
No: 01 / QUYCHE

Ho Chi Minh City, date monthyear 2021

TERMS AND CONDITIONS

I. General principles

- Tika Tika application is an application that provides e-commerce services ("ecommerce") in the delivery industry transport and courier, TIKATIKA CONNECT JSC ("The Company") performs the movement and operation. The application was built to provide customers with a utility and a moving service convenient and safe. Through the application, customers can search for suitable drivers for their travel needs individual transfer.
- Members of the e-commerce app offering services are individual drivers and customers. When customers need to find drivers for daily, hourly trips or book travel schedules by week / month, you will select & select your driver.
- Members participating in transactions at **Tika Tika** App freely negotiate on the basis of respect of rights and the legitimate interests of the parties involved in service purchase and sale activities through a contract, not contrary to regulations legal regulations.
- The operational guideline of Tika Tika application is for the safety of the Vietnamese people, the application also providing mobility solutions for customers in need.
- Drivers operating on the application are strictly censored for certificates, health and Police clearance certificate in a transparent way to bring customers the safest service.
- Activities on the Tika Tika application are always listed and checked most thoroughly by experts of Tika Tika team.

- In addition, Tika Tika also signed with PTI insurance company to protect all related rights passengers and vehicles for customers as well as Tika Tika drivers.
- Payment policies are also displayed transparently on the application so that customers can easily update and follow.
- All contents in this regulation comply with the law of Vietnam. Members who join or use the Tika Tika application must find out their legal responsibilities of themselves based on law of Vietnam and strictly commit the contents of Terms and Conditions of Tika Tika.

II. General rules

Name of e-commerce service provider application: **Tika Tika**

Download the application on the app market:

- Application for customers:
 - 1) Google Play: <https://bit.ly/3n8A2cR>
 - 2) Apple Store: https://apps.apple.com/vn/app/tika-tika/id1541830757?l=en&fbclid=IwAR3KAV9Q8-m_vg_JnENBt8c8tCf4f2qv46wrPc6_g7PcW9DbPqVD4E6iYtI
- Application for drivers:
 - 1) Google Play: <https://bit.ly/3qHHQEZ>
 - 2) App Store: https://apps.apple.com/vn/app/tika-tika-driver/id1541830914?l=en&fbclid=IwAR0v0_1mVhrdK_4nR122SJ4i47N-VMXDyFJA-JYMHBdMU4SaLeR1hQfdGjY

General definition:

- **Tika Tika application:** this is the application that provides e-commerce services in the transportation, especially bringing the drunk person come back home, by TIKATIKA CONNECT JSC developed and operated.

- **Individual customers** who want to use transportation services of Tika Tika application, noticed of their needed to use transport services or purchase services;
- **Driver's partners** that is provided "driver" services to customers who want to use the service of the Tika Tika app
- **Members** | are users that is registered to use the Tika Tika App, including both customers and drivers;
- **Transportation services** | is a transportation service traded through the Tika Tika App;
- **Products** services is provided by Tika Tika based on Tika Tika application.
- **PTI** (Postal Insurance Joint Stock) is an insurance company affiliated with Tika Tika to provide insurance service for users and drivers
- **Intellectual Property** | Any patents, copyrights or designs are registered or unregistered, rights reserved with designs, registered or unregistered trademarks, service or industrial property or other intellectual property and includes applications for any above.

“ **Confidential Information** ” means any Personal Data as defined in the terms of this service and any information considered confidential or proprietary (other than Personal Data) to be disclosed by Disclosing Party to the Information Receiver, including all information about the Customer Staff (including interfaces include access details, access details, quantity, time, duration of device use or access TIKATIKA App), specific details (including International Mobile Equipment Identity Number (IMEI), contact information, phone number, network configuration, location information, bill recipient name, rate, credit history payment and other details relating to payment), commercial, technical or financial information. This includes the terms of use of this service, the Disclosure Party or any of the Party's affiliates, Disclosures include all trade secrets, know-how, patents, research, developments or information proprietary and confidential technology, products or information, Intellectual Property Rights, strategies, Business plan, activity or business system, financial and business situation, detailed information about customers, suppliers, borrowers or creditors, information related to managers, directors or Disclosure Party's

employee or any of the Disclosure's affiliates, marketing communications, press products, rates and rates, contracts, all kinds of confidential information regardless of format, format form or medium, whether in a machine readable form or with the naked eye, included in the figure written, verbal or tangible form, and including information exchanged or communicated through meetings, documents, correspondence or comments, analysis of tangible objects;

“**Disclosure Party**” means the party from which Confidential Information was announced or disclosed to the Receiving Party;

“**Personal Data** ” means personal information that contributes to the identity of a particular individual, include name, phone number, email, personal account number in booking & trip payments on TIKA TIKA app and other information that individuals look forward to want to keep private;

III. Transaction process

Firstly, buyers need to register to open an account on Tika Tika App according to the following process:

O Download and install Tika Tika Application to your phone;

O Access Tika Tika Application;

O Follow the instructions, provide information about the phone number to receive the OTP code, then enter the information personal (full name, password, address, relative's phone number, referral code (if any)) to complete the registration, click Next to go to the homepage and select the service you want to use.

When customer need to book driver and use services by hour, long term, fixed schedule or take their motorbikes and cars to the location that they need, the customer should take the following steps:

1. Process for customers

Step 1: Customers download the application and register an account on the application:



Step 1.1: Enter the phone number for the account



Step 1.2: Enter the OTP code is sent to the registered phone number

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Xác thực thành công

Vui lòng bổ sung thêm thông tin để tiếp tục

Họ tên *

Tống Thị Lệ

Mật khẩu *

Nhập lại mật khẩu *

Địa chỉ nhà

159 Xa lộ Hà Nội, Thảo Điền, Quận 2,...

Số điện thoại người thân

0935696135

Mã giới thiệu

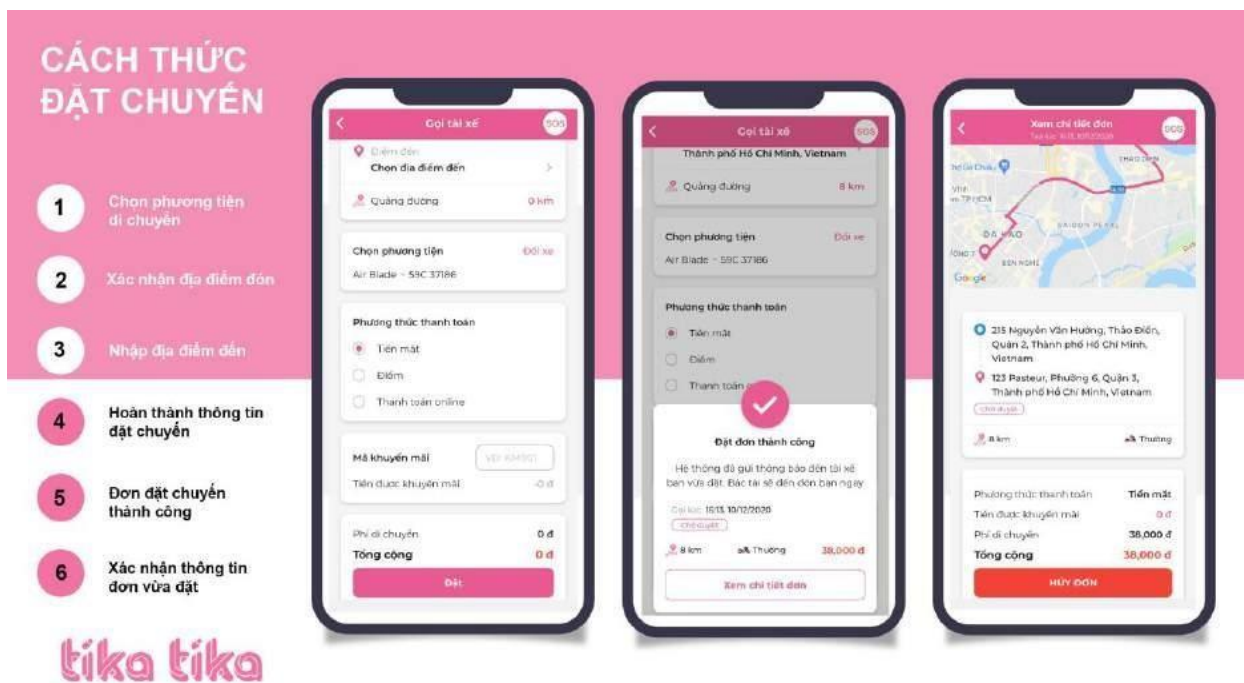
VD: MAGIOTHIEU001

Step 1.3: Enter your user information and address to create an account

Step 2: Select the service that the customer needs to use:



Step 2.1: Table describes the functions of the application



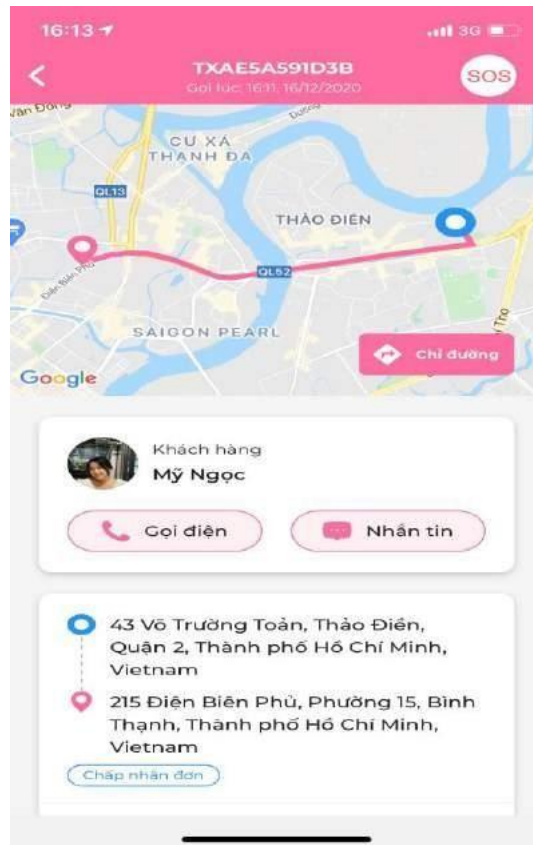
Step 2.2: Description of booking method

Step 3: Standard operating procedure (SOP) for Partners

1. SOP for Partners:



Step 3.1.1: The driver will receive the order when a customer requests the service



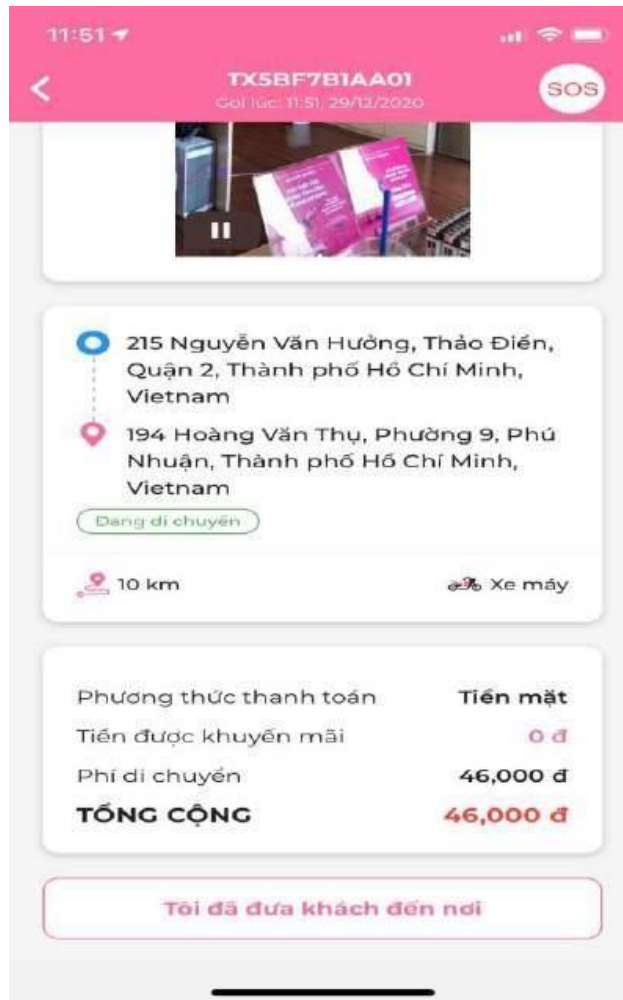
Step 3.1.2: After receiving the order, the system will automatically direct the driver to the destination for picking up the customer



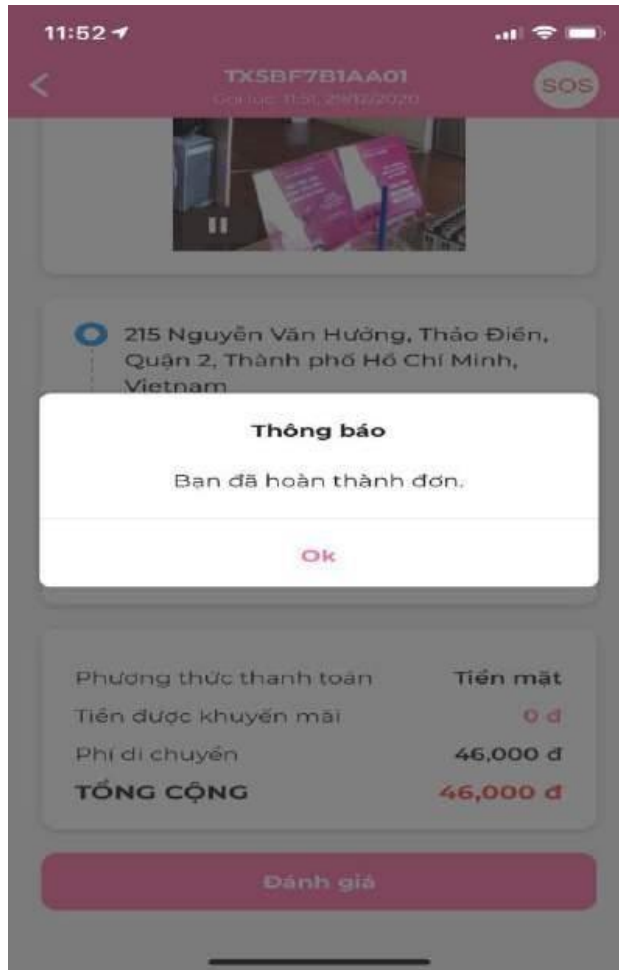
Step 3.1.3: Customers scan the QR code to confirm the driver



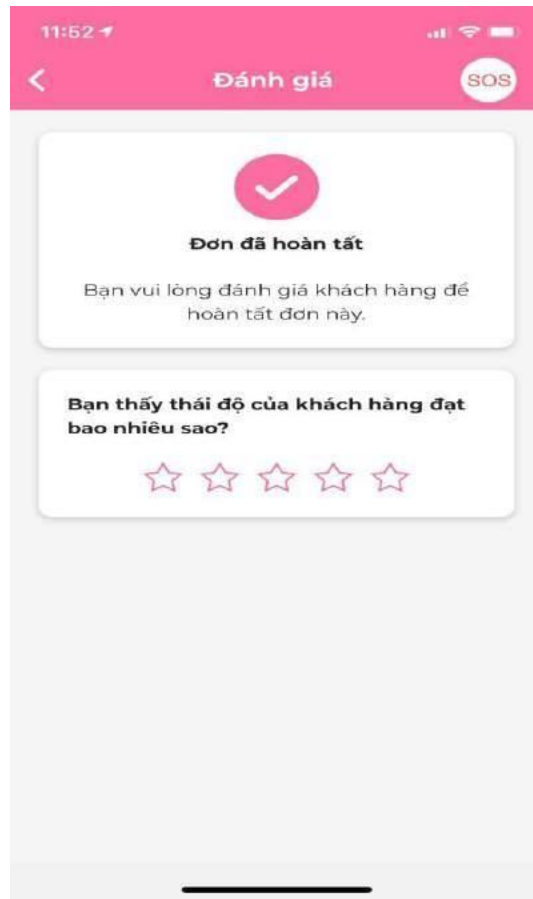
Step 3.1.4: The driver takes a video for recording around the customer's vehicle to make sure there is no problem before the service is performed



Step 3.1.5: Upon arrival, the driver confirms “I have brought the guest” and completes the trip

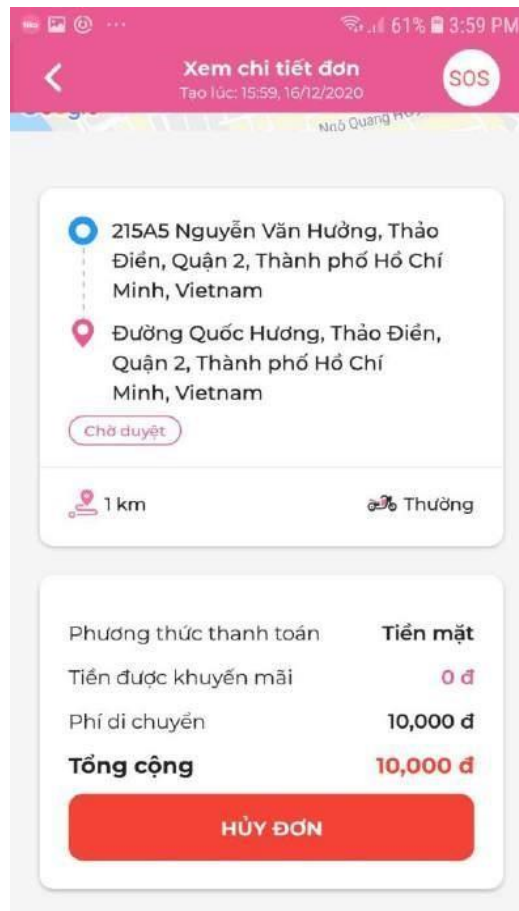


Step 3.1.6: The system will notice the driver's device to inform that the order has been completed



Step 3.1.7: The driver will evaluate the customer after this trip completed.

2. Order confirmation / order cancellation:



Step 3.2.1: After receiving the order, the driver and the customer can cancel it if has any problem before making the order

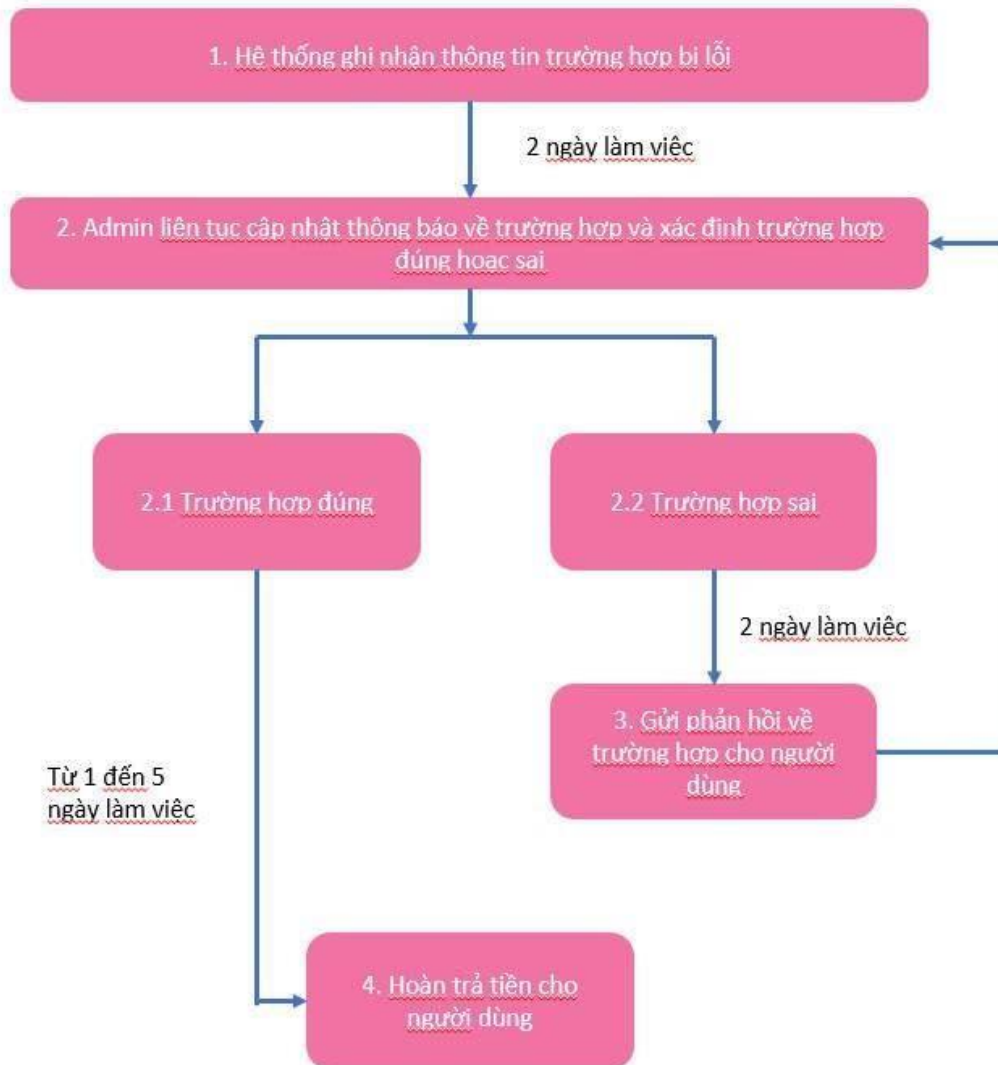
3. SOP for Refund

It will process when the driver cancels the trip by themselves or the customer cancels the trip but has paid in advance or payment error.

+ In case the driver cancels the order by themselves: The system will automatically record and then forward to the company notification section in the management system. Inbox Manager will turn on notification of order failed for whatever reason, and the excess

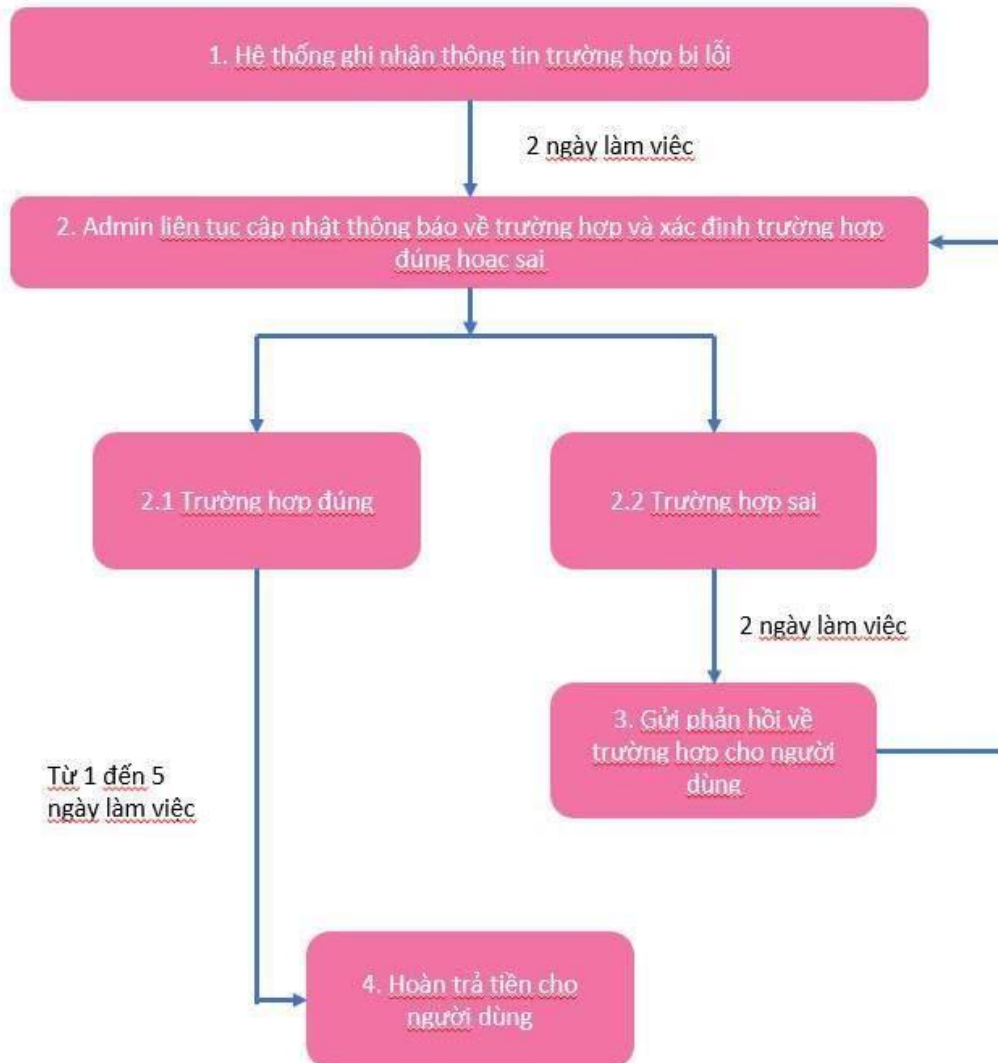
amount is recorded as xxx (VND), the admin will continuously update the notice, forward information to the handler, receive information about this case

If has issue, system will refund to the customer within 07 (seven) working days via the account registered.



+ In case customers cancel the trip by themselves: The system will automatically record and then forward to the item Corporate announcements in the management system. Management mailbox will turn on notification of unsuccessful order for some reason, and the excess amount is recorded as xxx (VND), the admin will continuously update the notice, forwarding information to the handler, receiving information about the failure case later by

the handler Refunds will be processed to customers within 07 (seven) working days via registered accounts.



+ In case of payment error: if the customer fails to pay by card through the payment gateway Payments via VNPay (at least 2 times deducted) can be contacted via email of Tika Tika company tikatikaconnect@gmail.com or hotline: 0369673270 to be resolved. Settlement term is 07 (seven) working days from the date of receipt from the customer. The amount will be refunded 100% in deadline 15 working days from the settlement is completed.

*** Normal goods return policy:

Goods return at Tika Tika

Any feedback about return, please contact hotline: 0932 723 985.

Goods return or exchange policy:

To make sure the best benefit for customer for buying goods at Tika Tika, we have policies for return/exchange and refund with definition step, clearly, to ensure all of benefit for customer.

How to apply policy return/exchange goods?

1. If goods have error, incorrect specification:

In case of goods error when receive (different packaging when compare with on website, goods received different with goods ordered, issues from production,... Please contact to Tika Tika before 48 hours (when customer received goods) for any support.

After 48 hours from received goods, Tika Tika will reject all of complains related to any issues above.

In case of customer MUST exchange the same product or others product but the same price or higher price, customer have to pay cost differentials, compare with the previous goods.

2. Customer demand.

Tika Tika ignore all of request related customer demand, example customer do not want to buy, do not want to use,... If product still meet the requirement of return/exchange policy of Tika Tika, customer MUST exchange to others product but the same price or higher price (need to pay cost differentials, compare with the previous goods).

3. Goods error due to transportation.

When customer received broken goods due to transportation, customer must send feedback as soon as possible. Tika Tika apply COD (check goods before receive), we encourage customer check goods before receive. Before 48h, customer have to contact to Tika Tika for any support. In case of the co-inspection between the delivery and customer, Tika Tika will not support the exchange for all conditions.

- Condition for exchange:

The product has no signs of being used, with the manufacturer's stamp, label or seal intact.

The product has full accessories, stamps or warranty card and accompanying gifts (if any).

Exchange and return goods within 15 days from the time of successful delivery

- SOP for return goods if has error.

Please make sure that the product you request to exchange (return) meets Tika tika's return/exchange policy and is not in the list of products that do not apply.

Implementation steps:

Contact to Tika Tika and provide us about the product, please list some information below:

- . Phone number
- . Name of product
- . Error of product (describe detail and take a photo)
- . What's kind of customer need: exchange, return, warranty.

When Tika Tika responds that the product meets the return/exchange policy, please pack the product and send it back directly at the store in Ho Chi Minh City. Please take the time to exchange and return the product and ensure the safety of the product during transportation.

4. Dispute resolution and complaint process

If issues are happened that make dispute and complaint, Tika Tika highly appreciated for the mediation and negotiation together to develop cooperation between the customer and the Tika Tika.

However, if there is a non-negotiable conflict between the driver and the customer, Tika Tika will stand in the middle perform the following dispute resolution:

Step 1: Receive complaints

Users can submit ideas or complaints in the following step below:

Mail mail to TIKA TIKA headquarters (letter with issues and document information related to supporting complaints handling and resolution).

TIKATIKA CONNECT CONNECT JSC

14th Floor, HM TOWN Building, 412 Nguyen Thi Minh Khai, Ward 05, District 3, Ho Chi Minh City, Vietnam

Call directly to Customer Service through Hotline: 0369673270 or

Send directly to the email address of TIKA TIK: tikatikaconnect@gmail.com

Step 2: Analysis and evaluation

Within 24 hours (excluding holidays) from the date of receiving the complaint, TIKA TIK will conduct an inspection verify complaint information.

Step 3: Reply to the customer.

TIKA TIK will notify the processing result to the Customer by mail, phone, or email. If the complaint is complex and it takes more time to explicitly resolve and reply to the User, TIKA TIK will contact the Customer to extend the response time.

Step 4: In case the complainant disagrees with the supplier's resolution, then

TIKATIKA CONNECT JSC is responsible for leading the negotiation and reconciliation between Parties to propose the solutions for settle and final complaint. In case the negotiation or mediation does not come to an outcome or the complainant asks for it by law authority to intervene, TIKATIKA CONNECT JSC will coordinate with the supplier to report to competent state agencies in case of necessity.

TIKATIKA CONNECT JSC respects and seriously implements the provisions of the law protect the interests of consumers. Therefore, it is suggested that the supplier strictly adhere to the laws in the transport sector, as well as appropriate behavior towards buyers. Any fraud, fraud in business, as well as acts of harming others are also worthwhile judgment and bear full responsibility before the law.

All of parties include the supplier, the buyer is responsible for actively solving the problem. Driver must proactively handle and resolve complaints. TIKATIKA CONNECT JSC will only play the role coordinate and assist in handling and resolving complaints between suppliers and buyers. TIKATIKA CONNECT will provide relevant information to buyers and suppliers if possible is involved in a dispute or requested by the competent law.

After the driver and the buyer have resolved the dispute or complaint, the driver is responsible for reporting it again for TIKATIKA CONNECT JSC .In case of a transaction conflict, the error is related for a violation of the Vehicle Provider and Driver's Code of Conduct that has been provided by the supplier and the TIKATIKA CONNECT JSC committed in the business cooperation contract, the TIKATIKA CONNECT JSC will apply corresponding violation handling measures. This Privacy Policy and is to provide complete, accurate information, detailed and honest. All acts of fraud, fraud, to infringe upon the legitimate rights and interests of others are condemned and must bear full responsibility before the law.

IV. Payment process

1. Payment between customers - drivers

Customers and drivers can refer to the following payment methods and choose to apply them fit:

Option 1: Pay directly in cash to the driver

Step 1: Customers find out information about the service;

Step 2: The customer chooses a cash payment method when entering information about the trip before press the button "**Set**";

Step 3: The driver confirms the service provision and the service provision to the Customer;

Step 4: Customers pay after the trip ends.

Option 2: Pay online via VNPay debit card

Step 1: Buyers find out information about the service;

Step 2: Buyers enter their payment card information and choose a payment method by VNPay when entering information about the trip before pressing the "**Book**" button;

Step 3: The driver confirms the service provision and the service provision to the Customer;

Step 4: The payment will be made after the service ends.

2. Payment between the driver and the application management.

With the ratio of 8-2, after each trip with the customer, there will be 2 cases. 1 is a customer using cash, 2 is the customer will use the card.

Option 1: The driver always has to deposit money in his / her account before using the application (minimum VND 300,000), if the customer uses cash, the company's fee will be deducted from the account of the driver. For example, the trip fee is 100,000 VND, the driver who finishes the trip will receive 100,000 VND, then the company will automatically pay 20,000VND in the driver's account.

With option 2: customers use card payment: 80% of the trip fee will be accrued to the account of the automatic driver. For example, after making a trip with a fee of 100,000 VND, the driver will be added 80,000 VND into the driver's account after completing the trip, 20,000 VND will be transferred to the account of the company. Tika Tika Company will reconcile all trips and transactions and send it back to the driver via email that the driver delivers at the beginning of each month. The driver can withdraw money from the driver's account by submitting a withdrawal request (after the company agrees - 1 working day), the driver can receive cash at the office or receive a bank transfer.

V. Secure transactions

The management has taken necessary measures to protect the information on Tika Tika Apps (including information Driver information, customer information and transactions made via the Tika Tika App) and restrictions risks may arise to ensure transactions are conducted smoothly and successfully.

When registering to use the Tika Tika App to connect with customers, drivers must provide them to the company Tika Tika Connect JSC is full of necessary information, including name, address, telephone number, email address, with valid identification, as well as medical examinations and eligibility certificates traffic ... This information will be verified and archived by TIKATIKA CONNECT JSC in the system to ensure that transactions are executed successfully and to minimize risks that may arise. All transactions of both the customer and the driver will be brought by TIKATIKA CONNECT JSC content management, regularly updated status and will have a preliminary assessment of the reputation of the supplier. Customers should not provide details about themselves, as well as details about the payment with any property any third party via email, phone or other form of communication. TIKATIKA CONNECT JSC, affiliates and subsidiaries of

TIKATIKA CONNECT JSC responsibility for any damages or risks the member may incur in the exchange of information of guests through other communication channels other than the Tika Tika App. Customers absolutely do not use any programs, tools or any other form to interfere The system often changes data structure. Any form of distribution, dissemination or encouragement for any activity, any attempt to interfere, sabotage or compromise the system of Tika Tika Apps is strictly prohibited. All acts violations will be handled according to the Regulations and provisions of law. All transaction information is confidential, except when provided to the competent law agency when is required.

VI. Privacy Policy of Consumers

1-Purpose and scope of information use

a. Scope of information collection

"Personal Information" is information about customer that is identifiable, including but not limited to: first and last name, number Identification documents, date of issue, place of issue, permanent residence, temporary residence, phone number, email, health status, marriage, criminal records... collected by TIKATIKA CONNECT. It is completely voluntary for a user to provide a user's personal information. However, if people use does not provide TIKATIKA CONNECT Shares user personal information, TIKATIKA CONNECT JSC will not be able to process a user's personal information for purposes and additional purpose as outlined below.

If the user is a driver, provision of the user's Personal Information is required, and is not provided granting the user's Personal Information would be the behavior that could cause TIKATIKA CONNECT JSC cannot cooperate and deploy the application of Tika Tika application with customers.

Besides the Personal Information users directly provide to the TIKATIKA CONNECT shares there may collect users' Personal Information from a variety of sources such as:

- Fill out applications or applications for membership or other similar applications;
- From other public sources such as directories;
- From the social networking sites of TIKATIKA CONNECT JSC, if the user follows, like or the user is a fan of those sites;

- From credit reporting organizations;
- When the user interacts and communicates with TIKATIKA CONNECT JSC at any event or activity;
- When users participate in competitions organized by TIKATIKA CONNECT JSC
- From many entities or units of TIKATIKA CONNECT JSC; or
- Using website of TIKATIKA CONNECT JSC, all-inclusive the website is operated by TIKATIKA CONNECT JSC. under the respective brand name ("Web Sites"). User Personal Information may be collected from the set of cookies used on the Websites.

b. Purpose and scope of information use

General purpose:

- To answer user questions, comments and feedback;
- To communicate with users for the purposes listed in this Notice;
- For internal management purposes such as auditing, data analysis, database archiving;
- For criminal discovery, prevention and prosecution purposes;
- To help TIKATIKA CONNECT CO., LTD comply with legal obligations;

For customers of the services provided by TIKATIKA CONNECT CO., JSC:

- To perform the obligations of TIKATIKA CONNECT CO., JSC under any agreement signed with the customer;
- To provide the customer with any service requested by the customer;
- To process customer registrations and to provide services to customers;
- When a customer requests to download and use the Tika Tika application, or to process a request goods, to make available the Application to the customer and to provide the customer with a license to use the Application;
- To handle customer participation in any event, activity, focus group, research, contests, promotions, polls, surveys or products;
- To process, manage or verify the follow-up registration of the customer to the TIKATIKA CONNECT CO., JSC and to provide customers with the benefits for followers;
- To confirm customer orders and process payments related to any good products which service the customer has requested;

- To understand and analyze our business and the needs and preferences of our guests row;
- To develop, enhance, and deliver products and services to meet customer needs row;
- To process exchanges or returns of products;

Marketing and promotion purposes:

TIKATIKA CONNECT CO., JSC also uses and processes customer information for approval by post, phone, SMS, in person and / or via email:

- Send customers warnings, newsletters, updates, mailers, promotional materials, privileges, words congratulations on special occasions from TIKATIKA CONNECT CO., JSC, partners, sponsors and group advertisers;
- Inform and send invitations to customers about events or activities by the TIKATIKA CONNECT CO., JSC, the organization partner, sponsor or advertiser;
- Processing customer engagements for events or activities and get in touch with customer for participation at the event or activity;
- Share customer Personal Information between subsidiaries, affiliates and joint ventures also Such as agents, vendors, service providers, partners, contractors, who can communicate with guests for marketing of their products, services, events or promotions.

2. Information storage time

User personal data will be stored until there is a request to cancel or post it by the user enter and perform cancellation. Remaining in all cases the user's personal information will be kept confidential on Tika Tika's server.

3. People or organizations that may have access to the information

Objects of access to personal information of customers include:

- The company's internal departments, partners affiliated with TIKATIKA in supporting translation service.
- In case required by law: TIKATIKA will provide customer personal information

Upon request from a judicial agency, including: Procuracy, court, police agency investigating related certain law-breaking acts of customers. In addition, no one has the right to compromise personal information customers.

4. Reviewed by Third Party Shipping Service Provider

Third-party shipping service providers may evaluate your use of the Service or give to whom you place the Service (User). This assessment will be based on the following criteria, including but not limited to, the User's attitude and conduct before, during and after the ride ends. The review will be automatically saved on Company systems and you agree that the Company may analyze all reviews and ratings have been received on the system and the Company reserves the right to take the necessary action. This includes discontinuing your use of the Service without notice to you.

5. The address of the unit that collects and manages the information

- Name of trader and organization: TIKATIKA CONNECT CO., JSC
- Transaction name (if any): TIKATIKA CONNECT CO., JSC
- Address: 14th floor, HM TOWN building, 412 Nguyen Thi Minh Khai, Ward 05, District 3, Ho Chi Minh City, Vietnam
- Phone: 0369673270
Email: tikatikaconnect@gmail.com

6. Methods and tools for consumers to access and correct their personal data

Depend on any exceptions under the applicable laws of the user's country or Country
Alternatively, users may request access rights and / or request Personal Information corrections, requests restrict the processing of a user's Personal Information for Additional Purposes and / or to raise any inquiry questions regarding a user's Personal Information by contacting:

- Name of trader and organization: TIKATIKA CONNECT CO., JSC
- Transaction name (if any): TIKATIKA CONNECT CO., JSC
- Address: 14th floor, HM TOWN building, 412 Nguyen Thi Minh Khai, Ward 05, District 3, Ho Chi Minh City, Vietnam
- Phone: 0369673270
Email: tikatikaconnect@gmail.com

Comply with the laws of the user's country or the Alternate Country, TIKATIKA CONNECT CO., JSC reserves the right to impose a fee for access to a user's Personal Information within the rate allow.

For the user's right to access and / or correct the Personal Information, TIKATIKA CONNECT CO., JSC reserves the right to refuse access to and / or correct Personal Information users for reasons allowed by law, for example when the cost to give users access is not commensurate with the risks to the privacy of a user or of another. If the user does not want the user's Personal Information to be collected via cookies on the Site, Users can disable cookies by adjusting the user's internet browser settings to disable encrypt, block or disable cookies, by deleting the user's visit history or clearing the cache from the browser user internet browsing.

➤ **Use of “cookies”**

- Cookie is a text file that is placed on the Client's hard disk by a web server.

Cookies are not used to run programs or deliver viruses to the Client's computer.

Cookies are designation on Client's computer and can only be read by a web server on the domain offer cookies to the Client.

- Tika Tika uses “cookies” to help personalize and maximize the efficiency of your online time customer service when accessing without re-registering available information.

- Customer can accept or decline to use cookies. Most browsers automatically accept cookies, but the Customer may change the settings to refuse all cookies if the Customer prefer. However, if the Customer chooses to decline cookies, it may interfere with and adversely affect to some cookie-dependent services and features at Tika Tika.

7. Grievance redress mechanism

When problems arise that lead to disputes and complaints, Tika Tika promotes the method of mediation and compassion quality between the two parties to maintain trust between the customer and the Tika Tika application. However, if there is a non-negotiable conflict between the driver and the customer, the company will stand in the middle perform the following dispute resolution:

Step 1: Receive complaints

Users can submit comments or complaints in the following forms: Mail to TIKA TIK A headquarters (letter with problem and document information related to supporting complaints handling and resolution). TIKATIKA CONNECT CONNECT CO., JSC

14th Floor, HM TOWN Building, 412 Nguyen Thi Minh Khai, Ward 05, District 3, Ho Chi Minh City, Vietnam

Call directly to Customer Service through Hotline: 0369673270 or

Send directly to the email address of TIKATIKA: tikatikaconnect@gmail.com

Step 2: Analysis and evaluation

Within 24 hours (excluding holidays) from the date of receiving the complaint, TIKATIKA will conduct an inspection verify complaint information.

Step 3: Reply to the customer.

TIKATIKA will notify the processing result to the Customer by mail, phone, or email. If the complaint is complex and it takes more time to explicitly resolve and reply to the User, TIKATIKA will contact the Customer to extend the response time.

Step 4 : In case the complainant disagrees with the provider's resolution, then

TIKATIKA CONNECT CO., JSC is responsible for leading the negotiation and reconciliation between Parties to come up with solutions to settle and final complaint.

In case the negotiation or mediation does not come to an outcome or the complainant asks for it by law authority to intervene, TIKATIKA CONNECT CO., JSC will coordinate with the supplier to report to competent state agencies in case of necessity.

TIKATIKA CONNECT CO., JSC respects and seriously implements the provisions of the law protect the interests of consumers. Therefore, it is suggested that the supplier strictly adhere to the regulations of the laws in the transport sector, as well as appropriate behavior towards buyers. Any fraud, fraud in business, as well as acts of harming others are also worthwhile judgment and bear full responsibility before the law. The parties include the supplier, the buyer is responsible for actively solving the problem. Driver must be the party proactively handling and resolving complaints. TIKATIKA CONNECT CO., JSC will only play the role coordinate and assist in handling and resolving complaints between suppliers and buyers. TIKATIKACONNECT CO., JSC will provide relevant information to buyers and suppliers if possible is involved in a dispute or requested by the competent law.

After the driver and the customer have resolved the dispute and complaint, the driver is responsible for reporting it again for TIKATIKA CONNECT CO., JSC. In case of a transaction conflict, the error is related for a violation of the Vehicle Provider and Driver's Code of Conduct that has been provided by the supplier and the TIKATIKA CONNECT CO., JSC committed in the business co-operation contract, the TIKATIKA CONNECT CO., JSC will apply corresponding violation handling measures. This Privacy Policy and is to provide complete, accurate information, detailed and honest. All acts of fraud, fraud, to infringe upon the legitimate rights and interests of others are condemned and must bear full responsibility before the law.

8. Other

Links to Third Party Websites

The Sites may contain links to websites of third parties. Please note that TIKATIKA CONNECT CO., JSC is not responsible for the collection, use, maintenance, share, or disclose data and information of, those third parties. If the user provides the information directly for those sites, the privacy policy and terms of use of those sites apply and TIKATIKA CONNECT CO., JSC is not responsible for the information processing activities or the privacy policies of those sites.

Minors and Other Personal Information

If the user is a parent or guardian, please do not allow minors (persons under 18 (eighteen) years of age) under the guardianship of the user submitting Personal Information to the COMPANY TIKATIKA CONNECT. Where such Personal Information is provided to the TIKATIKA CONNECT, by which the user consents to the processing of Personal Information Minors and users personally accept and agree to be bound by this Notice and subject to it responsibility for the child's actions. In some cases the user may have provided other personal related Personal Information (wallet spouse, family members or friends of the user) and in those cases users represent and warrant that the user is authorized to provide their Personal Information TIKATIKA CONNECT CO. JSC and its users have their consent regarding the Personal Communication are handled and used in the manner set out in this Notice.

Acknowledgment and Approval

By talking to TIKATIKA CONNECT CO., JSC using the company's services TIKATIKA CONNECT , buy products from TIKATIKA CONNECT CO., JSC or via working with TIKATIKA CONNECT CO., JSC, the user acknowledges that the user has read and understand this Notice and agree to the use and handling of TIKATIKA CONNECT CO., JSC and transfer of the User's Personal Information as described in this Notice. In the event of any conflict between the Vietnamese version of this Notice and another language version of this Notice, the Vietnamese version is preferred.

9. Commitment to protecting personal information of customers

User personal information on Tika Tika Application is TIKATIKA CONNECT CO., JSC commits to absolute confidentiality according to Tika Tika's personal information protection policy. The collection and use of the user's information is only possible with the consent of the user except for other regulations. TIKATIKA CONNECT CO., JSC commits that:

- Do not use, transfer, provide or disclose to any third party about your personal information users without the user's consent.
- In the event that the information storage server is attacked by hacker resulting in loss of personal data member, TIKATIKA CONNECT CO., JSC will be responsible for reporting the case to the agency investigation functions to promptly process and notify users.
- Tika Tika management requires individuals when registering / purchasing as Members, to provide a full supply sufficient relevant personal information such as: full name, contact address, email address, identity card number people, phone number, account number, debit card number ..., and is responsible for accuracy, legality and updating of the above information. The management of Tika Tika is neither responsible nor handling everything complaints related to the interests of the user if it considers that the user's personal information provides level is incorrect. "

VII. Manage bad information

Regulations on information management / control on the application

- Information on TIKA TIKKA application posted by: CO. TIKATIKA CONNECT
- TIKATIKA CONNECT CO., JSC will, at its sole discretion, remove services that violate the posted regulation believe. Products / services that do not comply with the specified categories will be deleted or TIKA TIKKA transferred other reasonable categories.
- TIKA TIKKA reserves the right to decide whether to keep or remove the products / services posted on the application use this e-commerce without prior notice.
- Tika Tika does not carry out prohibited advertising activities in accordance with the Law.
- On the homepage of Tika Tika will unify a language including 3 languages key to choose Vietnamese and Korean and English.
- Information on the homepage (main screen) The application will include: accumulation points, QR codes, information selected vehicle type (car, motorbike), car delivery, meeting place, schedule, call SOS ...
- In addition, on the application there will be information about products that TIKATIKA CONNECT CO., JSC will sell such as clothes, shoes, cosmetics ... to integrate the accumulation of points for customers to redeem gifts or buying gifts.
- Tika Tika is a car driving app - transporting drunk people to predetermined places, so when carrying passengers goods to the specified address if the driver of Tika Tika detects that the customer has signs of transport transfer, circulation and use of prohibited goods will automatically stop providing the service and notify the agency authorities if deeming it necessary:

Prohibited items from use and circulation:

(a) Items prohibited by law, items requiring a license or an authority's permission authorized to be shipped, stolen or appropriated items, or items there harmful (including items containing dangerous or hazardous materials, drugs or illegal substances).

(b) Any of the following:

+ Drugs, marijuana, hormone and other addictive products;

- + Explosives and other flammable substances and goods, firearms, firearms and gun and firearms parts; Dangerous or toxic substances;
- + Specimens of wild flora and fauna species specified in the Appendix i of the Convention on International Trade in Endangered Species of Wild Plants and Animals; specimens of species endangered, precious and rare forest plants, animals and aquatic animals in accordance with the provisions of law.
- + Human tissues, organs, organs, human fetuses all goods are controlled, or goods are prohibited from importing, exporting, or circulating under regulation law;
- User is responsible for notifying the Company promptly when detecting unauthorized use, abuse use, violate privacy, save registered accounts of a third party to take appropriate measures well suited.
- Users are not allowed to use TIKA TIKA for speculation purposes, creating fake orders, bags including market needs assessment. In case of violation, the User is responsible for their behavior according to Vietnamese law.

Control seller information:

Information seller must to provide us:

- Name and address of of the vendor or organization or the name and permanent address of the individual.
- Number, date and place of the business registration certificate of vendor, or number, date and the unit issuing the establishment decision of the organization, or personal tax identification number of the individual.
- Phone number or other contact.

Conditions for approving seller information as follows:

- For drivers:
 - Request:
 - o Vietnamese citizens aged 18-50 years old
 - o Driving health conditions
 - o No criminal record
 - o Negative for narcotics

- Required documents:

- o Identity card/citizen identity card
- o Driving license
- o Police clearance certificate (No more than 06 months)
- o Healthcare check to apply for a job as a driver with heroin test (not older than 3 months)
- o 1 portrait and 1 full-length photo
- o Bank account number
- o Personal email

After completing the basic requirements and documents, the drivers will be trained through a training class at Tika Tika drivers and then will take the test to become a Tika Tika driver. If the driver passes the test, he will become an official driver of the Tika Tika app

- For sellers of ordinary goods: need to provide Business Registration Certificate (for organizations); ID card for individuals and documents proving the origin of goods and business licenses (certificate of food safety,...).

Sanction if a member violates the rules or does not comply with the regulations.

If the law shows that the content posted on the application is not in accordance with the law or regulations the company's regulations on the operating regulations, the regulations of the app, TIKA TIKA will remove that information from application. If the poster is a partner of the company, TIKA TIKA will apply the form of a claim usually if it affects the image or brand name of TIKA TIKA; If the poster is an employee / member of TIKA TIKA, the company will fire immediately and at the same time claim compensation if there is any damage harm occurs.

VIII. Responsibility in case of technical errors

- Tika Tika is committed to working to ensure the safety and stability of the entire technical system. However, in the event of a malfunction caused by Tika Tika 's fault, Tika Tika will immediately take the necessary measures to ensure the interests of members;
- When making transactions via the Tika Tika App , members must follow the correct instructions guided process;

- Tika Tika is committed to providing the best quality of service to the members participating in the transaction. In case of technical errors, software errors or other objective errors leading to membership need to notify TIKATIKA CO., JSC if unable to participate in the transaction.
- - Tika Tika will not be responsible for the settlement in case the member's notification fails to TIKATIKA CONNECT CO., LTD, arising from technical error, transmission error, part error softness or other error not caused by Tika Tika .

IX. Rights and responsibilities of Tika Tika E-commerce Application Management Board

Rights and responsibilities of the TIKA TIKKA Application Management Board

**** Responsibility of the TIKA TIKKA Application Management Board**

a. Comply with the following regulations:

- + Register application to provide e-commerce services
- + Develop and publish e-commerce applications on the media
- + Requesting partners and customers to comply with the regulations of the application
- + Have a mechanism of inspection and supervision to ensure the seller's information provision on the supply application E-commerce service level is done accurately and completely.
- + Store registration information of partners and customers on the commercial service application electronically and regularly update relevant changed and supplemented information.
- + Apply necessary measures to ensure the security of information related to business secrets of consumers.
- + Take measures to promptly handle violations when detecting or receiving complaints about business violations on e-commerce service application.
- + Assist state management agencies in investigating business violations of the law, providing Registration information, transaction history and other documents about the object of law violation on the application providing e-commerce services.

+ Publicly announcing the settlement mechanism for disputes arising during transactions on the application e-commerce service providers t. When the customer on the application provides ecommerce services conflict with the seller or damage to legitimate interests, must provide customers with information about the seller, actively assisting customers in protecting their legitimate rights and interests.

b. Ask merchants, organizations and individuals to be sellers on the merchant service application E-commerce must provide sufficient relevant information such as:

+ Name and address of the vendor or organization, or the name and permanent address of the individual.

+ The number, date and place of issue for the business registration certificate of the vendor, or the number, date and the unit issuing the establishment decision of the organization, or the personal tax identification number of the individual.

+ Phone number or other contact.

c. Preventing and removing from the application information on selling goods and services on the list of goods and services banned from business in accordance with the law and goods restricted from trading:

+ Hunting guns and shotgun ammunition, sports weapons, supporting tools;

+ Cigarettes, cigars and other finished tobacco products;

+ Wine of all kinds;

+ Rare and precious plants and wild animals, including live animals and processed parts thereof;

+ Other goods restricted from trading as prescribed by law.

d. The Company will have to provide the service to the user after completing the required procedures and conditions stated by the Company;

e. Provide information and support state management agencies to investigate illegal business activities using their applications.

f. To provide information on their business situation at the request of a competent state agency to serve e-commerce statistics, inspection, examination and handling of violations.

**** Permissions of the TIKA TIKA Application Management Board**

- a. The Company can change the Terms of Use without prior notice;
- b. If the user provides inaccurate, incomplete information or information that violates the law or Vietnamese customs, the Company has the right to refuse, suspend or terminate the user's account;
- c. The Company may stop or terminate the user account if the user violates the Company's regulations or takes actions that affect the Company's business;
- d. In the event the account is terminated, all associated certificates and permissions will also be automatically invalidated and terminated;
- e. All rights to use services and content on TIKA TIKA of the company must comply with the provisions of law on the protection of intellectual property rights in Vietnam. All logos and content in different languages are owned by the company. Unauthorized copying, use and dissemination of copyrighted materials is strictly prohibited;
- f. The Company has the right to change service prices and payment methods during the time of providing services to users according to the needs, conditions and capabilities of the Company.
- g. The Company transfers information about trips booked on the TIKA TIKA app to Driver Partners. It is the Company's responsibility only to pass on information of incoming trips to the Driver Partner.
- H. The company will facilitate the ordering process as soon as possible. However, the Company will not accept any responsibility for application failure or downtime;

X. Rights and responsibilities of the parties participating in the application of providing ecommerce services Tika Tika

Rights and obligations of members participating in e-commerce on TIKA TIKA application

**** *Members' rights***

- a. Customers will have the right to log in using the TIKA TIKA application to book services without having to pay any other fees for the service other than the value of the trip and transaction fees;

- b. Customers have the right to send questions, suggestions or feedback to TIKA TIKA during the operation following the above feedback procedure.
- c. Each member will be given a unique username and password to use in making purchases sell and manage transactions through TIKA TIKA Application;
- d. Members will be guided by TIKA TIKA's staff to use service tools and features for conducting transactions, managing transactions and using other convenient services on TIKA Application
TIKA;
- e. Members have the right to contribute comments to TIKA TIKA E-commerce trading floor during the operation moving. Petitions are sent directly by mail, fax, phone, via Grab app, email or Other non-illegal reflection channel to TIKA TIKA e-commerce trading floor.

**** *Obligations of members***

- a. Provide complete and accurate personal information: full name, email, phone number, address (district, province) and other information, and take responsibility for its legality;
- b. Read and understand the operation regulations, terms and conditions for using TIKA ecommerce trading floor service TIKA and service are provided through TIKA TIKA ecommerce trading floor before registering an account and using the service, read and understand the terms and conditions of service upon receipt of notice of replacement change, adjust the operation regulations, terms and conditions of using this service. Members use translation Service or continuing to use the service is considered a member who has read, understood and agreed with the operation regulations, article Terms and conditions for using TIKA TIKA ecommerce trading floor service and services provided through the exchange E-commerce translation TIKA TIKA;
- c. Members are strictly prohibited from using any program, tool, or any form other to interfere with the system or change data structures. Distribution, dissemination or support is strictly prohibited any activity intended to interfere, compromise or destroy the application system;

- d. Members will be solely responsible for the privacy and storage of all service usage under the registered account. The Client is responsible for promptly informing the Company of any misuse authorization, abuse, violation of privacy and storage of account information;
- e. Member commits not to use TIKA TIKA's Service for illegal purposes. The goods are liable for their actions according to the law.
- f. Cooperate and provide necessary information to TIKA TIKA to serve the dispute between buyers and suppliers is done through TIKA TIKA Apps;

**** *Obligations of customers***

- a. Be responsible for the security and keep the registered name and password of your email box and promptly notify the channel about the unauthorized use, abuse, and security breach of the registered name. and your password.
- b. When performing transactions on the channel, the Customer will have to provide some personal information as requested from time to time. The Customer is responsible for ensuring that the information provided by the Customer to the channel is accurate, up-to-date and complete.
- c. When opening an Account on the channel, the Customer is responsible for protecting their username and password and monitoring the information related to the Channel Account.
- d. The Customer will be responsible for the use of the Customer's Account by anyone accessing the Account.
- e. Indemnify for damages suffered by the Exchange and/or the Seller as a result of the Customer's violation of these Regulations.
- f. Comply with the provisions of this Regulation, Terms and Conditions of Transaction posted on the website.

XI. Terms apply

Regulation on management of e-commerce service provision of Tika Tika application officially takes effect from the date of signing the Regulation, it is publicly posted on the website <http://tikatika.net/> and on the Tika Tika Application.

Tika Tika reserves the right to modify and change these Regulations to suit the actual operating practices report on the website <http://tikatika.net/> and on the Tika Tika Application for members to know. Regulation edit changes take effect from the date of notice of change. Members' continued use of the service after the Regulations The published and enforced amendment means that members have read, understood and agreed with the revised Regulations there. Operation regulations will be continuously updated and supplemented by Tika Tika without prior notice. Fort Participants participating in the Tika Tika e-commerce service application are responsible for complying with the Regulation Existing transactions on the application of ecommerce service Tika Tika.

XII. Commitment Terms

Every member when using Tika Tika App to make mean online purchases That member has read, understood and agreed to abide by these Regulations.

Official contacts of e-commerce service provider Tika Tika application

- **Applications that provide e-commerce services** Tika Tika
- Company / Organization: TIKATIKA CONNECT CO., LTD
- Address: 14th floor, HM TOWN building, 412 Nguyen Thi Minh Khai, Ward 05, District 3, Ho Chi Minh City, Vietnam
- Tel: 0932734985 - Email: ceovina@kmscom.com
- **Hotline** : 0369673270

(signed and sealed)

Manager

LEE JIYOUNG

