PRIVACY POLICY

Daikin Airconditioning Philippines Inc. (hereinafter, "Daikin", "we", "us" etc.), together with our affiliates, is sincerely committed to ethical behavior and compliance to laws, rules and regulation, and we also consider the protection of personal information - a valuable asset entrusted to us - as our social responsibility, therefore, hereby we set forth this Privacy Policy.

By visiting our website, the User (“you”, “your”, “yours”) expressly consents to the collection, use, and disclosure of your personal information in accordance with this privacy policy. We ask for your trust – that we will handle your private data no less than if they were our very own.

A. What we collect:

1. From our prospective and existing customers, we collect, store, and process personal data only upon the affirmative consent of the data subject and in accordance with existing laws and regulations including the Company's internal policies and procedures.

   For this purpose, we may collect the following:
   
   a. Name  
   b. Email address  
   c. Telephone or mobile number  
   d. Home or office address

2. From our prospective, active, and separated employees, we collect, store, and process personal data only upon the affirmative consent of the data subject and in accordance with existing laws and regulations including the Company's internal policies and procedures.

   For this purpose, we may collect the following:
   
   a. Name  
   b. Date of birth  
   c. Age  
   d. Gender  
   e. Home address  
   f. SSS, Tax Identification, PhilHealth, and HMDF Numbers  
   g. Income  
   h. Passport details  
   i. Educational attainment  
   j. Work experiences  
   k. Medical and occupational health and safety records  
   l. Mobile Phone  
   m. Photo  
   n. Payroll/Bank Account Records  
   o. Other sensitive personal information

3. From our Accredited Dealers, Contractors, Service Centers, Business Partners, including Vendors or Suppliers we collect, store, and process personal data only upon the affirmative consent of the data subject and in accordance with existing laws and regulations including the Company’s internal policies and procedures.

   For this purpose, we may collect the following:
   
   a. Name  
   b. Tax Identification Number
c. Government issued identification
d. Email address
e. Home or office address
f. Telephone or mobile phone numbers
g. Educational attainment
h. Work experience
i. Banking details

4. From our Shareholders, Officers and Directors we collect, store, and process personal data only upon the affirmative consent of the data subject and in accordance with existing laws and regulations including the Company’s internal policies and procedures.

For this purpose, we may collect the following:

a. Name
b. Email address
c. Government issued identification
d. Home or office address
e. Telephone or mobile phone numbers

5. From Guests or Visitors we collect, store, and process personal data only upon the affirmative consent of the data subject and in accordance with existing laws and regulations including the Company’s internal policies and procedures.

a. Name
b. Email address
c. Telephone or mobile phone numbers
d. Government issued identification

B. Why we collect your personal data:

We process the collected personal information for the following purposes.

1. Personal information of our Customers
   a. Supplying our products and services
   b. After sales and services
   c. Improving the quality of the planning/research and development of our products
   d. Responding to requests from our Customers
   e. Providing information about our products and/or services
   f. Organization of our sales campaigns and other events (e.g. sending out invitations)
   g. Surveys and product monitors
   h. Management of the access to our premises

2. Personal information of prospective, active, and separated employees
   a. Evaluating your eligibility for initial employment, including the verification of your qualifications and character references (background checking)
   b. Administering your pay, statutory deductions, entitlements, and benefits
   c. Complying with applicable statutory and regulatory requirements and submissions
   d. Conducting performance reviews and rewards
   e. Establishing appropriate training and/or developmental interventions
   f. Administering disciplinary action and sanction
   g. Collecting and maintaining contact information
h. Maintaining your employment records
i. Processing employee work-related claims (e.g. worker compensation, insurance claims, etc.)
j. Developing health and wellness programs

3. Personal information of our Accredited Dealers, Contractors, Service Centers, Business Partners, including Vendors or Suppliers
   a. Verifying and confirming your identity as a vendor as part of your accreditation
   b. Conducting business with you
   c. Establishing and managing business relationships with you
   d. Facilitating the payment of your invoices for any goods or services you have delivered/rendered
   e. Complying with statutory, legal and regulatory requirements
   f. Updating or maintaining your vendor account information
   g. Establishing details of your authorized contact persons for the goods and/or services you supply
   h. Responding to your questions, comments, and feedback or informing you about our requirements, programs, or advisories by letter, e-mail, telephone or other media for internal administrative purposes, such as auditing, data analysis, database records management

4. Personal information of our Shareholders
   a. Performance of Daikin and our Shareholders' rights and obligations as prescribed by applicable laws and regulations.
   b. Provision of services to our Shareholders
   c. Management of shares and shareholders by preparing databases required by laws and regulations

5. Personal information of our Guests or Visitors
   a. Establishing your identity
   b. Recording the purpose of your visit
   c. Monitoring visitor's activities inside the company premises, including ingress and egress of equipment, vehicle, etc.

C. Joint Use of Personal Information:

Daikin may, within the scope of the above described purposes, jointly use the collected personal information with our group companies. When the joint use is with third parties outside the Daikin group companies, we will inform the data subject about the scope, purpose and other necessary items via our website or by other means.

1. Categories of jointly used personal information - name, address, phone and other contact information, other personal information for the above prescribed purposes including sales information related to our products/services, installation or maintenance related information etc.
2. Entities jointly using the personal information
   Group Companies in Japan(Japanese)
   Group Companies in Other Countries
3. Responsible entity
   Daikin Industries, Ltd.
D. Disclosure of Personal Information to Third Parties:

To the extent necessary for the purpose of processing personal information, Daikin may disclose personal information to our subcontractors. We require our contractors, through a Non-Disclosure Agreement (NDA), to secure and keep your information confidential and we do not allow them to disclose your information further to others, or to use it for their own purposes.

Your information may also be disclosed to government entities pursuant to and in compliance with applicable laws and regulations, subpoena or court order.

In addition, disclosure to third parties without the data subject's consent may occur in cases prescribed by law, in cases necessary to protect the life and/or the property of human beings, and in cases where the improvement of public health, healthy upbringing of children, cooperation with the police, court or other public bodies make it necessary.

E. Period for Storing Personal Information

Daikin stores personal information for the period necessary to achieve the purpose of obtaining the personal information, provided, however, that if laws require differently, such period will be set in accordance with the laws.

F. Compliance with Laws on the Protection of Personal Information

Daikin will comply with this Privacy Policy, our other internal rules, and applicable laws and guidelines on the protection of personal information.

G. Security Measures to Protect Personal Information

Daikin has a management system and implements appropriate security measures in order to maintain integrity and security and prevent unauthorized access, loss, manipulation or leaks etc of personal information. Furthermore, upon subcontracting the processing of personal information, we make efforts to protect such personal information by selecting subcontractors who handle personal information appropriately and by prescribing the necessary measures to the subcontractor for the appropriate data management.

H. Continuous Improvement

Daikin regularly reviews and seeks to improve our efforts on the protection of personal information.

I. Processing Personal Information of European Union Residents

With regard to the personal data of the data subject residing in the European Union, Daikin will properly respond to requests from data subjects based on the right of access to the personal data, the right to correction, addition or erasure, the right to discontinuation of use, the right to data portability, the right to object, the right not to be subject to a decision based solely on automated processing, and the right to withdraw consent. Daikin Group may transfer personal data of European Union residents to countries not recognized by the EU Commission as a country having an adequate level of protection; however, in such case, Daikin and Daikin Group companies will appropriately handle such personal data of EU residents in accordance with the appropriate safeguards set forth in General Data Protection Regulation (e.g. upon conclusion of Standard Contractual Clauses, and other adequate safeguards). Furthermore, please note that data subjects residing in the
European Union may lodge complaints to the supervisory authority with regard to the processing of personal data by Daikin.

J. Links to other Websites

Our website contains links, which may lead you to other websites beyond our control and not covered by this Privacy Policy. If you access other sites using the links provided, the operators of those sites may collect information from you, which may be used by them in accordance with their own privacy policy. We are not responsible for the protection and privacy of any personal information that third parties may collect, store and use through their website. Therefore, you should exercise caution and carefully study the privacy policy of each website you visit.

K. Logs Collection

Your personal information may be collected by our logging processes in case of logical and physical access to our systems and/or premises. When necessary, personal information may be retrieved for security purposes.

L. Personal Data Retention and Disposal

We keep your personal data only for as long as necessary:

1. for the fulfillment of the declared, specified, and legitimate purposes provided above, or when the processing relevant to the purpose has been completed or terminated;
2. for the establishment, exercise or defense of legal claims; or
3. for other business purposes, that are consistent with standards established or within the purview of applicable laws and regulations.

Thereafter, your personal data shall be disposed or discarded in a secure manner that would prevent further processing, unauthorized access, or disclosure to any other party or the public.

M. Controlling your Personal Information

You may request for a copy of your personal information in our possession, or have it corrected if you believe that it is inaccurate or incomplete.

If you wish to request for a copy of your personal data, or have it corrected or deleted, please reach out to us through our contact information found below. We will promptly respond to your request.

Data Protection Officer
Tel. No.: 318-6800 loc. 5201
Email: DaikinDPO@daikin.com.ph
Address: 18F Exxa Tower, Bridgetowne, C-5 Road, Brgy. Ugong Norte, Quezon City

Daikin reserves the right to revise or modify this Privacy Policy as necessary.