

PERSONAL INFORMATION HANDLING POLICY

Hyatt Regency Jeju (hyattregencyjeju.com, herein referred to as 'Hyatt Regency Jeju') handles all users' personal information with care, protects users' personal information security and rights in accordance with the Personal Data Protection Act, and enforces the following Privacy Policy in order to process personal information-related complaints by users.

Hyatt Regency Jeju uses the Privacy Policy to monitor how user's personal information is used, and also to notify the user concerning the measures implemented to protect personal information. When the policy is amended, such will be notified through its website (or individually).

1. PERSONAL INFORMATION PROCESSING OBJECTIVE

Hyatt Regency Jeju handles personal information for the following general purposes. Processed personal information will not be used for purposes other than those specified below. If in any case the purpose of use is revised, the user's consent will be acquired in advance.

A. Provision of Goods or Services

Personal information is received and processed for purposes of hotel check-in, restaurant use, membership policy management, delivery of goods, service provision, invoice issuance, contents provision, customized service provision, personal identification verification, age verification, payment of charges, settlement, etc.

B. Use for Marketing and Advertisements

Personal information is collected and processed for purposes of new service (products) development and provision of customized services, provision of event and advertisement information and opportunity for participation, service validity verification, for purposes of understanding access frequency or gathering statistical data concerning service usage by members, etc.

C. Personal Image Information

Personal information is collected and processed for purposes of criminal activity prevention and investigation, facility safety and fire prevention, etc. You may always choose what personal information (if any) you wish to provide to us. However, if you choose not to provide certain details, some of your experiences with us may be affected.

2. PROCESSING AND RETENTION PERIOD

Hyatt Regency Jeju processes/retains personal information within the range of personal information retention/usage period pursuant to related legislation, or personal information retention/usage period agreed upon at the time of collecting personal information from the information holder. Customers' personal information is immediately discarded at the time of personal information collection/provision objective fulfillment. Processing and retention period for each personal information criteria is listed below.

Sort	Purpose of Utilization	Retention Period	Collection Method
Room reservation	Contact and provision of information for the performance of services, delivery of notices, communication channels for complaint handling, confirmation of guest room booking, data used for the provision of customized services, etc.	Until the end of contract period or the period required by related legislation and internal policies	Website, telephone
Restaurant reservation	Contact and provision of information for the performance of services, delivery of notices, communication channels for complaint handling, etc.	Until the end of contract period or the period required by related legislation and internal policies	Website, telephone
Aqua View Spa membership	Identification process, emergency contact, communication channel for customer complaint handling, guidance delivery for updated promotion or services	When withdrawal is requested or until the time permitted under the statutes	Written form
Registration of spa customers	Communication channel for customer complaint handling, guaranteed room reservation, offering resources for customized service, and delivering information	Until the end of contract period or the period required by related legislation and internal policies	Spa indemnity agreement form

Club at the Hyatt membership	Issuance of Club at the Hyatt membership, provision of information concerning membership benefits, handling of customer complaints, development of customized services and new services	When withdrawal is requested or until the time permitted under the statutes	Written form
Registration of hotel guests	Identification procedure, communication channel for customer to deliver updated guidance, discuss contract details and payment, provide customized services and handle inquiries	One year from check-out date (up to five years in case of certain disputes)	Written room registration card
Event/banquet contract	User authentication, contact information for service performance, communication channel for notification and complaint handling	Three years from the event completion	Written contract
Hotel event participation	Contact or guidance for service or event gift delivery	Up to a certain period from the date of event termination (additional conditions to be included in event contents)	Event coupon, etc.

Related legislation

- 1) Records concerning consumer complaints or dispute settlement: 3 years
- 2) Records concerning credit information collection/processing and usage: 3 years
- 3) Records concerning payment of charges and provision of goods, etc.: 5 years
- 4) Records concerning contract or subscription withdrawal: 5 years
- 5) Records concerning indication/advertisement: 6 months

3. PERSONAL INFORMATION COLLECTION OF CHILDREN UNDER AGE OF 14

Hyatt Regency Jeju requests the approval of a legal representative when we collect the personal information of children under the age of 14. With the approval of a legal representative, our company can collect the name and contact information of the children from the legal representative. Collected personal information of the legal representative will be used for the purpose of personal information collection of children only. Collected information of legal representative will be automatically removed in five days, if he or she disagrees with the collection of personal information of the children.

4. MATTERS CONCERNING PROVISION OF PERSONAL INFORMATION TO THIRD PARTIES

Hyatt Regency Jeju recognizes that provision of personal information to third parties is prohibited, and only permitted if the grounds are applicable to Article 17 and Article 18 of the Personal Data Protection Act, such as securing information holder's approval, special regulations of legislation, etc. At present, we do not provide personal information to third parties.

5. MATTERS CONCERNING CONSIGNMENT OF PERSONAL INFORMATION PROCESSING

Hyatt Regency Jeju consigns personal information processing as shown below for the purpose of ensuring efficient personal information processing.

Consigned Business	Consigned Tasks	Retention Period
Medallia	Customer satisfaction inquiries	Until membership withdrawal or consignment contract expiry
Oracle Korea	Maintenance for hotel guest management system	
S-Way Korea	Guest room cleaning	
Concentrix Daksh Service Philippines Co.	Hotel room call reservation service	
Double BM	Management and joining for Club at the Hyatt members, membership renewal, hotel promotion and marketing	
Table Check	Maintenance for online dining booking and management system	
Experian	Transmission of e-mail messages, ASP service	

Pursuant to Article 25 of the Personal Data Protection Act, Hyatt Regency Jeju stipulates matters concerning prohibition of personal information processing for purposes other than consigned task fulfillment, technical/managerial protection measures, re-consignment restrictions, management/supervision of consignee, indemnification for damages, and other obligations on the contract or other such documents. At the same time, internal management protocol “Personal Information Processing Consignment (Provision) Contract Security Pledge” will be requested. The consignee is managed, monitored, and supervised on a regular basis to ensure that personal information is processed securely. Also, in the event that the details of the consigned duties or the consignee change, such information will be disclosed immediately through this Privacy Policy.

6. MATTERS CONCERNING THE RIGHTS-OBLIGATIONS OF INFORMATION HOLDER AND THE METHOD OF ITS EXERCISE

The information holder shall have the right to submit a request for the following information concerning the agreements, such as collection/use and provision of personal information. However, exercise of rights may be restricted if there are obligations defined by legislation.

A. Request to Review Personal Information

Exercise of the right to request to review personal information can be submitted in written form, email, fax, etc. according to the Personal Data Protection Act Enforcement Regulation Attachment No.8 template. Hyatt Regency Jeju will process the request immediately upon receipt. Request to review personal information can be submitted by a legal representative or other entrusted persons of the information holder.

B. Request to Make Correction of Errors

In the case of a request to make correction of errors found in the personal information of the information holder, Hyatt Regency Jeju does not use or provide the relevant personal information until the corrections are applied.

C. Request for Deletion

In the case of a request to delete personal information of the information holder, Hyatt Regency Jeju does not use or provide the relevant personal information before deletion is applied.

D. Processing Suspension Request

In the case of a request to suspend processing of personal information of the information holder, Hyatt Regency Jeju does not process the relevant personal information from the time of receiving the processing suspension request.

7. PERSONAL DATA ITEMS

Hyatt Regency Jeju, pursuant to Article 32 of the Personal Data Protection Act, can register and release personal information. Objectives and items of personal information are listed below. Information listed below can be collected automatically during the online service process or service providing the task process (IP connection information, internet cookies, MAC address, service records, connection log).

Sort		Collected Items
Club at the Hyatt membership	Necessary	Name(Korean, English), gender, address, date of birth, phone number, e-mail, wedding anniversary, number of children
	Optional	World of Hyatt number, company, title, spouse name, date of birth of spouse
Restaurant reservation	Necessary	Name (Korean, English), phone number, e-mail
	Optional	Name of company, date of birth, address
Online room reservation	Necessary	Name, address, phone number, e-mail, credit card information
	Optional	Flight information, facilities preference, World of Hyatt number
Aqua View Spa membership	Necessary	Name (Korean, English), date of birth, phone number, address, e-mail
	Optional	Spouse information: Name (Korean, English), date of birth, phone number, e-mail
Registration for rooms	Necessary	Name, address, phone number, e-mail, passport number, nationality, credit card information
	Optional	Name of company, title, date of birth, World of Hyatt number
Events/banquets contract	Necessary	Name, name of company, phone number, email
Wedding contract	Necessary	Name, phone number, email
Event participation	Necessary	Name, phone number, email, room number, name and phone number of guardians or parents if required
	Optional	Information of event participants

8. PERSONAL INFORMATION DISPOSAL

As a general rule, Hyatt Regency Jeju immediately discards personal information upon the fulfillment of the processing objective of the personal information or upon the expiry of the retention period. The procedures, deadline and method of disposal are listed below.

A. Disposal Procedure

Information provided by users is saved to a separate DB (separate file for paper documents) for a specified period of time pursuant to internal policies and other related legislation, or it is destroyed immediately. At this point, information saved to a separate DB is not used for any purposes unless in accordance with related legislation.

B. Disposal Deadline

User's personal information is destroyed within five days of retention period expiry, or five days from the date of acknowledging that use of relevant personal information is unnecessary.

C. Disposal Method

Technical method that restricts regeneration of records is used to destroy personal information saved in electronic document formats. Paper documents containing personal information are either shredded or incinerated.

9. MATTERS ON INSTALLATION, OPERATION AND REJECTION OF AUTOMATIC COLLECTION OF PERSONAL INFORMATION

Hyatt Regency Jeju uses 'cookies' that store and redirect usage information to provide personalized services. A cookie is a small amount of information that a server (http) being used to run a website sends to the user's computer browser and is stored on the hard disk of the user's PC.

A. Purpose of the Cookie

It is used to provide optimized information to users by identifying the types of visits and usage of each service and websites visited by users, popular searches, security access, and so on.

B. Installation, Operation and Denial of Cookies

You can refuse to store cookies via the options setting in the Tools → Internet Options → Privacy menu at the top of your web browser.

C. If you refuse to store cookies, you may have difficulty using customized services.

10. MEASURES TO PROCURE PERSONAL INFORMATION SECURITY

Pursuant to Article 29 of the Personal Data Protection Act, Hyatt Regency Jeju implements the following technical/managerial and physical measures required to procure personal information security.

A. Personal Information Processing Staff Minimization and Training

This personal information management measure is implemented by assigning a minimal number of employees for personal information processing duties under the supervision of an administrator.

B. Scheduled Internal Inspection

In order to procure the stability and security of personal information-related duties, internal inspection is conducted on an annual basis.

C. Internal Management Protocol Establishment and Enforcement

Internal management protocol is established and enforced to ensure safe and secure personal information processing.

D. Personal Information Encryption

Passwords among users' personal information are one-way encrypted for storage and management. Passwords are known only to the user. Additional security features, such as file or transmission data encryption or file lock feature, are applied to important and sensitive data.

E. Technical Prevention Measures for Hacking, etc.

A security program is installed at Hyatt Regency Jeju to prevent personal information disclosure or damage due to hacking, computer viruses, etc. The program is updated and inspected on a regular basis, the system is installed in a restricted access area, and it is monitored and controlled technically and physically.

F. Restricted Personal Information Access

Measures required for controlled access to personal information are implemented through assignment, modification, and expiry of permission to access the personal information processing database system, and a firewall system is used to control and monitor unauthorized access.

G. Access Log Archiving and Falsification Prevention

The personal information processing system access log is archived and managed for a minimum period of six months, and security features are applied to prevent falsification, tampering, theft, or loss of access logs.

H. Use of Locking Mechanism for Document Security

Documents, external storage mediums, and other such physical elements containing personal information are stored in a safe location with a locking mechanism.

I. Unauthorized Entry Control

A physical location for storing personal information is established, and access and entry control procedures are established and implemented.

11. PERSONAL INFORMATION SECURITY OFFICER

Hyatt Regency Jeju takes responsibility for the general management of personal information processing. Personal Information Security Officers are appointed as shown in the table below to respond to the information holder's complaints and manage damage relief in regards to personal information processing.

	Personal Information Security Officer	Personal Information Administrator
Name	Sean Yoon	Lily Lee
Affiliation/Position	General Manager	Director of Sales and Marketing
E-mail	sean.yoon@hyatt.com	lily.lee@hyatt.com
Contract	+82 64 735 8400	+82 2 325 1590

12. REMEDIES FOR THE INFRINGEMENT OF RIGHTS AND BENEFITS OF INFORMATION SUBJECTS

The following institutions are external to Hyatt Regency Jeju. If you are ever dissatisfied with personal information related processing or damage relief results of Hyatt Regency Jeju, or if you require further assistance, please contact one of the institutions below.

Personal Information Infringement Report Center

- Matters under jurisdiction: Personal information infringement reporting, consultation
- Website: privacy.kisa.or.kr
- Telephone: 118 (ARS Ext. 2)

Personal Information Dispute Mediation Committee

- Matters under jurisdiction: Personal information dispute conciliation, group dispute conciliation
- Website: www.kopico.go.kr
- Telephone: 1833-6972

Cybercrime Investigation Department of the Supreme Prosecutors' Office: +82-2-3480-3573 (www.spo.go.kr)

Cyber Bureau of Korea National Police Agency: 182 (<http://cyberbureau.police.go.kr>)

13. INSTALLATION AND OPERATION OF VIDEO INFORMATION PROCESSING EQUIPMENT

Hyatt Regency Jeju has installed and operated the following image processing equipment.

- 1) Grounds for installation of image processing equipment/purpose: Facility safety and fire prevention at Hyatt Regency Jeju
- 2) Installation number, installation location, filming range: 40 units installed in main facilities such as lobby, banquet hall; filming range: filming whole space of main facilities
- 3) Administrative person, department and access to image information: Security team, Engineering manager
- 4) Video information recording time, storage period, storage place, processing method
 - Recording time: 24-hour recording
 - Storage period: 14 days from recording
 - Storage place and processing method: Storage and processing of security team in video information processing equipment control room
- 5) How to check the video information and location: Request the management person in charge (Security team)
- 6) Request for information such as viewing information of the information subject, such as reading personal video information, apply for the confirmation of existence, and if the information subject itself is photographed or if it is necessary for the benefit of life, body and property of the information subject clearly allowed.



7) Technological, administrative and physical measures for the protection of video information: establishment of internal control plans, restriction of access control and access rights, secure storage of video information, application of transmission technology, preservation of processing records, locking device, etc.

14. PRIVACY POLICY AMENDMENT

This Personal Information Processing Policy is enforced from the day it is published. When any addition, deletion, or correction is made in the relevant statutes or policies, their cause and details are publicly notified through an announcement on the Hyatt Regency Jeju website seven days before their enforcement.

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