

Privacy Policy

Version 1.00 (Effective from 18/04/2025 ~ Present)

Riman Singapore, including all of its subsidiaries and affiliates (hereinafter referred to as the "Company") values the personal information of its users and strives to securely protect privacy. The Company has created this privacy policy (hereinafter referred to as the "Privacy Policy") to help you become familiar with how the Company collects, uses, discloses, shares and protects information that can reasonably be used to identify a natural person directly or indirectly (hereinafter referred to as the "Personal Information").

The Company is committed to protecting your Personal Information in accordance with the laws, including the **Personal Data Protection Act 2012" of Singapore**. The Company encourages you to read this Privacy Policy in its entirety before accessing or using the websites or applications of the Company and any products, services, software, tools, applications, features or functionality offered on or through the website or mobile application, including the Planner personal web pages provided by the Company (hereinafter collectively referred to as the "Site"). Collecting and processing your Personal Information shall be made in accordance with the Privacy Policy and using the Site demonstrates your consent to processing of information as described in this Privacy Policy.

If you are a Planner, please refer to the Company's regulations and policies applicable to the Planners, which may include information about how the Company process the Planner's personal information when you access the website as a Planner.

Article 1. Types of Personal Information Collected

1. The Company collects and processes Personal Information for the following purposes. The Personal Information processed will not be used for purposes other than those specified below. In the event that it is necessary to collect any Personal Information other than the following purposes, the Company shall request your prior consent before its collection and inform you the reason necessary therefore.

[Unique Identification Information]

Classification	Purpose	Collected information
Mandatory	· Calculation and Payment of compensation · Tax report regarding compensation	· NRIC Number · Any other information necessary for reporting tax, duties and/or fees, if any

[Member Registration – Planner]

Classification	Purpose	Collected information
Mandatory	· User identification, identity verification, age confirmation, prevention of duplicate registration, etc.	· Mobile phone number · Credit card number · Date of birth · Name · Email · ID / password · Connecting Information (CI)
	· User identification for service use, linking login information (SNS simple registration/Line ID, Whatsapp)	· SNS ID · Name · Email/ password · Connecting Information (CI)
	· Business management support · Delivery of notices · Provision of membership cards / notes · Improvement of product and service quality	· Name · Member identification number / information · Mobile phone number · Email · Address
Optional	· Marketing, product introduction · Providing event information	· Email · Mobile phone number

[Member Registration – Customer]

Classification	Purpose	Collected information
Mandatory	· User identification, identity verification, age confirmation, prevention of duplicate registration	· Mobile phone number · Credit card number · Date of birth · Name · Email · ID / password · Connecting Information (CI)
	· User identification for service use, linking login information (SNS simple registration/Line ID, Whatsapp)	· SNS ID · Name · Email/ password · Connecting Information (CI)
Optional	· Marketing, product introduction · Providing event information	· Email · Mobile phone number

[Orders/Transactions]

Classification	Purpose	Collected information
Mandatory	· Delivery of goods / services · Processing of cash receipts	· Orderer's information (name, mobile phone number, address) · Delivery information (recipient's name, mobile phone number, address)
	· Payment	· Credit card information · Virtual account number · Order/transaction records

[Compensation Payments/Refunds]

Classification	Purpose	Collected information
Mandatory	· Payment of compensation · Account ownership verification · Management of refund accounts	· Bank Account Number · Name of the Bank · Name of Account holder · Mobile Number

[Non-members]

Classification	Purpose	Collected information
Mandatory	· Delivery of goods /services · Processing of cash receipts	· Orderer's information (name, mobile phone number, address) · Delivery information (recipient's name, mobile phone number, address)

■ Notes:

- Optional items do not restrict service use if not provided.
- The Company does not collect, use, or disclose Personal Information beyond what is reasonable beyond what is reasonable to use the Site and does not collect sensitive information that may significantly infringe privacy of users (such as ideology, beliefs, labor union/political party membership, political opinions, health, sexual life, etc.).
- Unless otherwise agreed, the Company does not collect personal information from minors whose age is under thirteen (13).

2. Behavioral Information

The Company may collect the following behavioral information to provide you optimized customized services and benefits, including online customized advertisements:

Item	Details
· Behavioral Information Collected	· User's web usage history
· Collection Method	· Automatic collection during the access/use of the Site
· Purpose	· Providing your behavior-based customized services to you
· Retention/Use Period	· Three (3) years from the collection
· Advertising entities collecting/processing Behavioral Information	· Google, Meta, Naver, Kakao, Criteo

■ **Notes:**

- The Company may collect behavioral information as minimum as necessary for online customized advertising and does not provide customized ads to children **under fourteen (14)**.
- **How to Exercise User Control (deactivate collection of Behavioral Information):**
 - **Edge:** Options menu on the right side of the web browser > Settings > Privacy, search, and services on the left > Tracking prevention > Select Strict, then enable Send Do Not Track requests in the Privacy section
 - **Chrome:** Options menu on the right side of the web browser > Settings > Privacy and security > Site settings > Third-party cookies > Block third-party cookies
- **Contact Information:**
 - **Department:** IDT Department
 - **Inquiry Phone:** +82 1522-8144
 - **Email:** it@riman.com

Article 2. Retention and Use Period of Personal Information

1. The Company will destroy collected Personal Information, when the intended purpose of collection and use has been achieved. However, if it is needed to retain it according to relevant laws and the Company's regulations and policies, it shall be kept and not destroyed for a certain period for preservation purposes.
2. The Company destroys Personal Information without delay when it becomes unnecessary, such as when the retention period expires or the purpose is achieved. However, in the following cases, the Company has the right to retain and use Personal Information, until the specified period below:

Cases	Period
Records of misuse, unauthorized use, fraudulent activities, etc.	Until the termination of the business of the Company
Prevention of re-registration within 3 months after withdrawal	Three (3) months
Personal information collected through customer center and website consultations	Five (5) years

Cases where payment settlement is not completed	Until payment is completed
Cases where exchange or return is in progress	Until product recovery and delivery or refund processing is completed

3. According to the relevant laws and the Company's regulations and policies, if it is necessary to retain information to confirm transaction-related rights and obligations, it will be kept for a certain period in accordance with such laws or otherwise, as applicable.

Article 3. Outsourcing of Personal Information Processing

The Company may outsource the storage, management and/or treatment of your Personal Information to third parties for service improvement and efficient and agile service of the Site. The Company specifies in the contract between the third parties i) the prohibition of use of the Personal Information other than the intended purposes, ii) technical and managerial protection measures, iii) restrictions on subcontracting, iv) management and supervision of the trustee, and liability for damages, etc. The Company manages and supervises such third parties to ensure they do not violate the laws related to Personal Information.

[Outsourced Companies]

Name	Purpose of outsourcing
· DotDash Technologies	· Integrated call center service for customer service
· WorldPay	· PG service
· Sunbo Holdings Pte Ltd	· Goods logistics service
· TBD	· Identity verification service
· WhatsApp	· SMS sending service
· DotDash Technologies	· Call center system maintenance
· TBD	· Cloud infrastructure data storage and maintenance

[Re-outsourced (subcontracted) Companies]

Company	Re-outsourced (subcontracted) Company	Purpose of re-outsourcing
· HFTD Asia Pte Ltd	· Sunbo Holding Pte Ltd	· Delivery of goods / services

Article 4. Provision of Personal Information to Third Parties

1. The Company processes the Personal Information subject only within the scope specified herein and provides Personal Information to third parties only when the prior consent given from the holder of Personal Information or otherwise specified in the law.
2. The Company provides minimal Personal Information to third parties for various services and quality improvements, and when providing personal information to third parties, it always informs the information subject to prior consent of you, except the following:
 - 1) When required by law or when there is a request from an investigative agency in accordance with the procedures and methods prescribed by law for investigative purposes;
 - 2) When necessary for settlement according to the provision of paid services; or
 - 3) When provided in a form that cannot identify a specific individual for statistical preparation, academic research, or market research
3. The Company provides Personal Information to third parties as follows:

Recipient	Purpose	Provided information	Period of Retention / Use
· Upper members of the sales organization to which one belongs	· Sales organization management · Educational support · Counseling · Product information · Management of lower-line members · Information necessary for membership registration	· Name · Member identification number · Date of birth · Address · Email · Mobile phone number · Order (return) or sales performance · Registration date · Business activity information	· Until the end of service provision or withdrawal of consent

■ **Notes:**

- You can refuse the consent to the provision of Personal Information to third parties. You acknowledge hereby if you refuse consent, the use or provision of related services based on third-party provision may be restricted.
- For cases of transferring personal information overseas, please refer to Article 5, "Transfer of Personal Information Overseas."

Article 5. Transfer of Personal Information Overseas

The Company may transfer the collected Personal Information overseas to the following entities, as necessary for the operation of the Site:

Country	Recipient	Purpose	Transferred	Transfer	Period of
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			information	details	Retention
· Republic of Korea	· Riman Korea, Co., Ltd.	· Member management · Order, refund management · Confirmation of participation of events and promotions	· Name · Member identification number · Email · Address · Bank Account Information · Bank Name · Name of the Account holder	· Transfer via network (VPN) upon registration	· Withdrawal of membership or consent
· United States	· Riman Inc.				
· Canada	· Riman Canada				
· Taiwan	· Riman Taiwan				
· Hongkong	· Riman Hong Kong				

■ Notes:

- The Company will protect the Personal Information as stated in Article 9 and transmit it in an encrypted form and keep it confidential
- You can refuse consent to the transfer of Personal Information overseas through withdrawal of membership, however, if you refuse or withdraw the consent, your access and use of the Site and/or the services provided by the Company will be restricted in whole or part.

Article 6. Procedures and Methods for Destroying Personal Information

The Company destroys Personal Information without delay after the intended purpose of collection and use has been achieved. The destruction procedures and methods are as follows:

- **Destruction Procedures:**
Your Personal Information is destroyed without delay after the intended purpose has been achieved. However, if there is a need to retain your personal information, it will be separately stored for a certain period and then destroyed. Separately stored personal information will not be used for purposes other than retention as required by law or the Company's regulations or policies.
- **Destruction Methods:**
Electronic files are deleted using technical methods that prevent recovery and reproduction, and other records, printed materials, documents, etc., are shredded or incinerated.

Article 7. Rights of Users and Users' Legal Representatives and Ways to Exercise Your Rights

The Company obtains your consent before collecting, using, or disclosing your Personal Information and will not collect the information without your consent, unless otherwise stipulated in applicable laws. You can request access, correction, deletion, etc., of Personal Information at any time, and if you do not agree to the Company's processing of personal information, you can refuse consent or request suspension of processing or withdrawal of membership.

You can access and modify your personal information in 'My Page > Edit Information,' and for inquiries, corrections, or withdrawal of membership, via contact the customer center or the personal information protection officer and related department, and the Company will take action without delay.

The above rights can be exercised through your legal representatives or an authorized agent. In this case, the power of attorney in accordance with the Personal Information must be submitted along with the written request for the rights.

The Company shall confirm whether the person who made the request for access, correction, deletion, or suspension of processing is the user or a legitimate representative.

If you request correction of errors in personal information, the Company will not use or provide the personal information until the correction is completed.

Requests for correction and deletion of Personal Information cannot be made if the relevant laws stipulate otherwise.

Article 8. Contact Information of the Personal Information Protection Officer and Department

The Company designates and operates a data protection officer and a responsible department to protect Personal Information and to handle inquiries, complaints, and remedies related thereto:

- **Personal Information Protection Officer:** Executive Director Park Sung-hyun
- **Responsible Department:** IDT Department / Riman Korea Co., Ltd.
- **Inquiry Phone:** +82 1522-8144
- **Email:** it@riman.com

Article 9. Security Measures for Personal Information

The Company is making a reasonable effort to secure the safety of your Personal Information and maintain physical, electronic and procedural safeguards to protect your Personal Information, including following measures:

1. Technical Protection Measures:

- 1) To prevent Personal Information from being lost, stolen, leaked, forged, altered, or damaged during processing, the Company has established technical and managerial measures.
- 2) The Company uses antivirus software to prevent damage from viruses, etc. The antivirus software is updated regularly to prevent personal information from being infringed.
- 3) Encryption algorithms (SSL) are applied to safely transmit personal information and important information over the network.
- 4) To prevent users' personal information from being leaked due to hacking, etc., systems are installed in areas with controlled access from outside, and intrusion prevention devices are used. Additionally, an intrusion detection system is installed to monitor intrusions 24 hours a day.

2. Managerial Protection Measures:

- 1) The Company has established an internal management plan for the safe processing of users' Personal Information and ensures that employees are aware of and comply with it, and compliance is regularly checked.
- 2) The Company limits the number of personnel who can process users' Personal Information to a minimum, manages access rights, and provides regular in-house and external training on new security technologies and personal information protection obligations to ensure compliance with laws and the Company's regulations and policies.
- 3) The personnel who process users' Personal Information are as follows:
 - A. Personal Information protection officer and personal information protection manager, etc., who are in charge of personal information management and Personal Information protection tasks
 - B. Others for whom processing Personal Information is unavoidable for its work
- 4) When hiring new employees and annually for all employees, the Company has them sign an information protection pledge to prevent information (including Personal Information) leakage by employees in advance and has established internal procedures to audit compliance by frequently reminding them of their personal information protection obligations.
- 5) The handover of duties by Personal Information handlers is conducted thoroughly with security maintained, and responsibilities for Personal Information infringement accidents are clearly defined, when subject employees are entering and leaving the Company.

Article 10. Installation, Operation, and Refusal of Automatic Personal Information Collection Devices

Cookies are used to support faster and more convenient website use and to provide customized services to users.

- **What are cookies?**

Cookies are very small text files sent by the server used to operate the website to the user's browser and stored on the user's computer.
- **Why do we use cookies?**

By storing the user's preferred settings, etc., through cookies, we provide a faster web environment and use them to improve services for convenient use. This allows users to use the service more easily. Additionally, by analyzing the frequency of access to various services, visit times, participation in events, number of visits, etc., we understand the user's tastes and interests. Based on this, we provide personalized services, including advertisements.
- **If you do not want cookies to be collected?**

You have the option to choose whether to install cookies. Therefore, users can set options in their web browser to allow all cookies, confirm each time a cookie is saved, or refuse to save all cookies. However, if you refuse to install cookies, web use may become inconvenient, and there may be difficulties in using some services that require login.
- **How to set it:**

- **Edge:** Options menu on the right side of the web browser > Settings > Privacy > Settings menu on the left > Cookies and site permissions > Manage and delete cookies and site data > Block third-party cookies
 - **Chrome:** Options menu on the right side of the web browser > Settings > Privacy and security > Cookies and other site data > Block third-party cookies
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Article 11. Social Network and Other Third Parties

The Company may work with trusted third parties, including social network sites such as Facebook, and with applications and developers who specialize in social commerce, so that we can connect to your social networks. Other social networks we use include Twitter, Pinterest, Instagram, Vine, and YouTube. All of these companies operate Third-Party Sites. The Company provides access to the Site by third parties and business partners so that the Company can generate interest in our products among members of your social networks and to allow you to share product interests with friends in your network. The use of any features made available to you on the Site by a third party may result in information being collected or shared about you by the third party or by the Company. If you do not want us to be able to access information about you from Third-Party Sites, you must instruct Third-Party Sites not to share the information. The Company cannot control how your data is collected, stored, used, or shared by Third-Party Sites or to whom it is disclosed. Please be sure to review the privacy policies and privacy settings on your social networking sites to make sure you understand the information they are sharing. If you do not want a Third-Party Site to share information about you, you must contact that site and determine whether it gives you the opportunity to opt-out of sharing such information. The Company is not responsible for how these third parties may use information collected from or about you. However, the Company identify any areas on the Site where third parties share information about you.

Article 12. Addendum

This Privacy Policy may be subject to additions, deletions, and modifications due to changes in relevant laws and internal regulations or the Company's regulations and policies, or any other necessities. In such cases, changes will be announced on the website before implementation.

- **Privacy Policy Change Announcement Date:** 18/04/2025
- **Privacy Policy Effective Date:** 18/04/2025