

BOC Life “RetireCation” Experience Program
Personal Information Collection Statement

Latest version: 28 November 2024

At BOC Group Life Assurance Company Limited (“BOC Life” or “We” or “the Company”), the protection of personal information of our customers is important to us. Please read the Personal Information Collection Statement (“the Statement”) of BOC Life “RetireCation” Experience Program (“Program”) to understand how we collect, store, use and disclose your personal data. For the purposes of this Statement, the “Group” means the Company and its holding companies, branches, subsidiaries, representative offices and affiliates, wherever situated, and any one of them. Affiliates include branches, subsidiaries, representative offices and affiliates of the Company’s holding companies, wherever situated.

This Program is a membership program with the theme of RetireCation, which provides an exclusive and brand-new experience to selected customers. This Program is operated and managed by BOC Life.

In order to provide you who has become a member with this Program related services, rewards and benefits (“Member Privileges”), it will be necessary for us to collect, store, use and share certain personal data about you. Your privacy and the security of your personal data is, and will always be, very important to us. If you wish to understand BOC Life’s Privacy Policy Statement, you may visit the document at www.boclif.com.hk/en/privacy-policy.html.

This Statement provides you with notice as to why your personal data is collected, to whom your personal data may be provided and how to access, review and amend your personal data. The provision of your personal data is voluntary: you may choose not to provide us with the requested data, but failure to do so may inhibit this Program 's ability to process your membership registration and provide you with its privileges. You are bound by the terms and conditions of this Program.

In accordance with the terms and conditions of this Program, you can choose various Member Privileges after becoming a member, including the goods, services and benefits provided by third-party business partner companies other than BOC Life; For this purpose, the third-party business partners may collect, store, use and share your personal data as independent data users. The third-party business partners will process your personal information in accordance with their privacy notices which are

made available to you prior to you using the relevant service.

Why do we collect your personal data?

Personal data is collected by BOC Life for the following purposes:

- To process your membership registration, account management, membership authority, Member Privileges and other application requests for this Program;
- To provide or handle Member Privileges and relevant support related to this Program;
- To activate, enjoy or use the Member Privileges related to this Program;
- To communicate with you and provide relevant customer support and service to you, notify you the latest news and future trends of the Member Privileges of this Program, and notify you about the changes to the terms and conditions of this Program or amendments to this Statement in due course, and to facilitate the provision of updates, supports and other services to you;
- To provide other related services of this Program such as online shopping at this Program's official website;
- To design new or to enhance existing services to be provided under the Program;
- For statistical, market research, and other related marketing research and report undertaken by the Company, our third-party business partners who provide goods and services under this Program, the financial services industry or our respective regulators;
- For data analytics undertaken by the Company and/or the Group;
- For any internal administrative and record retention purposes;
- To comply with any obligations under applicable law or agreed to with regulatory authorities; and
- Other purposes directly relating to any of the above.

Please note that your personal data being collected under this Statement will not be used to process, update, evaluate and / or approve any application for new insurance policies that you have applied to BOC Life in the past, present and future, as well as to process any modification, cancellation, renewal and/or reinstatement of the policies that have been issued by BOC Life in the past, present and future.

For the purposes other than the aforementioned, for our policy on using your personal data for other promotional or marketing purposes, please refer to the "Use of Personal Data for Direct Marketing Purposes" section.

Who do we share your information with?

Personal data will be kept confidential by BOC Life but may, where such disclosure is necessary to satisfy any of the abovementioned purposes, be provided to the any party, and the party can be located within or outside Hong Kong:

- Any members of the Group;
- The third-party business partners and their agents who provide the Member Privileges, regardless of their location;
- Any agent, contractor or third party service provider who provides membership servicing support including but not limited to administration, data processing, data storage, call center services, mailing, system infrastructure and operation, website administration, marketing, finance, rewards, invoicing and training;
- Other companies who help gather your information or communicate with you, such as financial institutions and research companies, in order to enhance the services to be provided under this Program; and
- The Hong Kong Special Administrative Region Government and/or regulatory bodies, or under a legal and/or regulatory obligation in that jurisdiction applicable to the third-party business partners.

We may from time to time transfer the data relating to the data subjects to a place outside Hong Kong Special Administrative Region for the purposes set out in “**Why do we collect your personal data?**” section above. Insofar as required by applicable laws, we will obtain the data subject’s separate consent in relation to such international transfers. To the extent required by applicable laws, we will, prior to sharing the data subject’s personal data with third parties, notify the data subject of the name and contact details of the recipients, the purposes and means of processing and provision of the data subject’s personal data, and the types of personal data to be provided and shared, and obtain the data subject’s separate consent to the sharing of the data subject’s personal data. The foregoing data recipients will use the personal data to the extent necessary for the specific purposes set out in this Notice and store the personal data for the minimum length of time required to fulfil the purposes, or insofar as required by applicable laws, in accordance therewith. Some of the data collected by us may constitute sensitive personal data under applicable laws. In this case, we will only process sensitive personal data if strict protection measures are put in place and there is sufficient necessity to justify the processing. Insofar as required by applicable laws, such sensitive personal data will be processed with the data subject’s separate consent.

How to access and correct your personal information?

Under the terms of the Regulations/or applicable laws, you have the right to:

- a. To check whether BOC Life holds about you and of access to such data;
- b. To require BOC Life to correct any data relating to you which is inaccurate;
- c. To ascertain BOC Life's protecting personal data privacy policies and practices;
- d. To be informed of the kind of personal data held by BOC Life.
- e. In accordance with applicable laws,
 - i. to request BOC Life to delete your personal data;
 - ii. to object to certain uses of your personal data;
 - iii. to request an explanation of the rules governing the processing of your personal data;
 - iv. to ask that BOC Life transfer personal data that you have provided to BOC Life to a third party of your choice under circumstances as provided under applicable laws;
 - v. to withdraw any consent for the collection, processing or transfer of his/her personal data (the data subject should note that withdrawal of their consent may result in BOC Life being unable to provide, continue and administrate the insurance and/or related products and services); and
 - vi. to have decisions arising from automated decision making ("ADM") processes explained and to refuse to such decisions being made solely by ADM.

The person to whom requests for access to data or correction of data or for information regarding BOC Life's protecting personal data privacy policies and practices and kinds of data held are to be addressed is as follow:

The Data Protection Officer
BOC Group Life Assurance Company Limited
13/F, 1111 King's Road, Taikoo Shing, Hong Kong

BOC Life has the right to charge a reasonable fee for the processing of any personal data access request.

Use of Personal Data for Direct Marketing Purposes

BOC Life intends to use your data in direct marketing and BOC Life requires your consent (which includes an indication of no objection) for that purpose. The specific

requirement regarding data subject's consent (which includes an indication of no objection) under Part VIA of the Personal Data (Privacy) Ordinance 2012. In this connection as a data subject, please note that:

- a. the name, contact details, products and services portfolio information, transaction pattern and behaviour, financial background and demographic data of you held by BOC Life from time to time may be used by BOC Life in direct marketing;
- b. the following classes of services, products and subjects may be marketed:
 - i. financial, insurance, credit card, securities, commodities, investment, banking and related services and products;
 - ii. reward, loyalty or privileges programmes and related services and products;
 - iii. services and products offered by BOC Life's co-branding partners (the names of such co-branding partners can be found in the application form(s) for the relevant services and products, as the case may be); and
 - iv. donations and contributions for charitable and/or non-profit making purposes;
- c. the above services, products and subjects may be provided or (in the case of donations and contributions) solicited by BOC Life and/or:
 - i. any member of the Group;
 - ii. third party financial institutions, insurers, credit card companies, securities, commodities and investment services providers;
 - iii. third party reward, loyalty, co-branding or privileges programme providers;
 - iv. co-branding partners of BOC Life and the Group (the names of such co-branding partners can be found in the application form(s) for the relevant services and products, as the case may be); and
 - v. charitable or non-profit making organisations;
- d. In addition to marketing the above services, products and subjects itself, BOC Life also intends to provide the data described in paragraph (a) above to all or any of the persons described in paragraph (c) above for use by them in marketing those services, products and subjects, and BOC Life requires your written consent (which includes an indication of no objection) for that purpose.

If you do not wish BOC Life to use or provide to other persons your data for use in direct marketing as described above, you may exercise your opt-out right by notifying BOC Life.

Amendments to this Statement

BOC Life reserves the right, at any time and without notice to amend this Statement. If we decide to amend this Statement, those changes will be notified to you on our website and by email. Any such amendment will be effective immediately upon posting.

We modify, add or expand the Member Privileges of this Program from time to time. If any change to these existing services or the introduction of these new or additional services result in any major changes in the way we collect or process your personal data, we will revise this Statement. Unless otherwise stated, when we modify these existing services or introduce these new or additional services, such modification will be bound by this Statement. If we use your personal data for new purposes, we will get your consent.

Additional Information

Should you have any questions on any part of this Statement or would like additional information regarding BOC Life's protecting personal data privacy policies and practices, please do not hesitate to contact us.

In case of any discrepancies between the English and Chinese versions of this Statement, the English version shall apply and prevail.