

# Privacy Policy

**Company:** Công Ty TNHH Vertex Connect Solution (trading as Vertex Connect Solution Co., Ltd)

**Jurisdiction:** Vietnam

**Effective Date:** April 2026

**Version:** 1.0

Công Ty TNHH Vertex Connect Solution (trading as Vertex Connect Solution Co., Ltd) ("we", "us", or "our") is committed to safeguarding the privacy of those who interact with our website, <http://vertexconnectsolution.com> (the "Site"). This Privacy Policy explains how we collect, use, share, and protect personal information obtained through the Site or in connection with our services. Please read this policy carefully before submitting any personal information to us.

This Privacy Policy was last updated in April 2026.

## 1. Who We Are

Vertex Connect Solution Co., Ltd is incorporated in Vietnam under Vietnamese law. We are the data controller responsible for personal information collected through this Site. We provide customer support and operational support services to corporate clients and organisations globally.

**Data Controller:** Công Ty TNHH Vertex Connect Solution (trading as Vertex Connect Solution Co., Ltd)

## 2. Information We Collect

### 2.1 Information you provide

When you contact us or enquire about our services through the Site, we may collect:

- your name, job title, and professional designation;
- your business email address, telephone number, company name, and address;
- details of your service enquiry, including your industry and jurisdiction;
- records of correspondence between us; and
- registration details for any events, webinars, or training programmes we may host.

### 2.2 Information collected automatically

When you visit the Site, certain technical information is collected automatically, including:

- your IP address, browser type, and version;

- pages visited, time spent on each page, and navigation paths; and
- your device type and operating system.

### **2.3 Information from other sources**

We may also receive information about you from publicly available sources, professional directories, and referral contacts, where this is relevant to our services.

## **3. How We Use Your Information**

We use personal information for the following purposes:

- to respond to your enquiries and assess your service requirements;
- to conduct client acceptance and due diligence procedures;
- to deliver agreed services and manage our ongoing client relationships;
- to maintain, improve, and secure the Site;
- to analyse Site usage in order to enhance performance and content;
- to maintain business operations, such as to uphold professional standards, or develop our services, provided our interests do not override your rights;
- to send industry insights, updates, and information about our services that we consider relevant to you — you may opt out at any time using the unsubscribe link in any such communication; and
- to fulfil record-keeping and reporting obligations under applicable law.

## **4. Legal Basis for Processing**

In accordance with the data protection laws of Vietnam, we process personal information primarily on the grounds of your consent.

We may also process personal information without consent where permitted by law, including where necessary:

- to perform a contract: processing is necessary to enter into or carry out a services agreement with you, including taking steps at your request prior to signing;
- to comply with legal obligations: we are required by law or regulation to process certain personal information, for example to meet statutory record-keeping requirements or conduct impact assessments; and
- to protect legitimate interests in urgent situations, such as to prevent unauthorised access, fraud, and other harmful activity.

## **5. Sharing Your Information**

We do not sell, rent, or trade your personal information. We may share it in the following limited circumstances:

- with service providers who process data on our behalf, subject to confidentiality obligations and, where required, data processing agreements;
- with professional advisors, including legal counsel and auditors, under appropriate confidentiality undertakings;
- with regulatory authorities, law enforcement agencies, or government bodies where disclosure is required or permitted by applicable law; and
- with a successor entity in the event of a corporate restructuring, merger, or acquisition, subject to equivalent privacy protections.

## **6. Cookies**

We do not use cookies or similar tracking technologies on this Site. Certain technical information is collected automatically when you visit the Site as described in clause 2.2 above, but this does not involve the placement of cookies on your device.

## **7. International Data Transfers**

We operate internationally and your personal information may be transferred to, processed in, or stored in jurisdictions outside your country of residence. We enter into data transfer agreements containing mandatory safeguards as required under Vietnamese law. Where such transfers occur, we will prepare and submit a Cross-border Transfer Impact Assessment within 60 days from the date of the personal data transfer to the Ministry of Public Security through the National Portal of Personal Data Protection in accordance with Decree No. 356/2025/ND-CP and take reasonable steps to ensure that your personal information receives appropriate protection, which may include reliance on standard contractual clauses or other legally recognised transfer mechanisms.

## **8. How Long We Keep Your Information**

We retain personal information for as long as necessary to fulfil the purposes set out in this Privacy Policy, or as required by applicable law. Our general approach is:

- Site analytics data: up to 24 months;
- Marketing preferences: until you withdraw consent or opt out; and
- General correspondence: 5 years from date of last contact aligned with Vietnamese record-keeping requirements

Retention periods may be extended where required by legal proceedings, regulatory investigations, or other applicable requirements.

## **9. Your Rights**

Subject to applicable law, you may have the right to:

- access the personal information we hold about you;
- request correction of inaccurate or incomplete information;

- request deletion of your personal information, subject to applicable legal retention obligations;
- object to processing where we are not entitled to continue using your information; and
- withdraw consent at any time where processing is based on consent by writing to us at [vertexconnectsolution.com](https://vertexconnectsolution.com). Withdrawal will not affect anything we have done in reliance on your consent before that point.

To exercise any of these rights, please contact us at [vertexconnectsolution.com](https://vertexconnectsolution.com). We will acknowledge your request within 14 days and aim to respond fully within 40 days of receipt. We may require verification of your identity before processing your request.

## **10. Security**

We maintain reasonable technical and organisational safeguards to protect personal information against unauthorised access, loss, misuse, alteration, or destruction. Access to personal information is limited to those with a genuine need to know, and all such individuals are required to maintain its confidentiality. While we endeavour to protect your information, no transmission over the internet or electronic storage system can be guaranteed to be completely secure.

Where a personal data breach occurs that poses a material risk of harm to any individual, we will notify affected individuals, organisations, and where appropriate, the relevant authorities within 24 hours, 72 hours, or 5 days of detection depending on the nature of the incident and in accordance with mandatory breach notification requirements in accordance with Vietnamese laws.

## **11. Links to Other Sites**

This Site may contain links to external websites not operated by us. We have no control over the content or privacy practices of those sites and accept no responsibility for them. We encourage you to review the privacy policy of any external site before providing personal information.

## **12. Children**

Our Site and services are directed exclusively at business professionals and organisations. We do not knowingly collect personal information from individuals under the age of 18. If we become aware that we have inadvertently collected such information, we will take prompt steps to delete it.

## **13. Disclaimer**

Vertex Connect Solution Co., Ltd is a company providing customer support and operational support services. We are not a licensed financial institution, investment adviser, securities firm, or legal practice. Nothing on this Site constitutes regulated financial, investment, or legal advice, and no content should be relied upon as such.

## **14. Changes to This Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or applicable law. When we do so, we will revise the "last updated" date at the top of this page. Where changes materially affect the way we process your information, we will take appropriate steps to notify you.

## **15. Contact**

If you have any questions or concerns about this Privacy Policy or our handling of your personal information, please contact us:

**Website:** <https://vertexconnectsolution.com>

**Company:** Vertex Connect Solution Co., Ltd

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