

Notice of Amendment to FedEx Privacy Policy

Thank you for using the services of Federal Express Korea LLC ("FedEx" or the "Company").

We would like to inform you that certain provisions of our Privacy Policy will be revised as outlined below. The amended Privacy Policy will take effect on June 30, 2025.

1. Section 2. Principles and methods of collecting personal information (revision)

Before	After
2. Principles and methods of collecting personal information (1) In order to provide services, the Company collects personal information necessary only for the following purposes and only to the extent permitted by law, through the website, phone, fax, email, written form, consultation, face-to-face application, or receipt from delegation companies. The items of personal information collected and the purpose of collection and use are set forth <u>herein</u> .	(1) In order to provide services, the Company collects personal information necessary only for the following purposes and only to the extent permitted by law, through the website, phone, fax, email, written form, consultation, face-to-face application, or receipt from delegation companies. The items of personal information collected and the purpose of collection and use are set forth <u>in Section 3 below</u> .

2. Section 3(2) Personal information collection items and the purpose of processing them (adding mandatory items)

Before	After
L. FedEx Customer Voice <ul style="list-style-type: none">Items to be collected<ul style="list-style-type: none">[Mandatory]: name, email, phone number (home/company, mobile phone), country, type and content of inquiry[Optional] company name, postal code, Air Waybill number	L. FedEx Customer Voice <ul style="list-style-type: none">Items to be collected<ul style="list-style-type: none">[Mandatory]: name, email, phone number (home/company, mobile phone), country, <u>company name, postal code, Air Waybill number</u>, type and content of inquiry

3. Section 4 Personal information processing and retention period (adding relevant provisions)

Before				After			
Grounds for Preservation	Items to be Preserved	Preservation Period		Ground for Preservation	Items to be Preserved	Preservation Period	
Commercial Act	Commercial ledgers and material documents and slips related to business	10 years – material documents / 5 years - slips		Commercial Act <u>Article 33</u>	Commercial ledgers and material documents and slips related to business	10 years – material documents / 5 years - slips	

Framework Act on National taxes, , Corporate Tax Act, Value-Added Tax Act, etc.	Ledgers, tax invoices or receipts, and supporting documents related to transactions	5 years		Framework Act on National taxes <u>Article 85-3(1)</u> . Corporate Tax Act <u>Article 112</u> , Value-Added Tax Act <u>Article 71(3)</u> .	Ledgers, tax invoices or receipts, and supporting documents related to transactions	5 years	
Customs Act	Records on the service provision of express import/export customs clearance	5 years		Customs Act <u>Article 12</u> . <u>Enforcement Decree Article 3</u>	<u>Import declaration certificate, contracts related to import transactions or equivalent documents, documents concerning the determination of the price of imported goods, and contracts or equivalent documents related to transactions involving intellectual property rights as referred to in any subparagraph of Article 235(1) of the Customs Act — applicable to express import/export clearance</u>	5 years	
					<u>Export declaration certificate, return declaration certificate, documents concerning the determination of the price of export or returned goods, and contracts or equivalent documents related to export or return transactions;</u>	3 years	

					<u>documents related to bonded cargo entry/exit, documents concerning the cargo manifest, and documents related to bonded transportation.</u>	<u>2 years</u>	
Act on Consumer Protection in Electronic Commerce, etc. Act on Consumer Protection in Electronic Commerce, etc. Act on Consumer Protection in Electronic Commerce, etc. Act on Consumer Protection in Electronic Commerce, etc.	Records on contract or subscription withdrawal, etc.	5 years	Act on Consumer Protection in Electronic Commerce <u>Article 6.</u> <u>Enforcement Decree Article 6.</u>	Records on contract or subscription withdrawal, etc.	5 years		
	Records on payment and supply of goods, etc.	5 years		Records on payment and supply of goods, etc.	5 years		
	Records on consumer complaints or dispute handling	3 years		Records on consumer complaints or dispute handling	3 years		
	Records on display or advertising	6 months		Records on display or advertising	6 months		

Credit Information Use and Protection Act	Records on the collection/processing and use of credit information	3 years	Credit Information Use and Protection Act <u>Articles 20(2) and 37</u>	Records on the collection/processing and use of credit information	3 years
Protection of Communications Secrets Act	Service use records, cookies, login information (IP address)	2 years	Protection of Communications Secrets Act <u>Article 15(2)</u>	Service use records, cookies, login information (IP address)	2 years
Act on Promotion of Information and Communications Network Utilization and Information Protection	The fact of consent to receive advertisements for commercial purposes and the date of consent	When membership is withdrawn or consent is withdrawn	Act on Promotion of Information and Communications Network Utilization and Information Protection <u>Article 50 and Enforcement Decree 62-3</u>	The fact of consent to receive advertisements for commercial purposes and the date of consent	When membership is withdrawn or consent is withdrawn

4. Section 6 Provision of personal information to third parties (domestic) (revision and addition of relevant provisions)

Before	After
<p>6. Provision of personal information to third parties (domestic) The Company may provide all or part of the following customer information to third parties in the course of transactions with the Customer.</p> <p>In addition, if provided in accordance with the relevant laws, personal information may be provided without the Customer's separate consent. The current delegation status of the processing of personal information for persons located abroad is as in Paragraph 8.</p>	<p>6. Provision of personal information to third parties (domestic) The Company may provide all or part of the following customer information to third parties in the course of transactions with the Customer.</p> <p><u>In such cases, personal information may be provided only with the data subject's consent pursuant to Articles 17 and 18 of the Personal Information Protection Act or when otherwise specifically permitted by applicable laws.</u></p> <p><u>However, where the provision of personal information to a third party is permitted without the data subject's consent under applicable laws (e.g., for tax assessment or investigative purposes), such information may be provided in accordance with the procedures and methods prescribed by law. For details regarding the provision of personal information to third parties located overseas, please refer to Article 8.</u></p>

		Adding Relevant laws		
Recipient (contact information)	Purpose of using the personal information of the recipient	Relevant laws	Recipient (contact information)	Purpose of using the personal information of the recipient
National Tax Service (126)	Imposition, reduction, and collection of various taxes, such as value-added tax	<u>Article 17(1)(ii) of the Personal Information Protection Act, Article 32(1) of the Value- Added Tax Act, Article 85-3 of the Framework Act on National Taxes, and Article 121 of the Corporate Tax Act</u>	National Tax Service (126)	Imposition, reduction, and collection of various taxes, such as value- added tax
Korea Customs Service (1577-8577)	Customs charge and collection, and cargo management	<u>Article 17(1)(ii) of the Personal Information Protection Act and Article 241 of the Customs Act</u>	Korea Customs Service (1577-8577)	Customs charge and collection, and cargo management

5. Section 8. Overseas transfer of collected personal information (delegation of personal information processing to a foreign third party) (revision)

Before	After
8. Overseas transfer of collected personal information (delegation of personal information processing to a foreign third party)	8. Overseas transfer of collected personal information (delegation of personal information processing to a foreign third party)

	<p><u>The Company provides and entrusts the processing of personal information collected from customers to overseas recipients as set forth below, in accordance with Article 28-8(1)(i) (data subject's consent) and (iii) (outsourcing for contract performance and storage) of the Personal Information Protection Act.</u></p> <p><u>In addition, pursuant to Article 28-8(2) of the Personal Information Protection Act, the following information is provided regarding such overseas transfer.</u></p>
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6. Section 16. Personal information protection and customer complaint handling department (revision)

Before	After
Personal Information Protection Officer (Privacy Officer) Name: Seung Woo Hong Director, Korea Customer Service Team	Personal Information Protection Officer (Privacy Officer) Name: <u>Jin Woo Park</u> <u>Manager</u> , Korea Customer Service Team

7. Section 16. Personal information protection and customer complaint handling department (revision)

Before	After
	<p><u>Customers may contact the Company's Personal Information Protection Officer and the relevant department for any inquiries, complaints, or requests for relief related to the protection of personal information arising from the use of the Company's services (or business). The Company will respond to and handle such inquiries without delay.</u></p> <p><u>Customers may also submit a request to access their personal information pursuant to Article 35 of the Personal Information Protection Act by contacting the department in charge of personal information protection as noted above. The Company will make every effort to ensure that such requests are processed promptly.</u></p>

Inquiries and Objections

If you have any questions or concerns regarding the revised Privacy Policy, you may contact our personal information grievance handling department. If you do not agree to the revised Privacy Policy, you may request correction or suspension of the processing of your personal information.

Contact Information:

Department: FedEx Korea Customer Service Team
 Contact Person: Mr. Jinwoo Park, Manager
 Phone: 02-3496-7777
 Email: krctl@fedex.com

For the full text of the Privacy Policy, please visit our website at: <https://www.fedex.com/ko-kr/privacy-policy.html>