

Personal Information Processing Policy (Privacy Policy)

In accordance with Article 30 of the Personal Information Protection Act, Shinhan Financial Holding Company has the following policies to protect personal information and effectively deal with personal information related complaints. In order to smoothly handle complaints related to personal information, we have the following policy.

Based on this policy, each affiliate establishes its personal information processing policy for application.

1. Purpose of Processing Personal Information

Shinhan Financial Holding Company will do its best to protect personal information and guarantee the customer's rights. Shinhan Financial Group only holds the minimum amount of personal information required for the following purposes: Shinhan Financial Holding Company collects and holds personal information based on the relevant laws and regulations, subject to customer's consent for the purpose of business processing activities such as personnel management.

2. Processing and Retention Period of Personal Information

Shinhan Financial Holding Company processes and retains customer information in accordance with relevant laws and regulations during the period in which the validity or liability remains or the value as evidentiary data continues.

3. Third party provision of personal information

Customer information handled by Shinhan Financial Holding Company is provided only to the affiliates of Shinhan Financial Group, as long as it is deemed acceptable in the relevant laws, such as the Financial Holding Company Act.

4. Consignment of personal information processing

Shinhan Financial Holding Company is making efforts to protect personal information by clearly

stipulating compliance with related laws and regulations, prohibiting third parties from sharing personal information, and signing and storing the contents of the agreement when it consigns personal information processing services.

5. Rights, duties and methods of the information entity

You may require us to view personal information processed by our company about you and children under the age of 14 (legal guardian only). If you view your personal information, you may ask us to correct or delete the personal information that is different from the fact or cannot be verified.

However, if another regulation specifies that certain personal information shall be collected, the request for deleting the information cannot be processed. You may request us to suspend your personal information. However, in any of the following cases, the Company may notify the customer of the concerned grounds and may refuse to suspend the processing. Customers who view their personal information may request correction or deletion of personal information that is not true or that cannot be verified and in the following cases:

- 1 If there is a special regulation or if it is inevitable to comply with the statutory obligations
- 2 If there is a risk of harming the life or body of another person or there is a possibility of unfairly infringing the property and other benefits of another person.
- 3 When it is difficult to transfer the contract, for instance: in cases where it is not possible to provide the contracted service to the customer, if the personal information is not processed. And also if the customer does not clearly indicate an intention to terminate the contract.

(Form 1) Request of personal information for viewing, correction, deletion, suspension of data processing

(Form 2) Power of attorney on Personal Information for viewing, correction, deletion, suspension of data processing

6. Personal information to be processed

Shinhan Financial Group handles information like customer names, unique identification numbers, addresses, and contact information for business purposes, such as providing customer service for affiliates within the Shinhan Financial Group and personnel management of internal employees.

7. Destruction of personal information

Personal information of Shinhan Financial Holding Company is permanently deleted from electronic personal information system at the time of achieving the purpose of processing or retention period. Personal information on written document is shredded or incinerated.

8. Measures to ensure the safety of personal information

To secure the security of personal information, Shinhan Financial Holding Company handles personal information processed electronically safely through measures like installing firewalls and controlling the access. Written personal information is stored in a safe deposit box or cabinet. It is strictly managed and controlled by allowing access to only authorized employees.

Risk pertaining to the handling of personal information is managed by the risk and compliance management system of Shinhan Financial Group, and we are regularly reviewing the risks and taking mitigating actions to prevent related risks. We also ensure the safety of personal information by applying the principle of zerotolerance in cases of breach of personal information based on the compliance management system.

9. Change of personal information processing policy

When Shinhan Financial Holding Company changes its policy on personal information, it discloses the timing and enforcement of changes, continuously updates the changed details, and discloses modifications before and after the changes so that customers can easily check the details of change.

10. Remedial Actions on Infringement of rights

Shinhan Financial Group will do its best to protect the customer rights and prevent damages.

In the event of leakage of personal information and infringement of rights, please contact the following department.

11. Personal Information Protection Manager

The person who supervises personal information protection in accordance with Article 31 of the Personal Information Protection Act shall be as follows.

Category	Personal Information Protection Manager	Personal Information Protection Officer
Corresponding Dept. and Officer	Kim, Myung-hee (Vice-president)	Lee, Sung-il (deputy director, ICT Planning Team)
Contact	(02) 6360-3236	

* Version of Personal Information Protection Policy: V1.8

* Enforcement Date of Personal Information Protection Policy: September 30th, 2011

[View previous Personal Information Protection policy]

Sep 30th, 2011 ~ Jan 18th, 2015 (V1.0)

Jan 19th, 2015 ~ Aug 24th, 2015 (V1.1)

Aug 25th, 2015 ~ Jun 28th, 2018 (V1.2)

Jun 29th, 2018 ~ Jan 7th, 2020 (V1.3)

Jan 8th, 2020 ~ Feb 4th, 2020 (V1.4)

Feb 5th, 2020 ~ Jul 5th, 2020 (V1.5)

Jul 6th, 2020 ~ Jan 28th, 2021 (V1.6)

Jan 29th, 2021 ~ Dec 31th, 2021 (V1.7)