



*Procedure*

# DATA SUBJECT ACCESS REQUEST

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**RECORD OF CHANGE**

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5	14-May-2024	1.3.1	Document classification	change document classification, form 'internal use' to 'public'	Linh Do Thi Dieu	Michael Hering	CFO/COO

## 1 INTRODUCTION

FPT Software Company, Ltd. ("FPT Software" hereinafter) Corporate Data Protection Policy, procedures, guidelines 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 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 FPT Software Personal Data Handbook including the Protection Policy, Policy\_Personal Data Protection Management\_v3.4 applies worldwide to FPT Software, Subsidiaries as well legal entities and is based on globally accepted, basic principles on data protection. Ensuring data protection is the foundation of trustworthy business relationships and the reputation of the FPT Software as a first-class employer.

The Data Protection Policy provides one of the necessary framework conditions for cross-border data transfer among FPT Software, Subsidiaries, and legal entities. It ensures the adequate level of data protection prescribed by the European Union General Data Protection Regulation, APPI, PDPA or other national Personal Data Protection Regulations and the national laws for cross-border data transmission, including in countries that do not yet have adequate data protection laws.

To standardize the collection, processing, transfer, and use of personal data, and promote the reasonable, lawfully, fairly, and transparent use of personal data to prevent personal data from being stolen, altered, damaged, lost or leaked, FPT Software establishes the personal data protection management policy, Data Protection Handbook, Privacy Statement and information security policies.

## **1.2 Application Scope**

All processing of personal data by FPT Software is within the scope of this procedure.

Means, 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.

This procedure is binding for all departments and functions globally which are involved in personal identifiable information processing. Every FPT Software department, legal entity or subsidiary must follow this procedure.

Data Subject access request:

Data subjects are entitled to obtain (Article 15 GDPR):

- Confirmation as to whether FPT Software is processing any personal data about that individual
- Access to their personal data
- Any related information

GDPR Recital 63 says where possible, the controller should be able to provide remote access to a secure system which would provide the data subject with direct access to his or her personal data. If this direct access is not available, a procedure is required to respond to subject access requests and any subsequent data subject rights regarding personal data. See Policy\_PIMS Scope\_v1.3.1.

### **1.3 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.

### **1.4 Responsibilities**

The Global Data Protection Officer is responsible for ensuring that the Data Protection Policy and the privacy statement is correct and that mechanisms exist such as having the Data Protection Policy and the privacy statement on FPT Software website to make all data subjects aware of the contents of this notice prior FPT Software commencing collection of their data.

The Global Data Protection Officer is responsible for the application and effective working of this procedure, and for reporting to the information owner (HRPR, COO, CFO ...) on Subject Access Requests.

The Global Data Protection Officer is responsible for handling all Subject Access Requests (using Template\_Data Subject Right Request Form\_v2.4.1).

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## **1.5 Procedure**

Subject Access Requests may use the Subject Access Request Template (Template\_Data Subject Right Request Form\_v2.4.1).

The data subject provides FPT Software with evidence of their identity, in the form of Passport or Driver license and National issued ID-card, and the signature on the identity must be cross-checked to that on the application template Template\_Data Subject Right Request Form\_v2.4.1.

The data subject specifies to FPT Software specific set of data held by FPT Software on their subject access request (SAR). The data subject can request all data held on them.

FPT Software records the date that the identification checks were conducted, and the specification of the data sought.

FPT Software provides the requested information to the data subject within one month from this recorded date.

Under the GDPR Article 12 (3), that period may be extended by two further months where necessary, taking into account the complexity and number of the requests.

FPT Software shall inform the data subject of any such extension within one month of receipt of the request, together with the reasons for the delay. Where the data subject makes the request by electronic form means, the information shall be provided by electronic means where possible, unless otherwise requested by the data subject.

Once received, the subject access request (SAR) application is immediately forwarded to the Global Data Protection Officer, who will ensure that the requested data is collected within the specified time frame as above.

Collection entails:

Collecting the data specified by the data subject, or

Searching all databases and all relevant filing systems (manual files) in FPT Software, including all back up and archived files (computerized or manual) and all email folders and archives. The Global Data Protection Officer maintains a data map that identifies where all data in FPT Software is stored

The Global Data Protection Officer maintains a record of requests for data and of its receipt, including dates (record location).

The Global Data Protection Officer reviews subject access requests from a child. Before responding to a SAR of the child data subject the Global Data Protection Officer considers their ability to making the request.

A child has a right of access to the information held about them.

In most cases, these rights are likely to be exercised by those with parental responsibility for them. Before responding to a SAR for information held about a child, FPT Software shall consider whether the child is mature enough to understand their rights.

It is reasonable, in most cases, for a child that is aged 12 years or more has the capacity to make a subject access request. The implications of sharing their information with others ought to be explained to a child aged 12 years or more because it should not be assumed it is fully understood.

The Global Data Protection Officer reviews all documents that have been provided to identify whether any third parties are present in it, and either removes the identifying third party information from the documentation or obtains written consent from the third party for their identity to be revealed.

If any of the requested data is being held or processed under one of the following exemptions, it does not have to be provided (there is an extensive list of exemptions and that this list is non-exhaustive. The list of exemptions will be subject to variation by each Member State over time as provided by the GDPR, GDPO must check it case by case):

- National security
- Crime and taxation
- Health
- Education
- Social Work
- Regulatory activity
- Journalism, literature, and art
- Research history, and statistics
- Publicly available information
- Corporate finance
- Examination marks
- Examinations scripts
- Domestic processing
- Confidential references
- Judicial appointments, honors, and dignities
- Crown of ministerial appointments
- Management forecasts
- Negotiations
- Legal advice and proceedings
- Self-incrimination



- Human fertilization and embryology
- Adoption records
- Special educational needs
- Parental records and reports

If a data subject requests FPT Software to provide them with the personal data stored by the controller/processor, then FPT Software will provide the data subject with the requested information in electronic format, unless otherwise specified. All the items provided to the data subject are listed on Template\_Data Subject Right Request Form\_v2.4.1 that shows the data subject's name and the date on which the information is delivered to the data subject.

If a data subject requests what personal data is being processed, then FPT Software provides the data subject with the following information:

Purpose of the processing

Categories of personal data

Recipient(s) of the information, including recipients in third countries or international organizations

How long the personal data will be stored (retention period)

The data subject's right to request rectification or erasure, restriction, or objection, relative to their personal data being processed. This includes having incomplete information completed.

FPT Software removes personal data from systems and processing operations as soon as a request for erasure has been submitted by the data subject.

FPT Software contacts and communicates with other organizations, where the personal data of the data subject is being processed, to cease processing information at the request of the data subject.

FPT Software takes appropriate measures without undue delay if the data subject has withdrawn consent (Template\_DS\_Consent Withdrawal\_V1.3.1); objects to the processing of their personal data in whole or part; no longer under legal obligation and/or has been unlawfully processed.

Inform the data subject of their right to lodge a complaint with the supervisory authority and a method to do so (Complaints Procedure, Procedure\_Complains\_V1.3.1, Guideline\_Complaints and Appeals Handling\_v3.4.1).

Information on the source of the personal data if it hasn't been collected from the data subject.

Inform the data subject of any automated decision-making.

If and where personal data has been transferred and information on any safeguards in place.

FPT Software uses the following electronic formats to respond to SARs:

Email with attached excel sheet

### **1.6 Document Owner and Approval**

The 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 and Guideline\_policy\_development\_V2.4.1.

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.

## 2 APPENDIX

### 2.1 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

## 2.2 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 Sept. 30, 2011
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	PDPA Thailand	Thailand's Personal Data Protection Act, 06/2022
19	PDPA Malaysia	Personal Data Protection Act 2010, Malaysia
20	TISAX	Trusted information security assessment exchange
21	BS10012: 2017	British Standard Personal Information Management System
22		<p>Vietnamese laws on Privacy:</p> <ul style="list-style-type: none"> <li>- Article 21 of the 2013 Constitution</li> <li>- Article 38 of the Civil Code 2015</li> <li>- Article 125 of the Penal Code</li> <li>- Clause 2 of Article 19 of the Labor Code</li> </ul> <p>Decree of the Vietnamese Government:  Nghị Định Quy Định Về Bảo Vệ Dữ Liệu Cá Nhân  Came in force 07/2023</p>
23	FPT Software Personal Data Protection Handbook	PDP_ Handbook_Version_V3.4.1

### 2.3 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.