

Consumer/Customer Data Protection Policy

Formulated & effective by December 31, 2025

Our company values the protection of consumer/customer privacy and complies with the Personal Data Protection Act. We have established the Consumer/Customer Data Protection Policy (hereinafter referred to as “the Policy”) to implement strict access control and review mechanisms by data owners, ensuring proper governance and protection of data access and sharing, as well as maintaining data availability, integrity, and confidentiality. To effectively manage privacy-related risks, our company organizes annual meetings and ad hoc meetings as needed to establish a cross-departmental communication platform for compliance with personal data laws and provide necessary support for personal data protection work. The relevant policy provisions are as follows:

Article 1 – Scope of Application

This policy explains how we handle your personal data. It applies to data from customers and suppliers of our company and its subsidiaries. If any employee violates this policy, the company will impose disciplinary actions according to internal regulations. The company reserves the right to amend this policy at any time and will announce such amendments.

Article 2 – Collection of Personal Data

We collect or obtain personal data under the following circumstances: when you provide information to the company; when information is obtained based on a legal relationship between both parties; when you publicly disclose personal data; when you visit our website; when you register on any of our websites to use our products or services; or when you interact with third-party content or advertisements on our website. Additionally, we may obtain your personal data from third parties.

Article 3 – Personal Data Created by the Company

In certain cases, we may create personal data about you, such as records of interactions or past interaction history. We may combine personal data obtained from websites, products, or services, including data collected from different devices, and record and use such data.

Article 4 – Types of Personal Data Processed

We may process the following types of personal data: personal information; contact details; records of consent; order details; payment information; information about your interactions with our website content and advertisements; opinions and feedback

provided; communication records; cookie data; and security information.

Article 5 – Purposes and Legal Basis for Processing Personal Data

We process your personal data for the following purposes: providing websites, products, services and communications; managing our information systems, business operations, and financial management to ensure the security of our facilities and systems; complying with judicial investigations and relevant laws; improving our websites, products, and services; preventing fraud; asserting, exercising, or protecting legal rights; and recruitment and interviews.

Article 6 – Sharing of Personal Data

We may share your personal data with the following third parties: competent legal authorities; external auditors; third parties as required for litigation or other legal proceedings; third parties for investigation, detection, or prevention of criminal acts; third parties acquiring all or part of our business or assets; and third parties providing advertisements, plug-ins, or website content.

Article 7 – Your Rights

Under applicable laws, you have the following rights regarding your personal data: the right to refuse to provide personal data; the right to access your personal data; the right to correct inaccurate personal data; the right to request deletion; the right to restrict processing; the right to object to processing; the right to request data portability; the right to withdraw consent; and the right to lodge a complaint with the data protection authority. In certain cases, you may need to provide identification documents to exercise these rights. Subject to legal requirements, you may also object to processing based on your specific circumstances or object to processing for direct marketing purposes.

Article 8 – Use of Personal Data Beyond Stated Purposes

We are committed to protecting consumer/customer privacy and will not use collected personal data for purposes other than those listed in this policy.

Article 9 – Contact Information

If you have any questions about this Data Protection Policy, please contact us via the “Contact Us” function on our website: <https://www.oucc.com.tw/contact>.

Our company continuously updates and implements rigorous information security measures across hardware, software, and personnel operations, such as adopting

advanced encryption technologies, enhancing phishing email detection, conducting regular employee awareness tests, performing ransomware attack drills, and promoting privacy and personal data protection awareness to safeguard the confidentiality of critical assets of the company and its stakeholders.

For personal data incidents, our company adopts a “zero tolerance” principle. If consumer/customer data is compromised, the responsible units, including information security, legal, and business departments, will investigate and handle the matter according to the Personal Data Protection Act and the company’s incident reporting procedures and related regulations. Violations of confidentiality obligations will be subject to relevant laws and internal company rules (including but not limited to termination of cooperation).