

## [Image Information Processing Device Operation/Management Policy]

Lotte Tour Development Co., Ltd (hereafter the ‘Company’) herewith outlines the management and operations of its image information processing management policy.

### 1. Installation grounds and purpose of image information processing device

The company installs and operates image information processing device in accordance with Article 25, Paragraph 1 of the Personal Information Protection Act and Jeju Special Self-Governing Province Casino Image information Processing Device installation and management regulations.

- Prevention and investigation of crimes
- Ensure safety of facilities and prevent fire

### 2. Number of installed devices, location of installed devices and recording range

Location	Number of Installed Devices	Recording Range
Hotel	1340	All areas with operational activities within Hotel (Lobby, Corridor, Parking Areas, Restricted Areas)
Casino	860	All areas with operational activities within Casino (Entrance, Corridor, Bar, Cage and Currency Exchange, Gaming Table, Electronic Gaming Machine, Unmanned Currency Exchange, Restricted Areas)
Exterior of buildings	10	All entrances for customers and employees, and entrances and exits of car park; Roads adjacent to the Resort.

### 3. Person in-charge, department in-charge and access authority to image information

		Department	Name	Position	Contact Number
Hotel	Person In-Charge	Security Team	Kim Hwan Jin	Senior Manager	064-795-8555
	Access Authority		All security control room staff		
Casino	Person In-Charge	Surveillance Team	Seo Chang Young	Assistant Manager	064-795-8111
	Access Authority		All Surveillance staff		

**4. Recording time of image information, period of storing, place for storage and processing methods**

Location	Recording Time	Period of Storing		Place for Storage
Hotel	24hrs	30 days from filming		Data Center
Casino	24hrs	Count Room and other main areas	30 days from filming	Surveillance Data Center
		Other areas	20 days from filming	
		Violation of domestic laws	3 years from filming or until the case is closed	
		Entry prohibited scenes	3 years from filming	

Processing methods:

- 1) Record and manage the request regarding use of personal image information for other purpose, provide to third party, destruction, viewing etc.
- 2) Printouts (photos, etc.) recorded with personal image information are shredded or incinerated, personal image information in the form of electromagnetic files is permanently deleted using a technical method that prevents restoration of information.

**5. Method of verifying image information and place of verification**

- Method of Verification: Contact the manager of image information processing device
- Place of Verification: Security Team or Surveillance Team

**6. Entrustment of image information processing device installation and management**

The company entrusts the business relating to Image information Processing Device Installation and Management, etc. to 'S1 Co., Ltd.', the company defines necessary matters for security management of personal information as per the entrustment contract according to relevant laws and regulations.

## **7. Measures regarding customers request for access of Image information**

Customers may request access or enquire about the existence of personal image information. Request can be addressed to the manager in-charge. Access to personal image information will be considered based on the background and authenticity of the request. If request is approved, the company will take immediate actions to delete or dispose of requested information.

In the following scenarios, the Image information Processing Device Manager may refuse a request for access of personal image information. In this case, the company will issue the reason for refusal in written form within 10 days.

- 1) The image information has been destroyed due to the expiration of the duration for storing such information
- 2) There is justifiable reason to refuse the request of the principal for access of image information

## **8. Technical, managerial and physical protection measures for image information**

- Managing personal image information safely with encryption
- Access control and manage restricting access to personal image information
- The company records and manages creation date and time of personal image information, purpose of reading, reader, reading date and time etc.
- Provide storing facility or install locking device to physically protect personal image information

## **9. Matters on image information processing device installation (operation and management plan)**

This image information processing device operation and management plan was established on November 24, 2020. In the event of any addition, deletion and modification of its details according to relevant laws, policies or security technology change, the reason for modification and details will be announced no later than 7 days prior to the implementation thereof.

- Date of announcement: November 24, 2020
- Date of implementation: November 24, 2020