

# Privacy Policy

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## Chapter 01: General Provisions

KT Co., Ltd. (hereinafter referred to as "Company") values your personal information and makes every effort to keep your personal information safe and secure. Our company complies with the 'Personal Information Protection Act' and various other laws and regulations related to the protection of personal information. In addition, we enact and comply with our Privacy Policy, and disclose this policy on our website so that our customers can access and read it easily.

## Chapter 02: Collection and Use of Personal Information

The company collects and uses personal information under the following conditions:

1. We collect and use only the minimum amount of personal information necessary to provide our services. Hence, we do not collect personal information about our customers' ideas, beliefs, family and relatives, educational background, military history, social activities, etc., which may infringe upon our customers' rights, interests, and privacy.
2. When the customer consents or when it is specifically permitted by law to collect personal information, the above information may be collected to the minimum extent necessary.
3. The collected personal information will be used within the subscription period of service and held for up to 6 months after the termination of service, in case of any disputes regarding charges or missed payments. If there is a non-payment/overpayment of the fee, it will be held until a settlement is made, and if there are special provisions in the law, it will be kept by the relevant law.

The types of personal information collected and used by the company are as follows:

- Information for Identification: name, date of birth, unique identification information, classification of domestic/foreign resident
- Payment information: bank name (card company name), account number (card number), account holder name, card expiration date, payment record
- Device information: model name, IMEI number, USIM information
- Usage information: service usage time/use record, incoming/outgoing phone number, access IP/MAC, contents used, cookies

- Contact information: address, phone number, email address
- Location information: base station, GPS

In addition, items that customers have selectively agreed to in the personal information use agreement are collected and used when signing up for a product.

The purposes of using the collected personal information include:

- Identification verification, confirmation of intention to join, service subscription/change/cancellation, payment of fees, after-sales service, product delivery
- Guidance related to service inquiries or complaint handling, notice delivery, and service provision
- Provision of public information such as prevention of identity theft, blocking of spam messages, and disaster alert notifications.
- Marketing activities such as service recommendations and event information guidance, and the provision of personalized services.

### **Chapter 03: Methods of Collecting Personal Information**

The company collects personal information using the following methods:

- When the customer fills out an application form for service use
- Through Membership Registration via the internet homepage
- During the application process for giveaway events and delivery requests
- During consultation and service use procedures

### **Chapter 04: Sharing of Collected Personal Information**

The company uses your personal information within the scope specified in the 'Terms of Service' or 'Privacy Policy' and does not share it with third parties beyond the specified scope. However, if there is separate consent from the customer or if there are special provisions in the relevant laws (Communications Protection Act, Telecommunications Business Act, Framework Act on National Taxes, etc.), it is provided in accordance with the regulations and procedures prescribed by the law.

- Service Partners: To provide the affiliated services requested by the customer, we share relevant information with banks, credit card companies, and insurance companies.

- Government agencies and associations: We may provide relevant information to agencies such as the Ministry of Public Administration and Security and the Korea Information and Communication Association to protect customers from identity theft, reporting, and blocking spam.
- Telecom Distributors: We share related information for tasks related to subscriptions to KT products and services and consignment of incidental tasks.
- Subsidiaries and partners: We share relevant information for customer consultations and complaint handling, server construction, operation, and development tasks necessary for service delivery, and consignment of installations and A/S (After Sales Service).

## **Chapter 05: Rights of Users and Legal Representatives and Method of Exercise**

KT makes every effort to guarantee the personal information rights of our customers and to exercise those rights.

1. You (or, for children under the age of 14, through a legal representative) may request access to records of our use or provision of personal information to a third party or our records of your consent given to collect, use, or provide your personal information. In case of an error, you can request a correction and withdraw your consent to the collection, use, and provision of your personal information.
2. You (or your legal representative) may request to view, correct personal information, and cancel membership (withdraw consent) using the following methods:
  - By reading and modifying personal information (including selective withdrawal of consent)
  - Visiting the nearest KT Plaza
  - Viewing personal information usage history on our website or using the menu to edit member information
  - Calling us – Tel (1588-1130) or email (privacy@kt.com)
  - By a written request by mail or fax
  - Cancellation of membership (withdrawal of consent)
  - Filling out the 'Cancellation Application' and submitting it to the company
  - If you are a website customer, you can cancel your membership by clicking 'Cancel Membership'.
3. You may request to view your personal information, etc., and the company will take the necessary measures to respond without delay.
4. In the case where the customer requests a correction of mistakes in their personal information, the company will either take immediate action to correct the mistake without delay or take necessary measures to notify the user of the reason for the delay or the reason for not being able to fix the mistake. Such personal

information will not be used or provided to other parties until the necessary measures are taken. In addition, if incorrect personal information has already been provided to a third party, we will notify the third party of the result of the correction without delay. However, if the provision of personal information is requested under other laws, we may have to provide your personal information for that task.

5. The company handles personal information that has been canceled or deleted at the request of the customer as specified in the "Period of Retention and Use of Personal Information" such that the information cannot be viewed or used for any other purpose.

## **Chapter 06: Protection of Children's Personal Information**

1. The company requires the consent of a legal representative such as parents, to obtain consent for collection, use, provision, etc. of personal information of children under the age of 14 (hereinafter referred to as 'children').

2. To obtain the consent of the legal representative, the company may request the minimum necessary information such as the legal representative's name, date of birth, and contact phone number. In this case, the child will be notified about the purpose for collecting, using, or providing personal information and the consent of the legal representative through a simple message that can be easily understood by the child. In addition, the personal information of the legal representative collected to obtain consent from the legal representative shall not be used or provided to a third party for any purpose other than to confirm the above-mentioned cause.

3. The company obtains consent from the legal representative and reads, modifies, deletes, and manages it in the following manner:

- By sending an e-mail requesting consent to the e-mail address of the legal representative registered on the company's website and obtaining the legal representative's agreement.

- A legal representative of a child under the age of 14 may request the withdrawal, perusal, modification, and deletion of consent for the collection of personal information of the child, and the company will take necessary measures to accommodate such requests.

- If the legal representative requests a correction of mistakes in the personal information collected from children under the age of 14, the company does not use or disclose the personal information until such mistakes are corrected.

- We do not send e-mail advertisements or proposals to children indicated to be under the age of 14, nor do we encourage them to disclose further information through events such as games, sweepstakes, etc.

## **Chapter 07: Installation and Operation of the Personal Information Collecting System and Details of Rejection**

The company uses 'cookies' to find and store customer information when necessary for website operation. Cookies are very small text files sent to your browser by the server used to operate the company's website and are stored on your computer's hard disk. The security policy of your web browser allows you to decide whether to deny or grant permission to collect information through cookies.

### 1. Information collected by cookies and the purpose of use

- Example of collected information: Service usage information such as ID, access IP, access log, and content used

- Purpose of Use

To provide differentiated information according to your area of interest.

We analyze the frequency of access and visit times of members and non-members to identify users' tastes and interests and use this information for target marketing or as a measure for service reorganization.

### 2. You can choose whether you'd like to install cookies. You can adjust the level of information collected through cookies by setting the options in your web browser.

- You can set the level of information to be collected through cookies by using the settings menu of your web browser.

- Through the menu presented above, you can check each time when a cookie is saved, or refuse to save all cookies. However, if the customer refuses to install cookies, there may be difficulties in providing the service.

## **Chapter 08: Technical and Administrative Protection of Personal Information**

The company is taking technical and administrative measures to ensure safety so that your personal information is not lost, stolen, leaked, forged, altered, or damaged.

Technical protection measures include:

1. Personal information is protected by passwords and critical data is protected by file encryption and file lock function.

2. We take adequate measures to prevent damage caused by computer viruses by utilizing antivirus software. The antivirus software is updated periodically, and in the event of a sudden virus outbreak, a

solution for disinfection will be released and applied immediately to prevent any infringement of personal information.

3. A security device (SSL) is adopted to safely transmit personal information and personal authentication information on the network.

4. To prevent disclosure of your personal information due to hacking, etc., a system has been installed in the area where access is controlled from outside and a device is allocated to block any intrusion. In addition, an intrusion detection system is installed to monitor intrusions 24 hours a day.

Administrative protection measures include:

1. The company has prepared an internal management plan for the safe handling of your personal information so that our employees are familiar with and comply with it, and periodically checks for compliance.

2. The company limits the number of people who can process your personal information to the minimum and manages access rights accordingly. We ensure compliance with laws and policies through regular in-house training and outsourced training on the acquisition of new security technologies and obligations to protect personal information.

3. All newly hired employees are required to sign our information protection pledge once a year to prevent leakage of information (including personal information) by employees. Furthermore, we have prepared and implemented internal procedures to remind employees of their obligations to protect personal information and comply with audits.

4. The company controls access by setting up computer rooms and data storage rooms as control areas.

## **Chapter 09: Inquiries Concerning Personal Information Processing Policies**

Our company appreciates and values your opinions and feedback. If you have any further questions about the company's privacy policy, please contact us at [privacy@kt.com](mailto:privacy@kt.com).

Note: If the contents of this document conflict with the Korean version of the privacy policy, the Korean version will be given priority.