



Privacy Statement

At HFG we recognize the importance of protecting your personal information and are committed to processing it responsibly and in compliance with applicable data protection laws in all countries in which HFG operates.

This Privacy Statement describes HFG's general privacy practices that apply to personal information we collect, use and share about our clients, business partners, supplier and other organizations with which HFG has or contemplates a business relationship as well as the individuals working for them. This Privacy Statement does not apply to the extent HFG processes personal information on behalf of clients for their benefit and under their control (as a “processor”). It may apply to collection of information related to authorized users of such services to the extent HFG processes this information for its own interests (as “controller”).

Why and how we collect and use your personal information

We may collect your personal information as an individual for various purposes, such as the following:

- **Access and use of websites or other online service (including “apps”)**
When entering one of our websites, or using an online service (where references to online services include desktop or mobile applications or “apps”), we will record information necessary to provide you with access, for the operation of the website and for us to comply with security and legal requirements in relation to operating our site, such as passwords, IP address and browser settings. We also collect information about your activities during your visit in order to personalize your website experience, such as recording your preferences and settings, and to collect statistics to help us improve and further develop our websites, products and services.
- **Responding to your request for information, order, or support**
When you contact us (online or offline) in connection with a request for information, to order a product or service, to provide you with support, or to participate in a forum or other social computing tool, we collect information necessary to fulfill your request, to grant you access to the product or service, to provide you with support and to be able to contact you. For instance, we collect your name and contact information, details about your request and your agreement with us and the fulfillment, delivery and invoicing of your order and we may include client satisfaction survey information. We retain such information for administrative purposes, defending our rights, and in connection with our relationship with you.

When you provide your name and contact information to register in connection with such a request, the registration may serve to identify you when you visit our websites. For ordering of most services and products we require you to have registered a user ID. Registration may also allow you to customize and control your privacy settings.

- **Your use of HFG online services**

We collect information about your use of HFG online services to enable product features to operate, improve your user experience, tailor our interactions with you, inform our clients on the overall use of the services, provide support and improve and develop our products and services.

- **Contacting employees of our clients, prospects, partners and suppliers**

In our relationship with clients or prospects, partners and suppliers, they also provide us with business contact information (such as name, business contact details, position or title of their employees, contractors, advisors and authorized users) for purposes such as contract management, fulfillment, delivery of products and services, provision of support, invoicing and management of the services or the relationship.

- **Visitor information**

We register individuals visiting our sites and locations (name, identification and business contact information) and use camera supervision for reasons of security and safety of persons and belongings, as well as for regulatory purposes.

- **Marketing**

Most information we collect about you comes from our direct interactions with you. When you register for an event we may collect information (online or offline) in relation to the event organization, and during an event, such as participation in sessions and survey results. We combine the personal information we collect to develop aggregate analysis and business intelligence for conducting our business and for marketing purposes. You can choose to receive information by email, telephone or postal mail about our products and services. When visiting our websites or using our services we may provide you with personalized information. For subscriptions, you can unsubscribe them when you want to.

Where we reference that we use your personal information in connection with a request, order, transaction or agreement (or preparing for the same), or to provide you with services that you requested (such as a website), we do this because it is necessary for the performance of an agreement with you.

Where we reference that we use your personal information in relation to marketing, improvement or development of our products or services, for reasons of safety and security, or regulatory requirements other than in connection with your agreement or

request, we do this on the basis of our or a third party's legitimate interests, or with your consent.

Information Security and Accuracy

We intend to protect your personal information and to maintain its accuracy. HFG implements reasonable physical, administrative and technical safeguards to help us protect your personal information from unauthorized access, use and disclosure.

Retention Period

We will not retain personal information longer than necessary to fulfill the purposes for which it is processed, including the security of our processing complying with legal and regulatory obligations (e.g. audit, accounting and statutory retention terms), handling disputes, and for the establishment, exercise or defense of legal claims in the countries where we do business.

How to contact us

If you have a question related to this Privacy Statement, please contact us via the contact information provided on this website.

Where this is relevant, the controller of your personal information is HFG Limited (HFG) (Address: 18A, Block 25, Hong Kong Garden, 100 Qingshan Road, HK) , unless indicated otherwise.

In the event you consider our processing of your personal information not to be compliant with the applicable data protection laws, you can lodge a complaint by sending us email via the contact information provided on this website.

Changes to our Privacy Statements

We may update this Privacy Statement from time to time to reflect changes to our data governance practices. The revised Privacy Statement will be posted here with an updated revision date. We encourage you to check back periodically for any changes or updates. By continuing to use our websites after such revision takes effect we consider that you have read and understand the changes.