

Personal Information Collection Statement of Mercer

1. It is often necessary for our current or prospective clients (collectively referred to as "Client") to provide to Mercer (hereinafter referred to as "Mercer", "we", "our" or "us", and references to Mercer include the appropriate Mercer Affiliates) personally identified or identifiable data which is subject to applicable data protection, privacy and other similar laws ("Personal Information") about Client, Client's representatives, Client's employees and/ or other individuals (collectively referred to as "Data Subject") in connection with our business process execution, including delivery of services and/or products, preparation of proposals, provision of quotations, managing claims, client relationship management and conducting internal conflicts checks. Such Personal Information may include information or data provided by Client or other parties representing Client or from other source, and may include, but is not limited to, historical or existing data and/or data to be collected in the future.
 - 1.1 Personal Information may be subject to applicable data protection, privacy and other similar laws and may include (as applicable): Data Subject's name, gender, year of birth, racial or ethnic origin, nationality/passport issuing country, mobile phone number, telephone number, email address, employment status, employee identification number, employee type, the year of hire, years of employment, job location, job sector, the highest level of education, remuneration/salary, job title, job code, department, etc. provided by Client or relating to Client.
 - 1.2 Client understands that we only process the aforesaid Personal Information provided by Client or any third party on behalf of Client in accordance with Client's authorization, instruction or any agreements executed by and between Client and us. The purpose and method of processing such Personal Information is solely determined by Client.
2. When Client provides Mercer of the aforesaid Personal Information, Client is obligated to comply with its obligations arising from applicable data protection or privacy laws in force from time to time, including but not limited to (i) any obligation for Client to ensure Personal Information provided to us by Client or any third party on behalf of Client is legitimate and Client has obtained all necessary consents from Data Subject or guardian in respect of such transfer to Mercer; (ii) any obligation for Client to notify Data Subject of Mercer's obligations of collection, storage, use, processing, transfer, provision, disclosure and/or deletion (collectively referred to "processing" or "process") of Personal Information as necessary to carry out our obligations under services and/or potential services of Mercer; and (iii) any obligation for Client to safeguard the rights of Data Subject to access, correct, and delete its Personal Information .

Personal Information that Client provides will be collected, used and otherwise processed by Mercer for the following purposes:

- 2.1 client relationship management procedures, including any potential conflict checks as may be required;
- 2.2 the delivery of services or products to Client;
- 2.3 those purposes specifically provided for in any particular service or product offered by Mercer;
- 2.4 conducting marketing and client profiling activities in connection with Mercer's services and products (including those provided by Mercer, other members of the Marsh & McLennan Group and selected third parties for the purpose of improving our services). By having obtained Data Subject's consent, Client hereby authorize and consent Mercer to process Personal Information provided by Client for conducting such marketing and profiling activities as mentioned above during or after the service period;
- 2.5 conducting necessary and appropriate credit assessments and other background checks

- against Client;
- 2.6 Mercer's necessary internal record-keeping;
 - 2.7 collection of outstanding payments from Client;
 - 2.8 prevention of crime (including but not limited to fraud, money-laundering, bribery);
 - 2.9 meeting any legal or regulatory requirements relating to Mercer's provision of services and products and to make disclosure under the requirements of any applicable law, regulation, direction, court order, by-law, guideline, circular, code applicable to Mercer or any member of the Marsh & McLennan Group;
 - 2.10 and purposes relating to any of the above (including but not limited to necessary research, benchmarking and statistical analysis conducted to improve Mercer's services and products. We will safeguard Personal Information of Client and Data Subject in security on de-identification basis or via other reasonable measures).
3. **Disclosure.** Personal Information provided by Client to Mercer will generally be kept confidential but Client hereby consent and authorize Mercer to provide or disclose such Personal Information to the necessary extent for the purposes stated in paragraph 2 above to:
- 3.1 any person to whom Mercer is compelled or required to do so under law or in response to a competent or government agency;
 - 3.2 members of the Marsh & McLennan Group and their affiliates;
 - 3.3 government agencies and industry regulators;
 - 3.4 Mercer's auditors, accountants, lawyers or other financial or professional advisers;
 - 3.5 other necessary and appropriate sub-contractors or third party service or product providers for the purposes stated in paragraph 2 above and paragraph 7 below; and
 - 3.6 other persons as Client may instruct or require.
4. It is Client's obligation to obtain Data Subject's consent (or otherwise based on applicable laws) in respect of transfer of Personal Information to us by Client or by agents and/or third party service or product providers selected by Client for the purposes stated in paragraph 2 above.
5. Client acknowledges and agrees that Data Subject's failure or refusal to provide its Personal Information may result in Mercer being unable to provide Client of the services and/or products requested.
6. **Safeguards.** We confirm that we have implemented the appropriate administrative and security safeguards and procedures in accordance with the applicable laws and regulations to ensure Personal Information security, to prevent the unauthorized or unlawful processing of Personal Information and the accidental loss or destruction of, or damage to, Personal Information.
7. **Data Transfer.** Where necessary or appropriate for the purposes of data storage or processing or providing Client with any service or product, Client, by Client's having obtained Data Subject's consent, acknowledges and hereby agrees that we may transfer Personal Information of Data Subject to third party service or product providers or to another member of the Marsh & McLennan Group ("Group") within or outside the country in which Mercer is established (including but not limited to Australia and U.S.).

Our Group operates data center facilities with data centers housed in each of three key regions – North America (USA and Canada), EMEA (UK and Ireland), and APAC (Australia). In such facilitates, Group owned systems are housed in secured areas to which no other parties have physical or logical access. Data Subject may exercise its rights in accordance with paragraph 8 below in connection with processing of its Personal Information to the overseas recipient according to laws with the contact details: privacyofficer.careerchina@mercer.com.

Before we provide Personal Information outside the territory of China, we will meet the applicable requirements of laws and regulations of the P.R.C. on cross-border transfer of personal information and will require overseas recipients to protect Personal Information at the levels not lower than those required by applicable laws and regulations of the P.R.C.

8. **Data Subject's Rights of Access and Correction.** Data Subject has rights to request access to and correction of its Personal Information held by Mercer and may:
- 8.1 check whether Mercer holds or uses Personal Information and request access to or copy of such data;
 - 8.2 request Mercer to correct or supplement any of Personal Information that is inaccurate, incomplete or out-of-date;
 - 8.3 request Mercer to delete Personal Information; However, if deleting such Personal Information is technically difficult to achieve, Mercer will stop processing in addition to storing such Personal Information by taking necessary security measures;
 - 8.4 request Mercer to specify or explain its policies and procedures in relation to data and types of Personal Information handled by Mercer;
 - 8.5 communicate to Mercer its decision, restriction or objection to the processing of Personal Information or its objection to the use of Personal Information for marketing purposes whereupon Mercer will not use such Personal Information for these purposes;
 - 8.6 request Mercer to transmit Personal Information to a designated personal information processor; and
 - 8.7 withdraw, in full or in part, its consent given previously.

When Data Subject exercises the rights above, Data Subject shall contact us via the designated person(s) of Client.

In each case subject to any applicable legal restrictions, contractual conditions, reasonable internal policies/procedures, a reasonable time period (in accordance with applicable laws) as well as, in the case of a request raised by Data Subject as mentioned above, a reasonable fee may be charged to Client (where permitted under applicable laws and as Mercer may notify Client in writing upon receipt of such request).

9. We may retain Personal Information for the period required to achieve the purposes stated herein, unless the retention period may to be extended in accordance with laws or Client's requirements. The retention period may vary based on the purpose of processing and the nature of services.
10. The person to whom written requests for access to Personal Information or correction and/or deletion of Personal Information or for information regarding policies and procedures and types of Personal Information handled by Mercer is:

Email: privacyofficer.careerchina@mercer.com