

# Megazone Cloud CloudPlex Terms of Use (VER.1.1)

## Article 1 [Purpose]

The purpose of these Terms and Conditions is to stipulate the rights, obligations and responsibilities, and other necessary matters between the company and users who use the 'CloudPlex' service provided by Megazone Cloud Co., Ltd. ("Company" or "Megazone Cloud").

## Article 2 (Definition)

The definitions of terms used in these Terms and Conditions are as follows.

- 'CloudPlex' is an integrated management platform based on cloud computing services and is an online service provided to companies to provide services in a cloud computing environment.
- The product lines included in 'CloudPlex' are as follows.
  - 'CloudPlex' Media
    - End-to-end OVP
    - Fully managed Serverless OVP
  - 'CloudPlex' Delivery
    - Multi-CDN
    - Dynamic routing multi-CDN operation
  - 'CloudPlex' Assets
    - Digital Asset Management
    - Digital asset management system
  - 'CloudPlex' Desktop
    - Desktop as a Service
    - virtual desktop service
  - 'CloudPlex' Browser
    - Cloud Storage Client
    - S3 for Enterprise Customers
- "Service" means all 'CloudPlex' services available to "Users," including cloud-based solutions, 'CloudPlex' management console, usage rights, and cloud services provided by the "Company."
- "User" refers to a person who accesses 'CloudPlex' installed in the "User's" cloud account by a B2B customer and uses the service in accordance with these Terms and Conditions.

- “Post” means text, photos, videos, and various files and links in the form of information such as symbols, text, voice, sound, image, and video posted on the service by the “User” when using the service. .
- “User information” refers to information (corporate information, names of executives and employees, email addresses, etc.) of “users” and “users” executives and employees registered to operate the relevant service.
- “CSP” is an abbreviation for Cloud Service Provider and refers to the cloud service provider that forms the basis of ‘CloudPlex’ provided by the “Company.”

### **Article 3 (Megazone account creation and service use agreement application)**

- To use the service, you must log in with the ‘CloudPlex’ user account. User account refers to the login account required to use the ‘CloudPlex’ service. Creating a ‘CloudPlex’ user account is created by entering the schedule information required to create an account, and then we verify the entered schedule information and approve the subscription.
- After registering as a “user” of our ‘CloudPlex’, you agree to the terms and conditions stipulated in this service and apply to use the service. When our company accepts this, the service use agreement is established.
- Our company may not approve the use of the service or terminate the service agreement in the following cases.
  - When a “user” uses personal information such as another person’s name or email address
  - If the “User” does not enter the information required to apply for service use or enters false information
  - If the “User” attempts to use the service for illegal purposes, such as violating the law or engaging in illegal activities
  - If the application cannot be approved due to reasons attributable to the “user” or if the application violates our policies
  - If the “User” has an amount to pay to the Company
  - If the “User” is late in paying the service fee or has a history of inappropriate service use
  - If it violates other relevant laws or the standards set by our company, such as detailed guidelines.
- If it is determined that a “User” has created an account in violation of the conditions of Paragraph 3, the Company may immediately suspend the “User”’s use of the service or impose appropriate restrictions, such as terminating the service agreement.
- Our company may suspend the “user’s” use of the service in the following cases.
  - When there is no realistic room for the provided service facility capacity
  - If it is determined that there is a problem with the technical aspects for providing the service

- In other cases where the Company deems it financially or technically necessary

#### **Article 4 (Responsibility for managing 'CloudPlex' user accounts)**

- The 'CloudPlex' user account can only be used by the "user" himself, and he cannot allow others to use his 'CloudPlex' account. Additionally, "Users" must personally manage their passwords to prevent others from using their 'CloudPlex' account without permission. In order to prevent unauthorized use of the "CloudPlex" user account of the "User" by others, the Company may require the "User" to enter a password and go through additional identity verification procedures. If the "User" becomes aware that the 'CloudPlex' user account has been stolen or is being used by a third party, the "User" must immediately take action, such as modifying the user's password, and immediately notify the Company and follow our instructions. .
- "Users" can view and modify their own information through the settings screen within the service. However, when modifying some information such as 'CloudPlex' user account, phone number, and other identity verification information required for service provision and management, additional identity verification procedures may be required.
- We are not responsible for any damage that occurs due to a "user's" failure to change information in the service.

#### **Article 5 (Posting and revision of terms and conditions)**

- The "Company" posts the contents of these terms and conditions on the initial screen of the service so that "Users" can easily understand them.
- The "Company" may revise these Terms and Conditions to the extent that they do not violate relevant laws such as the "Act on the Regulation of Terms and Conditions" and the "Act on the Promotion of Information and Communications Network Utilization and Information Protection, etc. (hereinafter referred to as the "Information and Communications Network Act")."
- When the "Company" revises the Terms and Conditions, it specifies the date of application and the reason for revision and announces them along with the current Terms and Conditions in accordance with Paragraph 1 from 30 days prior to the date of application of the revised Terms and Conditions until the day before the date of application. However, in case of amendments to the terms and conditions that are unfavorable to the "User", in addition to the notice, a separate and clear notification will be provided through electronic means such as e-mail within the service or consent window when accessing the site for a certain period of time.

- Even though the “Company” clearly announced or notified the “User” that the revised terms and conditions will be deemed expressed if he or she does not express his/her intention within a 30-day period while announcing or notifying the revised terms and conditions in accordance with the preceding paragraph, the “User” explicitly refuses. If the intention is not expressed, the “user” is deemed to have agreed to the revised terms and conditions.
- If the “User” does not agree to the application of the revised Terms and Conditions, the “Company” cannot apply the revised Terms and Conditions, and in this case, the “User” may be restricted from using the service.

## **Article 6 (Interpretation of Terms and Conditions)**

- The “Company” may establish separate terms and conditions and policies (hereinafter “separate terms and conditions, etc.”) for the posting of “user information,” and if the contents conflict with these terms and conditions, the “separate terms and conditions, etc.” shall take precedence. Applies.
- Matters or interpretations not specified in these Terms and Conditions shall be subject to the “Separate Terms and Conditions, etc.” and related laws or commercial practices.

## **Article 7 (Application for usage inquiry)**

- A service agreement is applied for when a “user” agrees to the terms and conditions for a service inquiry and then applies for a service inquiry, and the “Company” approves the application.
- In principle, the “Company” approves the use of the service in response to applications for usage inquiries. However, the “Company” may not approve applications that fall under any of the following items or may be restricted to later requests for use.
  - If the applicant for usage inquiry has previously been restricted from making online inquiries due to these Terms and Conditions, an exception is made if an inquiry for usage has been made to the “Company” in the past.
  - If it is not your real name or someone else’s name is used
  - If false information is provided or information provided by the “Company” is not provided
  - If approval is not possible due to reasons attributable to the “User” or the application is made in violation of all other stipulated matters

- When applying pursuant to Paragraph 1, the “Company” may request real name verification and identity verification through a specialized agency depending on the type of “User.”
- The “Company” may withhold approval if there is no room for service-related facilities or if there are technical or business problems.
- If the application for use inquiry is not approved or postponed pursuant to paragraphs 2 and 4, the “Company” will not be responsible for the subsequent use of the restricted service.
- The time to apply for usage inquiries is when the “Company” completes the application for usage inquiries.

### **Article 8 (Change of user information)**

- “Users” cannot view or modify their personal information once the application for usage inquiry has been completed. However, information can be modified upon request to the “Company” for service management purposes.
- If there are changes to the information provided at the time of application for usage inquiry, the “User” may notify the “Company” of such changes via e-mail or other methods.
- The “Company” is not responsible for any disadvantages arising from failure to notify the “Company” of changes in Paragraph 2.

### **Article 9 (Obligation to protect personal information)**

The “Company” strives to protect the personal information of “Users” in accordance with relevant laws such as the “Information and Communications Network Act”. Related laws and the “Company’s” personal information processing policy apply to the protection and use of personal information. However, the “Company’s” personal information processing policy does not apply to linked sites other than the “Company’s” official site.

### **Article 10 (Obligation of “User” to manage “User Information”)**

- Responsibility for managing the “User’s” “User Information” lies with the “User” and must not be shared with a third party.

- The “Company” may restrict the use of the “User” if there is a risk that the “User’s” personal information may be leaked, if the “User’s” information is anti-social or contrary to public morals, or if there is a concern that the “User” may be mistaken for the “Company” or its operator. You can.
- If the “User” becomes aware that “User Information” is being stolen or leaked to a third party, he or she must immediately notify the “Company” and follow the “Company’s” instructions.
- In the case of Paragraph 3, the “Company” is not responsible for any disadvantages caused by the “User” failing to notify the “Company” of the fact or not following the instructions of the “Company” even if notified.

### **Article 11 (Notification to “Users”)**

- When the “Company” provides notification to the “User,” the notification may be sent to the e-mail address within the service, etc., unless otherwise specified in these Terms and Conditions.
- In the case of notification to all “Users,” the “Company” may replace the notice in Paragraph 1 by posting the notice on the “Company” bulletin board for more than 7 days.

### **Article 12 (Obligations of “Company”)**

- The “Company” does not engage in any acts prohibited by relevant laws or these Terms and Conditions or against good morals and morals, and does its best to provide continuous and stable services.
- The “Company” must have a security system so that “Users” can use the service safely.
- The “Company” is equipped with the necessary personnel and systems to properly handle complaints or requests for damage relief from “Users” that arise in connection with the use of the Service.
- The “Company” must process opinions or complaints raised by “users” in relation to the use of the service if it deems them to be legitimate. Regarding opinions or complaints raised by “users,” the processing process and results are communicated to “users” through bulletin boards or e-mail.

### **Article 13 (Obligations of “User”)**

- "The user should not conduct the following.
  - Registration of false information when applying or changing
  - Stealing someone else's information
  - Changes to information posted by "Company"
  - Transmitting or posting information (computer programs, etc.) other than that specified by the "Company"
  - Infringement of intellectual property rights such as copyrights of the "Company" and other third parties
  - Actions that damage the reputation of the "Company" and other third parties or interfere with their work
  - Disclosing or posting on the service obscene or violent messages, videos, voices, or other information that is against public order and morals.
  - Other illegal or unfair actions
- "Users" must comply with the relevant laws, the provisions of these Terms and Conditions, the usage guide and notices announced in relation to the service, matters notified by the "Company," etc., and must not engage in any other actions that interfere with the work of the "Company." .
- "Users" can choose whether or not to use the newly updated features of the service, and no separate compensation will be provided to "Users" unless there are special provisions in the relevant laws.

#### **Article 14 (Use and change of "Service")**

- The "Company" grants a non-resaleable and non-transferable license during the contract period to allow the "User" to access the Service.
- "Company" allows only authorized users to use the service, and "Users" cannot use the service for illegal purposes.
- The "Company" may change the service depending on operational and technical needs.
- If there are any changes to the service, the "Company" will notify you through the website 30 days prior to the change.
- The "Company" may modify, discontinue, or change part or all of the services provided free of charge as necessary for the "Company's" policies and operations, and will not provide separate compensation to the "User" unless there are special provisions in the relevant laws. not.

#### **Article 15 (Termination and termination of "Service")**

- If the “User” wishes to cancel the use of the service, he or she must notify the “Company” in writing 30 days prior to termination.
- “Users” must transfer related data and delete code information related to services before the date of termination, and the “Company” is not responsible for any damages incurred by “Users” due to failure to do so.
- If the contracted service with a discount is terminated due to reasons of the “User”, the discounted amount during the contract period must be paid to the “Company” as a contract penalty.
- When canceling or terminating the service, the “User” can back up data in advance, and the “Company” cannot be held liable for any damage in the event of loss of data that has not been backed up.
- When the service is terminated, the “CSP” account where the data is stored may be transferred to the “User” through a separate written agreement between the “User” and the “Company.”

#### **Article 16 (“Service” fee and payment)**

- The service fee is the “user’s” service fee and is determined based on the service usage history.
- The “Company” calculates the service usage fee on a pro rata basis per account and issues a usage statement and tax invoice to the “User” in accordance with the exchange rate standard in Article 16, Paragraph 3 before the 10th day of the following month.
- Payment of service fees is based on Hanwha KRW, and the exchange rate is based on “Hana Bank’s first announced wire transfer selling rate” as of the last business day of the month in which the service was used.
- In principle, the “User” must pay the service fee to the “Company” within the month in which the tax invoice is issued. The payment schedule may be determined through a separate written agreement, and the separate written agreement takes precedence over this paragraph.

#### **Article 17 (Management of overdue service fees)**

- If the “User” does not pay the service fee even after the service fee payment date has passed, the “Company” may restrict the use of the service.
- In the event of overdue payment, the “User” must immediately notify the “Company” of the reason and scheduled payment date within 10 days of the overdue payment. For “Users” who are overdue without a justifiable reason, the “Company” will charge overdue interest of 1.5% per month. You can charge an additional amount.

## **Article 18 (Provision of information and posting of advertisements)**

- The “Company” may provide the “User” with various information deemed necessary while the “User” is using the service through methods such as notices or e-mail. However, “users” may refuse to receive e-mails, except for transaction-related information and responses to customer inquiries, etc. in accordance with relevant laws.
- If the information in Paragraph 1 is to be transmitted by telephone or facsimile transmission device, the information shall be transmitted with the prior consent of the “user.” However, this is excluded when responding to “user” transaction-related information and customer inquiries.
- The “Company” may place advertisements on service screens, homepages, e-mails, etc. in connection with the operation of the service. “Users” who have received e-mails with advertisements can tell the “Company” to refuse to receive them.
- “Users” shall not take any action such as changing, modifying or restricting postings or other information in relation to the services provided by the Company.

## **Article 19 (Copyright of “Post”)**

- The copyright of a “post” posted by a “user” within the service belongs to the author of the post.
- “Postings” posted by “Users” within the service may be exposed in search results, services and related promotions, etc., and may be partially modified, copied, edited and posted to the extent necessary for such exposure. In this case, the “Company” complies with the provisions of the Copyright Act, and the “User” can take actions such as deleting or making the posting private at any time through the customer center or management function within the service.
- If the “Company” wishes to use the “User’s” “Post” in a manner other than Paragraph 2, it must obtain the “User’s” consent in advance via phone, fax, e-mail, etc.

## **Article 20 (Management of “Posts”)**

- If a “user’s” “post” contains content that violates relevant laws such as the “Information and Communications Network Act” and the “Copyright Act,” the rights holder may request suspension or deletion of the “post” in accordance with the

procedures set forth in the relevant laws. “Company” must take action in accordance with relevant laws.

- Even if there is no request from the rights holder pursuant to the preceding paragraph, the “Company” may take temporary measures, etc. with respect to the “post” in accordance with relevant laws if there is reason to believe that there is a violation of rights or if it violates other company policies or related laws.

### **Article 21 (Attribution of rights)**

- Copyright and intellectual property rights for the service belong to the “Company.” However, “posts” by “users” are excluded, and if a separate service-related contract is concluded at the request of a “user,” it can be separately determined by written agreement between the “user” and the “Company.”
- The “Company” only grants the “User” the right to enter “User Information” in relation to the service, and the “User” cannot transmit or expose such information to a third party. If “user information” is exposed or transmitted with the authority of the “user,” the “company” is not responsible for any damage.

### **Article 22 (Restrictions on use, etc.)**

- If the “User” violates the obligations of these Terms and Conditions or interferes with the normal operation of the Service, the “Company” may gradually restrict the use of the Service with warnings, IP blocking, etc.
- Notwithstanding the preceding paragraph, the “Company” shall not allow identity theft of personal information, interference with the provision and operation of illegal programs in violation of the “Copyright Act” and the “Computer Program Protection Act,” illegal communication and hacking in violation of the “Information and Communications Network Act,” and distribution of malicious programs. If you violate relevant laws, such as exceeding access permissions, your use may be immediately and permanently suspended. In the event of permanent suspension of use in accordance with this paragraph, if inappropriate information related to the service is exposed, the “Company” will not compensate for this.
- “Users” may file an objection in accordance with the procedures established by the “Company” regarding restrictions on use, etc. pursuant to this Article. In this case, if the “Company” acknowledges that the objection is justified, the “Company” will immediately resume use of the service.

## **Article 23 (Limitation of Liability)**

- If the “Company” is unable to provide the service due to a natural disaster or other force majeure, the “Company” is exempt from liability for service provision.
- The “Company” is not responsible for any disruption in the use of the service due to reasons attributable to the “User.”
- The “Company” is not responsible for the reliability or accuracy of information, data, or facts posted by the “User” in connection with the service.
- The “Company” is exempt from liability in the event of transactions, etc. between “Users” or between “Users” and a third party through the service.
- The “Company” is not liable for any damages related to the use of services provided free of charge.
- “CSP” or “Company” is not responsible for the inability to provide services due to network problems not provided by the “CSP” or “Company.”

## **Article 24 (Governing law and jurisdiction)**

- Lawsuits filed between the “Company” and “Users” are governed by the laws of the Republic of Korea.
- For lawsuits regarding disputes arising between the “Company” and “Users,” the Seoul Central District Court of Korea shall be the competent court.

## **Supplementary provisions**

These terms and conditions apply from February 1, 2021.

## **Megazone Cloud CloudPlex Privacy Policy**

Megazone Cloud Co., Ltd. (hereinafter referred to as the “Company”) ‘collects, uses and provides personal information based on the user’s consent’ for the CloudPlex service and ‘actively guarantees the user’s rights (right to self-determination of personal information).’ do.

The company complies with the relevant laws and personal information protection regulations and guidelines of the Republic of Korea that information and communication service providers must comply with.

## **Article 1 (Purpose of processing personal information)**

The company processes users' personal information for the following purposes. Personal information being processed will not be used for purposes other than the following, and if the purpose of use changes, necessary measures will be taken, such as obtaining separate consent in accordance with Article 18 of the Personal Information Protection Act.

- Membership management: CloudPlex service authentication management (console operator) and use
- Product inquiry: When handling inquiries about CloudPlex service products

## **Article 2 (Personal information items collected)**

The company collects and processes the following personal information. If we collect a user's personal information, we will notify the user in advance and ask for their consent.

- Personal information items collected through the website
  - Membership management
    - Collection items: [Required] Email, name
    - Time of collection: When CloudPlex first starts service
  - Product inquiry
    - Collection items: [Required] Company name, name of person in charge, email address, phone number
    - Collection point: When inquiring about CloudPlex products
- Information automatically collected while using the service
  - Automatically generated information
    - Collection items: IP address, cookies, service use records, visit records, bad use records, etc.
    - Point of collection: Automatically generated while using the service
    - Collection method: Collection through automatic collection device
- The company does not collect personal information from children under 14 years of age.

### **Article 3 (Retention and use period of personal information)**

The company processes and retains personal information within the personal information retention/use period in accordance with the law or within the personal information retention/use period agreed upon when collecting personal information from the information subject (user).

- Personal information retention and use period for providing CloudPlex services
  - Membership management: Until service termination and membership withdrawal
  - Service provision: 3 years
  - ※If preservation is necessary pursuant to the provisions of relevant laws and regulations, it will be used and stored for the relevant period.
- Preservation by law following the provision of goods or services
  - Records of contracts or subscription withdrawals, etc.
    - Related law: Act on Consumer Protection in Electronic Commerce, etc.
    - Period of use (retention period): 5 years
  - Records of payment and supply of goods, etc.
    - Related law: Act on Consumer Protection in Electronic Commerce, etc.
    - Period of use (retention period): 5 years
  - Records of consumer complaints or dispute resolution
    - Related law: Act on Consumer Protection in Electronic Commerce, etc.
    - Period of use (retention period): 3 years
  - Records of labeling and advertising
    - Related law: Act on Consumer Protection in Electronic Commerce, etc.
    - Period of use (retention period): 6 months
  - Books and supporting documents for all transactions stipulated by tax laws
    - Related law: Framework Act on National Taxes
    - Period of use (retention period): 5 years
  - Records of electronic financial transactions
    - Related law: Electronic Financial Transactions Act
    - Period of use (retention period): 5 years
  - records of visits
    - Related law: Communications Secret Protection Act
    - Period of use (retention period): 3 months

#### **Article 4 (Entrustment and international transfer of personal information)**

- Personal information entrustment details
  - The company entrusts personal information to external companies to perform some of the tasks essential to providing services. We also manage and supervise entrusted companies to ensure that they do not violate relevant laws.
    - Amazon Web Services, Inc.
      - Purpose of provision (contents of entrusted work): Data storage and infrastructure management
      - Retention and use period: Until membership withdrawal or end of consignment contract
- Contents of overseas consignment of personal information
  - In order to provide smooth services and process user consultations, the company transfers users' personal information overseas, and it is transmitted using an Internet network that has been processed with a security protocol (SSL).
    - Google LCC.
      - Administrator and contact information: Google LLC Privacy Team (googlekrsupport@google.com)
      - Purpose of transfer: Product inquiry management
      - Items transferred: company name, name of person in charge, email, address, phone number
      - Transferred countries: USA, Taiwan, Japan, Sydney, Singapore, EU
      - Transfer date and method: Transfer via network whenever a product inquiry is made.
      - Personal information use period: Until product inquiry is completed
- When concluding a consignment contract, in accordance with Article 25 of the Personal Information Protection Act, the company prohibits processing of personal information other than for the purpose of performing consignment work, technical and managerial protection measures, restrictions on re-entrustment, management and supervision of the consignee, compensation for damages, and other matters related to responsibilities in the contract, etc. We specify this in the document and supervise whether the trustee handles personal information safely.
- If the details of the entrusted work or the trustee changes, we will disclose it through this personal information processing policy without delay.

#### **Article 5 (Provision of personal information to third parties)**

The company processes the personal information of the information subject (user) only within the scope specified in “Article 1 (Purpose of Personal Information Processing)” and complies with Articles 17 and 18 of the Personal Information Protection Act, including the consent of the information subject and special provisions of the law. Personal information is provided to third parties only in cases that fall under Article 11.

### **Article 6 (Destruction of personal information)**

When personal information becomes unnecessary, such as when the personal information retention period has passed or the purpose of processing has been achieved, the company destroys the information without delay.

- In cases where personal information must continue to be preserved pursuant to other laws and regulations despite the expiration of the personal information retention period consented to by the information subject or the purpose of processing has been achieved, the personal information may be transferred to a separate database (DB) or stored in a different storage location. and preserve it.
- The procedures and methods for destroying personal information are as follows.
  - Destruction Procedure: The company selects the personal information for which there is a reason for destruction and destroys the personal information with the approval of the company's personal information protection manager.
  - Destruction method: Personal information recorded and stored in the form of electronic files is destroyed so that the records cannot be reproduced. Personal information recorded and stored in paper documents is destroyed by shredding or incineration.

### **Article 7 (Rights, obligations and exercise methods of information subjects)**

- The information subject (user) may exercise the following rights related to personal information protection against the company at any time.
  - Request to view personal information
  - Request for correction if there is an error, etc.
  - Request for deletion
  - Request to stop processing

- The exercise of rights pursuant to Paragraph 1 may be made to the Company in writing, by phone, e-mail, facsimile (FAX), etc. in accordance with Article 41 (1) of the Enforcement Decree of the Personal Information Protection Act, and the Company will take action without delay.
- If the information subject requests correction or deletion of errors in personal information, the company will not use or provide the personal information until correction or deletion is completed.
- The exercise of rights under Paragraph 1 may be done through an agent, such as the information subject's legal representative or a person authorized to do so. In this case, you must submit a power of attorney according to Form No. 11 of the Notice on Personal Information Processing Methods (No. 2020-7).
- Requests to view and suspend personal information processing may limit the information subject's rights pursuant to Article 35, Paragraph 4 and Article 37, Paragraph 2 of the Personal Information Protection Act.
- Requests for correction or deletion of personal information cannot be requested if the personal information is specified as the subject of collection in other laws and regulations.
- The company verifies whether the person making the request, such as a request for viewing, a request for correction or deletion, or a request for suspension of processing, is the person or a legitimate agent in accordance with the information subject's rights.

### **Article 8 (Measures to ensure the safety of personal information)**

The company is taking the following measures to ensure the safety of personal information.

- Management measures: establishment and implementation of internal management plan, regular employee training, etc.
- Technical measures: Management of access rights to personal information processing systems, installation of access control systems, encryption of unique identification information, installation of security programs, etc.
- Physical measures: access control to computer rooms, data storage rooms, etc.

### **Article 9 (Matters regarding installation, operation and refusal of automatic personal information collection devices)**

- The company uses 'cookies' to store usage information and retrieve it from time to time in order to provide individualized services to users.

- Cookies are a small amount of information that the server (http) used to run the website sends to the user's computer browser and are sometimes stored on the hard disk of the user's PC computer.
  - Purpose of use of cookies: They are used to provide optimized information to users by identifying visitation and usage patterns, popular search terms, secure access, etc. for each service and website visited by the user.
  - Installation, operation and refusal of cookies: You can refuse the storage of cookies through the option settings in the Tools > Internet Options > Personal Information menu at the top of your web browser.
  - If you refuse to store cookies, you may have difficulty using customized services.
  - How to refuse cookie settings
    - Internet Explorer: Select Tools menu > Select Internet Options > Click Privacy tab > Advanced privacy settings > Cookie level settings
    - Chrome: Select Settings menu > Select Show advanced settings > Privacy and security > Select content settings > Set cookie level
    - Safari: Select the Settings menu > Select the Privacy tab > Cookie and website data level settings
    - Microsoft Edge: Select Settings menu > Select Site Permissions tab > Cookie and site data settings

## **Article 10 (Personal Information Protection Manager)**

The company is responsible for overall management of personal information processing, and has designated a personal information protection manager as follows to handle complaints and provide relief for damage from information subjects related to personal information processing. To ensure the safety of personal information, as follows: We are taking the same steps.

- Personal information protection manager and department in charge
  - Personal information protection officer
    - Name: Joowan Lee
    - Position: Personal Information Protection Manager
    - Phone number: 1644-2243
  - Personal information protection department
    - Department in charge: IRM
    - Phone number: 1644-7378

- Email: irm@megazone.com
- Information subjects may inquire about all personal information protection-related inquiries, complaint handling, damage relief, etc. that arise while using the company's services (or business) to the personal information protection manager and responsible department. The company will respond and process inquiries from information subjects without delay.

### **Article 11 (Request to view personal information)**

The information subject may request access to personal information pursuant to Article 35 of the Personal Information Protection Act to the department below. The company will strive to promptly process the information subject's request to view personal information.

- Reception/Processing Department
  - Department Name: Cloud Flex
  - Email: cloudplex@megazone.com

### **Article 12 (Methods for relief from rights infringement)**

Information subjects can inquire about damage relief and consultation regarding personal information infringement to the organizations below.

The organizations below are separate from the company. If you are dissatisfied with the company's own personal information complaint handling or damage relief results, or if you need further assistance, please contact us.

- **Information Breach Reporting Company (operated by Korea Internet & Security Agency)**
  - Responsibilities: Reporting personal information infringement, requesting consultation
  - Website: Privacy.kisa.or.kr
  - Phone: (without area code) 118
  - Address: 58324) Personal Information Infringement Reporting Company, 3rd floor, 9 Jinheung-gil, Naju-si, Jeollanam-do (Bitgaram-dong 301-2)
- **Personal Information Dispute Mediation Committee (operated by the Personal Information Protection Committee)**

- Responsibilities: Request for personal information dispute mediation, group dispute mediation (civil resolution)
- Website: [www.kopico.go.kr](http://www.kopico.go.kr)
- Phone: (no area code) 1833-6972
- Address: 03171) 12th floor, Seoul Government Complex, 209 Sejong-daero, Jongno-gu, Seoul
- **Supreme Prosecutors' Office Cyber Crime Investigation Team**
  - Website: [www.spo.go.kr](http://www.spo.go.kr)
  - Phone: (without area code) 1301
- **National Police Agency Cyber Security Bureau**
  - Website: <http://ecrm.cyber.go.kr>
  - Phone: (without area code) 182

### **Article 13 (Responsibility for linked sites)**

The Company may provide users with links to other companies' websites or materials. In this case, since the company has no control over external sites and materials, it cannot be held responsible for and cannot guarantee the usefulness, truthfulness, or legality of the services or materials provided from them. If you click on a link included by the company and move to a page on another site, the privacy policy of that site is unrelated to the company, so please check the policy of the newly visited site.

### **Article 14 (Changes to personal information processing policy)**

If there are any additions, deletions or modifications to the current personal information processing policy, we will notify you **at least 7 days** prior to revision. However, if there are significant changes to user rights, such as collection and use of personal information, provision to third parties, etc., notification will be provided at least 30 days in advance.

This privacy policy is effective from 2023.08.30.

You can check the previous privacy policy below.