

## **10. Bad information management/ Regulations on information management/ control on the application**

- Information on the TIKA TIKKA app is posted by: CÔNG TY TNHH TIKATIKA CONNECT

- TIKATIKA CONNECT CO., LTD will have the right to remove services that violate the posting regulations. Products/services that do not conform to the specified category will be deleted or TIKA TIKKA will move to another reasonable category.

- TIKA TIKKA reserves the right to decide whether to keep or remove the products/services posted on this e-commerce application without prior notice.

- Tika Tika does not carry out prohibited advertising activities in accordance with the law.

- On the homepage application of Tika Tika will unify a language including 3 main languages to choose from Vietnamese and Korean and English.

- Information on the home page (main screen) The application will include: accumulated points, QR code, selected vehicle type information (cars, motorbikes), vehicle delivery, rendezvous, scheduling, calling SOS ...

- In addition, on the application, there will be information about products that TIKATIKA CONNECT CO., LTD will sell such as: clothes, shoes, cosmetics ... to integrate customers' accumulation of points to exchange or buy gifts.

- Tika Tika is an application for chauffeur - bringing drunk people to a predetermined location, so when taking customers to the specified address, if Tika Tika's driver detects that the customer shows signs of transportation, circulation and use of prohibited goods, Tika Tika's driver will automatically stop providing the service and report to the authorities if necessary.

Items banned from use and circulation:

(a) Items prohibited by law, items that require a license or authorization from a competent authority to be transported, items stolen or appropriated, or items harmful (including items containing dangerous or toxic materials, drugs or illegal substances).

(b) Any of the following goods:

+ Drugs, marijuana, morphine and other addictive products;

+ Explosives and other flammable substances and goods, firearms, weapons and parts of firearms and weapons;

+ Dangerous or toxic substances;

+ Specimens of wild plant and animal species extracted from the wild specified in Appendix i to the Convention on International Trade in Endangered Species of Wild Fauna and Flora; specimens of endangered, precious and rare species of forest plants, animals and aquatic animals as prescribed by law.

+ Tissues, corpses, human body parts, human fetus

+ Any controlled goods, or goods prohibited from being imported, exported, or circulated in accordance with the law;

- It is the responsibility of the user to promptly notify the Company when detecting unauthorized use, abuse, violation of privacy, recording the registered account of a third party to take appropriate measures. .

- Users must not use TIKA TIKA for speculative purposes, creating fake orders, including assessing market demand. In case of violation, the User shall be responsible for his/her behavior in accordance with Vietnamese law.

### **Kiểm soát thông tin người bán:**

Seller information is posted on the "contact us" section under the information:

- Name of trader or organization: TIKATIKA CONNECT CO., LTD

- Transaction name (if any): TIKATIKA CONNECT CO., LTD

- Name and title of the representative of the trader/organization: LEE JIYOUNG – CEO

- Address: Tầng 14, tòa nhà HM TOWN, 412 Nguyễn Thị Minh Khai, Phường 05, Quận 3, Thành phố Hồ Chí Minh, Việt Nam

- Phone: 0932723985

Email: phunguyen@kmscom.com

- Number of business registration certificate: 0316431563

Issue date: 10/08/2020

Place of issue: Department of

Planning and Investment of Ho Chi Minh City

### **Sanctions if members violate regulations or do not comply with regulations.**

If the law shows that the content posted on the application is not in accordance with the provisions of law or according to the company's regulations on operating rules and regulations of the app, TIKA TIKA will remove such information from the application . If the poster is a partner of the company, TIKA TIKA will apply the form of compensation if it affects the image and brand of TIKA TIKA; If the poster is an employee/member within TIKA TIKA, the company will immediately dismiss and claim compensation if any damage occurs.

### **11. Payment information Security Policies for customers**

From the time customers choose a payment method via VNPay, users' privacy data will be guaranteed with the security compliance standards of payment partners, including:

- + Client's financial information shall be protected during transaction by using SSL (Secure Sockets Layer);
- + Certified payment information security standard (PCI DSS) provided by trustwave.
- + One-time passcode (OTP) via SMS for user authentications guarantees that the users have permission to access their accounts.
- + MD5 (Message-Digest algorithm 5) cryptographic hash function produces a 128-bit hash value for encryption.
- + Principles and regulations on information security in the banking and finance industry in accordance with regulations of the State Bank of Vietnam.

The payment security policies apply to all TIKATIKA's users, in the course of doing business on behalf of TIKATIKA, are involved in processing, storing or transmitting payment card data:

- + TIKATIKA provides a decentralized storage platform for utility tokens. We only store the encrypted on-chain data provided by VNPAY. TIKATIKA does not directly store cardholder's data, the cardholders' data security is carried out by a licensed payment partner.
- + For international credit/debit cards: card details that can be used to process transactions are not stored on TIKATIKA's system. Our payment partners will store and secure these data.
- + For domestic credit/debit cards: TIKATIKA only stores booking code, transaction code and bank name.