without prejudice to the terms in Clause 10 (*Client Data And Confidentiality*) and would be applicable only to individuals who are nationals of Taiwan in connection with personal information provided to, collected, processed, used, or internationally transferred, directly or indirectly, by the Bank or any other person acting on behalf of the Bank. In addition, any legal representative/statutory assistant/other authorized persons appointed under the law to act on behalf of the Client would be agreeing to the terms of this 10A (*Personal Data Protection Act of Taiwan*) both in its personal capacity and in its capacity as legal representative/statutory assistant/other authorized persons of the Client".
- 10A.8 The Client warrants, acknowledges and agrees that, in respect of any personal information provided by the Client to the Bank that relates to any member of the Client Group, the Client is responsible for and hereby represents and warrants that prior to the provision of such personal information, the Client has procure that such member of the Client Group has read this Clause 10A carefully and agrees to the same, for the Bank's collection, process, use or internationally transfer, directly or indirectly, in accordance with this Clause 10A (*Personal Data Protection Act of Taiwan*)."



國泰世華銀行
Cathay United Bank

Cathay United Bank Singapore Branch


Co. Reg. No. T08FC7284E
8 Marina Boulevard #13-03
Marina Bay Financial Centre Tower 1
Singapore 018981
Tel (65)6593 9280 Fax (65)6509 8172
Swift: UWCBSGSG

4. Kindly read the outlined amendment as set out above in this letter. The amendment will take effect on the date of this letter. Without prejudice to the Bank's rights to amend the General Terms and Conditions under Clause 23 (*Amendment*) of Section 1 (*General Provisions*) of the General Terms and Conditions, your use or continued use of your Account(s) and Service(s) on and after the date of this letter will be deemed to be your written agreement to the amended terms as set out herein.
5. If there are any queries in relation to such amendments or any provisions of the General Terms and Conditions, please do not hesitate to contact the relationship manager assigned to you, who will be glad to attend to any such queries.
6. Thank you for the opportunity to be of service and for choosing us. We look forward to working with you in achieving your financial goal together.

Yours Sincerely,

Cathay United Bank (Singapore Branch)

Private Banking


James Huang

Head of Private Banking