# Privacy Policy

[*Last Modified: 22 July 2026*]

Sai Gon Commercial Arbitration Centre ("SCAC") is committed to safeguarding any personal data that you provide to us. This includes, but is not limited to, personal data provided through https://scoarbitration.org and its associated web pages (collectively, the "Website").

SIAC collects, uses, discloses and processes personal data in accordance with the Law on Data No 60/2024/QH15 and other applicable laws ["the LoD"]. This Privacy Policy sets out the basis on which any personal data that SCAC collects from you, or that you provide to SCAC, will be processed in accordance to the LoD. It shall apply in conjunction with any other data protection policy, clauses or terms and conditions which SCAC may publish or give to you from time to time. Please read the following carefully to understand SCAC's views and practices regarding your personal data. Personal data refers to any data, whether true or not, about an individual who can be identified from that data, or from that data and other information to which an organisation has or is likely to have access.

Unless restricted by applicable law, you agree that any and all personal data relating to you collected by SIAC from time to time may be used and disclosed for such purposes and to such persons as set out in this Privacy Policy.

SCAC may amend this Privacy Policy at any time by posting a revised version on the Website. An individual notice may not be sent to you. You will be deemed to have acknowledged and agreed to the amended Privacy Policy if you continue to use the Website after the changes have taken effect. You are reminded to check for updates to this Privacy Policy prior to using the Website.

## 1. COLLECTION OF PERSONAL DATA

1.1. SCAC collects personal data from you in various circumstances. For example, you may provide personal data to SCAC when:

- Carrying out transactions with SCAC on or in relation to the Website (e.g. registering for an event);
- Contacting SCAC via the Website or other means;
- Subscribing to any updates or newsletters that SCAC may provide on the Website;
- Visiting the Website – in such instances, personal data collected includes without limitation traffic data, location data, and the services and content that you access;
- Filing arbitration case documents with SCAC;
- Accepting an appointment as an arbitrator or other appointee;
- Applying for a job, internship or any other placement at SCAC;
- Applying to join the SCAC Arbitrators, any SCAC list of arbitrators, or any other membership group that SCAC has;
- Entering SCAC's offices; and
- Communicating with an employee of SCAC.

1.2. Please note that the circumstances in which you provide personal data to SCAC as set out above are not exhaustive, and may be subject to change from time to time.

1.3. You can browse the Website without disclosing your personal data. You are not required to provide personal data as a condition of browsing the Website, except as may be necessary to respond to your requests or in cases where you contact SCAC directly.

## 2. PURPOSES OF COLLECTION, USE AND DISCLOSURE

2.1. SCAC may collect, use and disclose personal data about you where permitted or required by written law. This includes the following circumstances set out in the Lod:

- Your consent (including deemed consent);
- Vital interests of an individual;
- Public interests;
- The legitimate interests of an individual or organisation (including SCAC); and research or business improvement purposes.

Notwithstanding the above, in respect of arbitrations administered and dispute resolution services provided by SCAC, SCAC will collect, use, disclose, and otherwise process any personal data collected in accordance with the applicable arbitration rules.

2.2. All personal data and other information collected may be used and/or disclosed by SCAC in the aggregate or individually and may be combined with other information for the following purposes:

- Administering the Website;
- Providing you with services (including arbitration and dispute resolution-related services);
- Providing you with and/or publishing content (including in SCAC's publications);
- Responding to your enquiries or requests;
- Responding to and taking follow-up action on feedback;
- Sending you general (non-marketing) commercial communications;
- Processing payments to you;
- Filing of withholding tax on your behalf;
- Performing office and operational administrative matters;
- Considering and dealing with your application for a job, internship or any other placement at SCAC;
- Administering the SCAC Panel of Arbitrators, any SCAC list of arbitrators, or any other membership group that SCAC has;
- Document retention relating to and in support of services provided by SCAC;
- Record keeping/archiving relating to SCAC's operations and activities; and

- Any other purposes for which you have provided your personal data, including for entry into SCAC's offices and communications with an employee of SCAC.

2.3. SCAC will not, without your express consent, collect, use or provide your personal data to third parties for the purposes of sending you direct marketing communications.

2.4. You may withdraw any consent given in relation to any collection, use or disclosure of your personal data as set out in this Privacy Policy. In the event you withdraw consent, SCAC shall cease to collect, use and/ or disclose your personal data, although this does not affect SCAC's right to continue collecting, using and disclosing your personal data where permitted or required under the LoD or any other written law. Depending on the nature of your request and your existing relationship with us, SCAC may not be able to continue providing you with SCAC's services.

## 3. PERSONAL DATA SUBMITTED FOR JOB OR INTERNSHIP APPLICATION

3.1. When you submit your personal data for the purpose of a job or internship application with SCAC, SCAC may collect, use and disclose your personal data for the purpose of assessing and processing your job or internship application, in reliance on your consent and/or any other applicable legal basis under the LoD. If you provide third party personal data to us such as the personal data of your spouse, children, emergency contact, character references, you confirm that you have obtained their respective consents to SCAC's collection, use and disclosure of their personal data on these terms.

3.2. In assessing and processing your job application, SCAC may disclose your personal data (as well as any third party personal data that you have provided) to the following third parties:

- SCAC's affiliates;
- SCAC's service providers and agents;
- Organisations that provide or administer employee benefits and entitlements; and
- Regulatory authorities, statutory bodies or public agencies.

3.3. In the event that your job or internship application is successful, SCAC will use the personal data that you have provided, including personal data about third parties, for personnel on-boarding administration, which may including disclosing your personal data to SCAC's third party agents for the purposes of conducting further background checks (if required), processing any employee benefits accorded to you, and arranging for any routine pre-employment medical checkups.

## 4. RETENTION

SCAC only retains personal data for as long as necessary for the fulfilment of the purposes for which it was collected or to which you have given your consent, except where otherwise permitted or required by law.

## 5. IP ADDRESSES

When you use the Website, SCAC may collect and store information about your computer, including where available your IP address, operating system and browser type, for system administration. This information is collected for data analytics and Website optimisation.

## 6. COOKIES

The Website may use cookies to distinguish you from other users of the Website. This helps SCAC to provide you with a good experience when you browse the Website and also allows SIAC to improve the Website.

## 7. STORAGE OF YOUR PERSONAL DATA

7.1. Depending on the circumstances, the personal data that SCAC collects from you may be transferred to, and stored at, a destination outside Singapore. It may be processed by one of SCAC's service providers overseas. If SCAC transfers your personal data to a destination outside Vietnam, SCAC will take appropriate steps in accordance with applicable regulations to ensure that the data is protected to a standard of protection that is at least comparable to that under the LoD.

7.2. By providing your personal data, you agree to this transfer, storing or processing under paragraph 7.1. SCAC will take all steps reasonably appropriate to ensure that your personal data is treated securely and in accordance with this Privacy Policy and applicable laws and regulations.

## 8. SECURITY

8.1. SCAC will take reasonable technical and organisational security precautions to protect your personal data from unauthorised manipulation, destruction, access, collection, use, disclosure, copying, loss, or similar risks, as well as to prevent the loss of any storage medium on which your personal data is stored.

8.2. You however understand that the transmission of information via the Internet is not completely secure. Although SCAC will do its best to protect your personal data, SCAC cannot guarantee the security of your personal data transmitted on the Website or via other means. All transmissions of personal data by you are undertaken at your own risk.

8.3. In the event of a data breach affecting your personal data which results in or is likely to result in significant harm, SCAC will notify you in accordance with the LoD.

## 9. DISCLOSURE OF PERSONAL DATA

9.1. SCAC may disclose your personal data to companies and offices that are affiliated to SCAC. SCAC may also disclose your personal data to third parties such as SCAC's service providers and professional advisors. Some of these recipients of your personal data may be located outside of Vietnam.

9.2. SCAC may also be under a duty to disclose or share your personal data:

- To comply with any legal obligation;
- To enforce any agreement that SCAC has with you;
- To protect the rights, property, or safety of SCAC, its affiliates and subsidiaries, or any other person; and
- In connection with any legal proceedings or prospective legal proceedings.

## 10. ACCURACY

10.1. SCAC shall take reasonable steps to ensure personal data collected by or on behalf of SCAC is accurate and complete if it is likely to be used to make a decision that affects you, or it is likely to be disclosed to another organisation.

10.2. If you provide your personal data directly to SCAC, such data shall be deemed accurate and complete. You shall be responsible for updating SCAC if there are any changes in your personal data that you have initially provided. SCAC shall not be responsible for relying on any inaccurate or incomplete personal data arising from your failure to update SCAC as such.

## 11. THIRD PARTY WEBSITES

The Website may, from time to time, contain links to and from the websites of SCAC's partners. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that SCAC does not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## 12. ACCESS TO AND CORRECTION OF PERSONAL DATA

12.1. You have the right to request access and correction of personal data that SCAC holds about you. Your right of access and correction can be exercised in accordance with the LoD as may be amended from time to time.

12.2. All requests for access to, or amendment of, personal data held by SCAC shall be made in writing, providing the requesting party's full name, address, email address, contact number, a copy of an official identity document (for verification of identity) and stating the nature and full details of the request. Requests should be submitted to SCAC via post or email at:

Sai Gon Commercial Arbitration Centre- 137 Street No: 5, An Khanh Ward, Ho Chi Minh City, Vietnam. Attention: Data Protection Officer Facsimile Number: [+84-28] 3535 0828, Email: scac.arb@scoarbitration.org.

12.3. SCAC may refuse to disclose or amend any information for the reasons set out in the LoD.

12.4. SCAC shall be entitled to impose a fee on each request of access to personal data. This fee reflects the time and effort required by SCAC to respond to your request. Such fee will be notified to you upon SCAC receiving your request.

12.5. The applicable fee should be paid by way of cheque made out to Sai Gon Commercial Arbitration Centre within the time period stipulated by SCAC. Please note that SCAC will not accept and act on any request that is not accompanied with payment of the applicable

fee. You may contact SCAC via the information listed in 12.2 to arrange alternative payment modes.

## 13. DISCLAIMER

SCAC is not liable for any voluntary disclosure of personal data by you to other users of the Website.

## 14. CONTACT US

Should you require further information about the treatment of your personal information by us, please do not hesitate to contact SCAC's Data Protection Officer at: scac.arb@scoarbitration.org./.