

Data Privacy for LOLC (Cambodia) Plc's Website

This Data Privacy explains how we collect, use, and share your information when you visit our website. It also details your privacy rights and the legal protections available to you. We use your personal data to improve and deliver our website services. By using the website, you consent for collecting and using your information as outlined in this document.

1. Interpretation and Definitions

A. Interpretation: The words with capitalized first letters are defined based on the following conditions.

These definitions apply consistently, regardless of whether the terms are used in the singular or plural form.

B. Definitions: For the purposes of this Data Privacy:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to LOLC (Cambodia) Plc., #666B, Street 271, Phum Kbal Tumnuh Muoy, Sangkat Boeng Tumpun 2, Khan Mean Chey, Phnom Penh, Cambodia.
- **Cookies** are small files that are placed on Your computer, mobile device or any other device by a website, containing the details of Your browsing history on that website among its many uses.
- **Country** refers to: Cambodia
- **Device** means any device that can access the website such as a computer, a cellphone or a digital tablet.
- **Personal Data** is any information that relates to an identified or identifiable individual.
- **Service Provider** means any natural or legal person who processes the data on behalf of the Company. It refers to third-party companies or individuals employed by the Company to facilitate the Website, to provide and maintain the Website on behalf of the Company, to perform services related to the Website or to assist the Company in analyzing how the Website is used.
- **Usage Data** refers to data collected automatically, either generated by the use of the website or from the website infrastructure itself (for example, the duration of a page visit).
- **Website** refers to LOLC (Cambodia) Plc., accessible from <http://www.lolc.com.kh>.
- **You** mean the individual accessing or using the Website, or the company, or other legal entity on behalf of which such individual is accessing or using the Website, as applicable.

2. Collecting and Using Your Personal Data

A. Types of Data Collected

- **Personal Data:** When you use our Website, we may request certain personally identifiable information from you that can be used to contact or identify you. These information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Usage Data
- **Usage Data:** Usage Data is collected automatically when using the website. Usage Data may include information such as Your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Website that You visit, the time and date of Your visit, the time spent on those pages, unique device identifiers and other diagnostic data. When You access the Website by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device You use, Your mobile device unique ID, the IP address of Your mobile device, Your mobile operating system, the type of mobile Internet browser You use, unique device identifiers and other diagnostic data. We may also collect information that Your browser sends whenever You visit our Website when You access the Website by or through a mobile device.
- **Tracking Technologies and Cookies:** We use Cookies and similar tracking technologies to track the activity on Our Website and store certain information. Tracking technologies used are beacons, tags, and scripts to collect and track information and to improve and analyze Our Website. The technologies We use may include:
 - **Cookies or Browser Cookies:** A cookie is a small file placed on Your Device. You can instruct Your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if You do not accept Cookies, You may not be able to use some parts of our Website. Unless you have adjusted Your browser setting so that it will refuse Cookies, our Website may use Cookies.
 - **Country:** Certain sections of our Website and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity).

Cookies can be "Persistent" or "Session" Cookies. Persistent Cookies remain on Your personal computer or mobile device when You go offline, while Session Cookies are deleted as soon as You close Your web browser. We use both Session and Persistent Cookies for the purposes set out below:

- **Necessary / Essential Cookies:**

Type: Session Cookies

Administered by: LOLC

Purpose: These Cookies are essential to provide You with services available through the Website and to enable You to use some of its features. They help to authenticate users and prevent

fraudulent use of user accounts. Without these Cookies, the services that You have asked for cannot be provided, and We only use these Cookies to provide You with those services.

- **Cookies Document / Notice Acceptance Cookies:**

Type: Persistent Cookies

Administered by: LOLC

Purpose: These Cookies identify if users have accepted the use of cookies on the Website.

- **Functionality Cookies:**

Type: Persistent Cookies

Administered by: LOLC

Purpose: These Cookies allow us to remember choices You make when You use the Website, such as remembering your login details or language preference. The purpose of these Cookies is to provide You with a more personal experience and to avoid You having to re-enter your preferences every time You use the Website.

For more information about the cookies we use and your choices regarding cookies, please visit our Cookies Document or the Cookies section of our Privacy Document.

B. Use of Your Personal Data

The Company may use Personal Data for the following purposes:

- **To provide and maintain our Website,** including to monitor the usage of our Website.
- **For the performance of a contract:** The development, compliance and undertaking of the purchase contract for the products, items or services You have purchased or of any other contract with us through the Website.
- **To contact You:** To contact You by email, telephone calls, SMS, or other equivalent forms of electronic communication, such as mobile application's push notifications regarding updates or informative communications related to the functionalities, products or contracted services, including the security updates, when necessary or reasonable for their implementation.
- **To provide You** with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless You have opted not to receive such information.
- **To manage Your requests:** To attend and manage Your requests to us.
- **For business transfers:** We may use Your information to evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which Personal Data held by us about our Website users is among the assets transferred.

- **For other purposes:** We may use Your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improve our Website, products, services, marketing and your experience.

We may share Your Personal Information in the following situations:

- **With Service Providers:** We may share Your personal information with Service Providers to monitor and analyze the use of our Website, to contact You.
- **For business transfers:** We may share or transfer Your personal information in connection with, or during negotiations of, any merger, sale of Company assets, financing, or acquisition of all or a portion of Our business to another company.
- **With Affiliates:** We may share Your information with Our affiliates, in which case we will require those affiliates to honor this Privacy Document. Affiliates include Our parent company and any other subsidiaries, joint venture partners or other companies that We control or that are under common control with us.
- **With business partners:** We may share Your information with Our business partners to offer You certain products, services or promotions. With other users: When You share personal information or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside.
- **With Your consent:** We may disclose Your personal information for any other purpose with Your consent.

Retention of Your Personal Data: The Company will retain Your Personal Data only for as long as is necessary for the purposes set out in this Privacy Document. We will retain and use Your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies. The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of Our Website, or We are legally obligated to retain this data for longer time periods.

Transfer of Your Personal Data: Your information, including Personal Data, is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to and maintained on computers located outside of Your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from Your jurisdiction. Your consent to this Privacy Document followed by Your submission of such information represents Your agreement to that transfer. The Company will take all steps reasonably necessary to ensure that Your data is treated securely and in accordance with this Privacy Document and no transfer of Your Personal Data will take place to an organization or a country

unless there are adequate controls in place including the security of Your data and other personal information.

C. Delete Your Personal Data

You have the right to request to delete the personal information that is available with us. You may contact us to request access to, correct, or delete any personal information that You have provided to us. Please note, however, that We may need to retain certain information when we have a legal obligation or lawful basis to do so.

D. Disclosure of Your Personal Data

- **Business Transactions:** If the Company is involved in a merger, acquisition or asset sale, Your Personal Data may be transferred. We will provide notice before Your Personal Data is transferred and becomes subject to a different Privacy Document.
- **Law enforcement:** Under certain circumstances, the Company may be required to disclose Your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).
- **Other legal requirements:** The Company may disclose Your Personal Data in the good faith belief that such action is necessary to:
 - Comply with a legal obligation
 - Protect and defend the rights or property of the Company
 - Prevent or investigate possible wrongdoing in connection with the Website
 - Protect the personal safety of Users of the Website or the public
 - Protect against legal liability

E. Security of Your Personal Data

The security of Your Personal Data is important to us but remember that no method of transmission over the Internet, or method of electronic storage is secure. While We strive to use commercially acceptable means to protect Your Personal Data. We cannot guarantee its absolute security.

F. Links to Other Websites

Our Website may contain links to other websites that are not operated by us. If You click on a third-party link, You will be directed to that third party's site. We strongly advise You to review the Privacy Document of every site You visit. We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

G. Changes to this Privacy

We may update Our Privacy Document from time to time. We will notify You of any changes by posting the new Privacy Document on this page. We will let You know via email and/or a prominent notice on

Our Website, prior to the change becoming effective. You are advised to review this Privacy Document periodically for any changes. Changes to this Privacy Document are effective when they are posted on this page.

Contact Us

If you have any questions about this privacy document, you can contact us:

- By email: info@lolc.com.kh
- By visiting this page on our website: <https://www.lolc.com.kh>
- By phone number: 023 991 991