

PRIVACY POLICY

VINGROUP JOINT STOCK COMPANY and its affiliates (including any company controlled by, controlling or under common control with the VINGROUP JOINT STOCK COMPANY) (together, “**Vingroup**”) collect and use your personal information in relation to Vingroup’s websites, applications, products and services (together, “**Vingroup Products**”) in the manner specified in this Privacy Policy. For purposes of the Privacy Policy, “personal information” means any information relating to an identified or identifiable natural person.

Any products, services, websites, or contents that are offered by third parties or have their own Privacy Policy are not covered by this Privacy Policy.

This Privacy Policy includes the following contents:

1. What We Collect
2. How We Use and On What Legal Basis
3. Collection and use of cookies
4. When We Share and How We Share With
5. Where We store
6. How We Secure
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1. What We Collect

We may collect your personal information in the course of providing Vingroup Products to you. The collection of your personal information shall be made in accordance with this Privacy Policy where posted in connection with Vingroup Products and as permitted by applicable data protection laws of relevant jurisdictions.

Here are the sources from which we gather your information:

- Information Given to Us: You may provide us with information about you in relation to Vingroup Products.
- Automatic Information: Certain types of information is automatically obtained by us when you interact with Vingroup Products.
- Other Sources of Information: We might receive information about you from such other sources as service suppliers, motor vehicle agencies, financial institutions, social media platforms, and public sources.

You will be informed if certain personal information is mandatory to be provided or if its is optional. If the mandatory information that is required is not provided, access to certain features of the Vingroup Products may be impossible.

We may collect the following categories of your personal information:

- Information relating to your identity;
- Your image, voice, and other identifiers that are personal to you when you attend an event of Vingroup or use Vingroup's Products;
- Identifiers and encrypted password;
- Payment data;
- Corporate and tax information;
- Your credit history;
- Commercial relationship data;
- Invoices data;
- Contact data;
- Newsletter registration data;
- Your interests declared via a form or deduced from the use of Vingroup Products;
- Contacts and exchanges with us;
- Technical navigation and interaction data;
- Location data.

For more examples about the information collected, please refer to Section 14 of this Policy. We may combine these different categories of information we have about you.

2. How We Use and On What Legal Basis

Your personal information may be used to administer, deliver, and improve Vingroup Products. We may use personal information for the following purposes, amongst others:

- Operate, Provide Vingroup Products: To administer, process and deliver Vingroup Products and handle contracts related to Vingroup Products, including without limitation registrations, subscriptions, loyalty programs, surveys, purchases, incentive programs and payments. The processing of this information is necessary to enter into a contract with you or a legal entity you represent, to perform our contractual obligations, to provide Vingroup Products, to respond to requests from you, or to provide customer support.
- Assess, Evaluate, and Improve Vingroup Products: To assess the use, evaluate performance, fix errors, support and develop Vingroup Products. The processing of this information is based on our legitimate interests in assessing, evaluating and improving Vingroup Products.
- Recommendations and Personalization: To recommend Vingroup Products that you may like, recognize your preferences, and personalize your experience with Vingroup Products. The processing of this information is based on (i) our legitimate interests in providing you with personalized recommendations and experience, and (ii) your consent where required by applicable laws.
- Comply with Law: In certain cases, we have a legal obligation to collect, use, or retain your personal information or otherwise need to process certain types of personal information to ensure compliance with the law. The processing of this information is necessary for us to

comply with relevant legal obligations or for our legitimate interests in ensuring and documenting compliance with applicable laws.

- Contact You: To communicate with you in relation to Vingroup Products through relevant channels such as email and chat and to answer your requests. This includes contacting you (or other necessary parties) to advise you of important safety-related information, or to notify first responders in the event of an accident involving Vingroup Products. The processing of this information is necessary (i) for performing our contractual obligations, (ii) for our legitimate interests in responding to your requests and ensuring an effective customer service, and ensuring and documenting compliance with legal and regulatory obligations, and (iii) complying with our relevant legal notification obligations.
- Marketing: To promote Vingroup Products in accordance with the local laws. We may display interest-based ads for Vingroup Products. The processing of this information is based on our legitimate interests in promoting Vingroup Products, and (ii) your consent where required by applicable laws.
- Prevention of Fraud and Abuse and Credit Risks: To locate and handle fraud to protect our customers, ourselves, and others. We may also use scoring methods to assess and manage credit risks. The processing of this information (i) is necessary for complying with our relevant legal obligations relating to fraud prevention, and (ii) is based on our legitimate interests in preventing fraud and abuse and managing credit risks.

3. Collection and use of cookies

We may use cookies and other similar technologies (collectively, “**cookies**”) for a variety of purposes. We may use Flash Local Storage Objects to store your site preferences and to personalize your visit. Flash LSOs are different from browser cookies because of the amount and type of data stored. Typically, you cannot control, delete, or disable the acceptance of Flash LSOs through your web browser. For more information on Flash LSOs, or to learn how to manage your settings for Flash LSOs, go to the Adobe Flash Player Help Page. We may use pixel tags, which are tiny graphics with a unique identifier, which are embedded invisibly on web pages. We may use cookies to recognize your browser or device, understand more about your preferences, deliver to you certain basic features and services, and for other purposes, such as:

- Identifying you when you sign in to use Vingroup Products. This allows us to provide you with suggestions, display content personalized to you, and provide other customized features and services.
- Paying attention to your preferences so we can know what you like and do not like, such as the language and configuration that you chose.
- Researching and analyzing information to improve Vingroup Products.
- Compliance with legal obligations, as part of our general business operations.
- Preventing fraud, and situations that cause a potential threat to the safety or property of any person.
- Securing your information and our services from unauthorized access, loss, and misuse.
- Improving safety.
- Delivering content, including ads, relevant to your interests on our sites and third-party sites.
- Evaluate the performance of Vingroup Products.

Cookies allow you to utilize certain essential features of ours. For examples, if you reject our cookies, you may be unable to use certain products that require your sign-in information, or you

may have to adjust some preferences or language settings manually every time you visit our sites or applications.

Third parties may also collect information via cookies when you interact with Vingroup Products. Third parties usually include search engines, providers of measurement and analytics services, social media networks, and advertising companies. Third parties use cookies and other technologies such as web beacons or clear GIFs while delivering content, such as interest-based ads, to assess the effectiveness of their ads, and to perform services on our behalf. The use of these technologies and any information about you we may provide to third parties is governed by each third party's specific privacy policy, not this one.

You can manage browser cookies through your browser settings. Through the 'Help' feature on most browsers, you will know how to prevent your browser from accepting new cookies, how to receive notification from the browser when you receive a new cookie, how to disable cookies, and when cookies will expire. If you disable all cookies on your browser, neither we nor third parties will transfer cookies to your browser. If you do this, however, you may need manually adjust some preferences every time you visit a site or application, and some features and services may not work.

4. When We Share and Who We Share With

Information about our customers is important to us and our business does not sell our customers' personal information to others for monetary consideration. We share personal information only as described in this Privacy Policy. We may also share personal information with our affiliates, all of these companies are subject to this Privacy Policy or similar policies.

- Our service providers and business partners or with our affiliates: We make available to you services, software, and content provided by our service providers and/or business partners and/or with our affiliates for use on or through Vingroup Products.
- Transactions Involving Third Parties: We make available to you services, software, and content provided by third parties for use on or through Vingroup Products. You will know when a third party participates in a transaction with you and we may share information relevant to that transaction with that third party.
- Third-Party Service Providers: We employ and/or cooperate with other companies and individuals to perform certain functions on our behalf and carry out certain incentive programs, cross-sale programs, etc. Other examples may include: sending communications, processing payments, evaluating credit and compliance risks, interest-supporting program, analyzing data, providing marketing and sales support (including advertising and event management), managing customer relationship, and training. These third party providers have access to personal information needed to perform their roles, but we do not permit them to use it for other purposes. Further, we require them to adhere to the applicable data protection law.
- Restructuring, Business Transfers: As we continue to develop our business, we might restructure, sell or buy businesses or services in accordance with the laws. In such transactions, personal information, databases and right to use information may be transferred as business assets but the transferee remains subject to the Privacy Policy (or the individual consents otherwise). Also, in the event that Vingroup or substantially all of its assets are acquired, your information will be one of the transferred assets. We may share personal information with third parties are reasonably necessary to negotiate or complete a merger, acquisition, or sale of all or part of our assets.
- Protection of Us and Others: We may disclose account and other personal information when such disclosure is required by law, to enforce or apply our terms and other agreements, or to protect the rights, assets, or the safety of ourselves, our customers, or others. This may include

releasing exchanging information to other organizations for fraud prevention and detection and credit and property risk reduction, or disclosing certain types of information in case we receive legally binding requests from public authorities.

- Your Choice: Other than as set out above, you will be notified when your personal information is shared with third parties, and you may be able to elect not to share the information.

5. Where We Store

Vingroup has offices in Vietnam, California (USA), the European Union and some other countries and regions in the world. Depending on your use of Vingroup Products, your personal information may be stored in or accessed from multiple countries, including but not limited to Vietnam, USA, the EU and Singapore. Whenever we transfer personal information to other countries, we make sure that the transfer is done in accordance with this Privacy Policy and as authorized by applicable data protection laws.

6. How We Secure

At Vingroup, security is a priority. We design our systems with your security and privacy in mind.

- We employ technical and security measures designed to prevent unauthorized access and use of your personal information. Despite our efforts, no data security measures can guarantee security. You should take steps to protect against unauthorized access to your password, phone, and computer by, among other things, signing off after using a shared computer, choosing a robust password that nobody else knows or can easily guess, and keeping your log-in and password private. We are not responsible for any lost, stolen, or compromised passwords or for any activity on your account via unauthorized password activity.
- Your payment card information, which is issued by the relevant financial institution, is protected by us in accordance with international standards on the principle that no important data of the card (card numbers, full names, CVV number) is recorded in our system. Your payment transaction is conducted via third-party systems.

7. Internet Advertising and Third Parties

Vingroup Products may include third-party advertising and links to other websites and applications. Third party advertising partners may collect information about you when you interact with their content, advertising, or services. Any access to and use of third party links or websites is not governed by this Privacy Policy, but instead is governed by the privacy policies of those third party operators. We are not responsible for the information practices of third parties. To opt out of interest-based advertising, please see Collection and Use of Cookies above.

Third-Party Analytics. Vingroup Products may use services operated by third parties, such as Google Analytics, which uses cookies and similar technologies to understand use of Vingroup Products and report on activities and trends. This service may also collect information regarding the use of other websites, apps and online resources over time.

Social Plugins. We may use social plugins on our site, such as: Facebook, YouTube, Instagram and LinkedIn. When you view a site that contains a plugin, your browser will create a direct link to the third parties' servers. If you are logged into your social media account, the social media platform will record the visit to your social media account. Please visit the social media platform's privacy policy for more information.

8. Access and Option

You can see, update, and remove certain personal information about your account and your interactions with Vingroup Products. Do let us know if you cannot access or update your personal information yourself.

You have many options in relation to the collection and use of your personal information. Many of Vingroup Products include settings that provide you with options as to how your information is being used. You can choose not to provide certain information, but then you might not be able to utilize certain Products of ours.

- **Account Information:** If you want to add, update, or delete information related to your account, please go to your account in Vingroup official website or app. When you update or delete any information, we usually keep a copy of the prior version for our records for technical purpose.
- **Communications:** If you do no longer want to receive promotional communications from us, and would like to withdraw your prior consent (if any) and/or object to any further use of your personal information for marketing purposes, please kindly tick the box with the sentence “I do not wish to receive any commercial communication from Vingroup at the time of the collection of the personal data or send the opt-out message following the protocol as instructed (or use other methods specified in the relevant contracts with you) or by contacting us as indicated in the Section 11 below. If you do no longer want to receive in-app notifications from us, please adjust your notification settings in the app or your device.
- **Browser and Devices:** The Help feature on most browsers and devices will tell you how to prevent your browser or device from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether.

9. Minor’s Personal Information

If you’re a minor or younger defined by your local applicable laws, you may enter into contracts and accept this Privacy Policy only with the approval of your parent or guardian.

10. How Long We Store Personal Information

We retain your personal information to provide you with Vingroup Products, for as long as it is needed to meet the relevant purposes described herein, as may be required by law (including for tax and accounting purposes), or as otherwise informed to you. How long we keep certain personal information will be different based on the purpose for its use, and we will adhere to the law when deleting your personal information.

We undertake to anonymize or delete your personal information as soon as the purpose and/or the duration of their established retention expire, except where further storage is necessary in the individual case to comply with our legal obligations (such as specific data retention obligations) or to establish, exercise or defend our legal claims.

The maximum retention periods set out in the table below apply unless you request for your personal information to be erased before the expiry of these periods, in accordance with your rights under applicable laws.

Category	Retention period
Cookies and other tracers	Please see our cookies policy for applicable retention periods
Information relating to financial transactions carried out by credit card	This information is processed by our payment service providers, only for the duration of the payment transaction.
Information about Vingroup Products performed, ordered and/or purchased	This information will be retained in a manner consistent with the applicable data protection laws and regulations and no longer than is necessary for the purposes for which they have been collected. This is also including the

	initiation of a contract (pre-contractual legal relationship) and the execution of a contract.
Personal information processed as part of solicitations and promotional operations, sending offers and news	This information will be retained in a manner consistent with the applicable data protection laws and regulations and no longer than is necessary for the purposes for which they have been collected.
Personal information relating to the management of requests for the exercise of rights and questions on personal information	This information will be retained in a manner consistent with the applicable data protection laws and regulations and no longer than is necessary for the purposes for which they have been collected.
Information about managing customer service interactions and responses to any customer surveys	This information will be retained in a manner consistent with the applicable data protection laws and regulations and no longer than is necessary for the purposes for which they have been collected.
Geolocation data	Such data is not retained beyond the period of your use of the feature.

11. Contacts, Notices, and Amendments

If you have any questions about privacy at Vingroup or want to contact one of our data controllers, please contact us and we will try to resolve it. You may also contact us at the address below:

- Email: privacy@vingroup.net

Address: Vingroup Head Office, No. 7, Bang Lang 1 street, Vinhomes Riverside ecological urban area, Viet Hung ward, Long Bien district, Ha Noi, Viet Nam.

Our business changes constantly, and our Privacy Policy may also change. You should check our website frequently to see recent changes. Unless stated otherwise, our current Privacy Policy applies to all personal information we have about you and your account. We will not change our Privacy Policy to make them less protective of personal information collected in the past without letting the relevant customers know and giving them a choice.

12. Additional Information for the EU

The following additional information about the privacy, collection, and use of personal information is provided for prospective and current customers of Vingroup Products in the European Economic Area, as well as for websites operated by Vingroup's affiliates or subsidiaries in the EU.

- Controller of Personal Information. VinFast Germany GmbH, VinFast France S.A.S, VinFast Netherlands B.V. and their affiliates are the controller of the personal information collected or processed under this Privacy Policy.

Email: info_eu@vinfastauto.com

Address: Vingroup Head Office, No. 7, Bang Lang 1 street, Vinhomes Riverside ecological urban area, Viet Hung ward, Long Bien district, Ha Noi, Viet Nam

- Your Rights. Subject to applicable law, you have the right to:
 - ask whether we hold personal information about you and request copies of such personal information and information about how it is processed, transferred;

- request that inaccurate personal information be corrected and to have incomplete personal information completed;
- request deletion of personal information if one of the legal grounds for deletion are met, such in scenarios where the personal information is no longer necessary for the purposes underlying the processing or processed in non-compliance with applicable legal requirements;
- request us to restrict the processing of personal information where the legal requirements are met;
- request portability of personal information that you have provided to us (which does not include information derived from the collected information), where the processing of such personal information is based on consent or a contract with you and is carried out by automated means;
- not to be subject to a decision based solely on automated processing which produces legal effects concerning you or significantly affects you in a similar way, if the legal requirements are not met. An automated decision-making process is not carried out by Vingroup;
- withdraw your consent to the processing of personal data at any time;
- lodge a complaint with the supervisory authority of the European Union Member State in which you usually reside if you believe that we violate your privacy rights.

You also have the right to object, in accordance with applicable data protection law, to the processing of personal data which is necessary for the purpose of Vingroup’s legitimate interests, on grounds relating to your particular situation. If your personal data is processed by Vingroup for direct marketing purposes, you have the right to object to this processing at any time, without any special reason.

When you consent to our processing your personal information for a specified purpose, you may withdraw your consent at any time, and we will stop any further processing of your data for that purpose.

You can exercise your rights by contacting us at the address under Section 11 above. Where applicable, we will inform you of the reasons why the rights you exercise cannot be satisfied in whole or in part.

- Transfers outside of the EU. We may transfer or process your personal information collected and stored within the EU (or otherwise subject to European data protection law) in a country outside the EU and the European Economic Area. While the laws of such country may not provide for the same level of data protection as considered adequate within the EU, we do so in accordance with the terms of this Privacy Policy and take appropriate safeguards to ensure your personal information is protected in accordance with applicable data protection law. This may include the transfer of data pursuant to data transfer agreements that incorporate the Standard Contractual Clauses approved by the EU Commission or other transfer mechanism, and the implementation of supplementary safeguards. To learn more about the recipients of your personal information, and the safeguards implemented by us, including how to receive a copy of them, please contact us at the contact details set out above (Section 11).

13. California Consumer Privacy Act Notice

In accordance with the California Consumer Privacy Act (“CCPA”), we provide the information below to inform California residents about our collection, use, and sharing of personal information and explain how California residents may exercise their CCPA rights.

Personal Information We Collect

We may collect the following categories of personal information about California residents:

- Identifiers (e.g., name, username, email address, physical address, phone number, government-issued identifiers, IP address, and cookie numbers)
- Characteristics of protected classifications under California or federal law (e.g., marital status, military or veteran status, age)
- Commercial information (e.g., products or services purchased, payment information)
- Biometric information (e.g., voice information and facial images)
- Internet or other electronic network activity (e.g., interactions with our websites, apps, emails, or online advertisements)
- Geolocation data (e.g., your location as inferred by your IP address)
- Audio, electronic, visual, thermal, or similar information (e.g., images or videos that you provide to us, call recordings)
- Professional or employment-related information (e.g., information about your organization)
- Inferences drawn from other personal information (e.g., your interests or characteristics)

Sources of Personal Information

Please see Section 1 of the Privacy Policy for a list of the sources from which we collect personal information.

Purposes for Which We Use Personal Information

Please see Section 2 and 3 of the Privacy Policy for a list of the purposes for which we use personal information.

Disclosures and Sales of Personal Information

The table below lists the categories of personal information that we may disclose for business purposes or sell, and the categories of third parties to whom each category of personal information may be disclosed for business purposes or sold.

Vingroup does not sell consumers personal information in exchange for money. However, under the CCPA’s broad definition of the term “sale,” some of our disclosures of personal information to third parties (e.g., advertising vendors that are allowed to use personal information for their own purposes) may qualify as “sales” under the CCPA.

Category of personal information	Categories of third parties to whom Vingroup discloses this personal information for business purposes
Identifiers	<ul style="list-style-type: none"> • Our affiliates and third parties companies and organizations in relation to providing Vingroup’s Products, completing transactions, supporting our everyday operations, or business management and development;
Characteristics of protected classifications under California or federal law	
Commercial information	
Biometric information	

Internet or other electronic network activity information	<ul style="list-style-type: none"> • Representatives of California residents; • Government agencies; • Our affiliates and third parties companies and organizations in relation to human resource activities and workforce management; • Our affiliates and third parties companies and organizations in connection with routine or required reporting.
Geolocation data	
Audio, electronic, visual, or similar information	
Professional or employment-related information	
Inferences drawn from other personal information	

We do not knowingly sell the personal information of minors under the age of 16.

Consumer Rights

Under the CCPA, California residents have the following rights:

- Right to Know
 - California residents have the right to request information about our collection, use, and sharing of their personal information, as well as the specific pieces of personal information that we have collected about them.
- Right to Delete
 - California residents have the right to request that we delete personal information that we have collected from them.
- Right to Opt Out of Sales
 - California residents have the right to opt out of the sale of their personal information.
- Right to Non-Discrimination for Exercise of CCPA Rights
 - We will not discriminate against California residents as a result of their exercise of any of their rights under the CCPA.

California residents may submit a request to exercise their CCPA rights by:

- Sending us an email to the email address: info_us@vinfastauto.com

If we receive a Right to Know or Right to Delete request from a California resident, we will attempt to verify the request based on information we have about the requestor. However, depending on the information provided by the requestor and the nature of the request, we may need to request additional information in order to verify the requestor's identity.

California residents have the right to have an authorized agent submit a CCPA request on their behalf. Authorized agents may submit a request to exercise CCPA rights on behalf of a California resident by contacting us at the contact information above.

14. Examples of Information Collected

Information You Give Us

We mainly obtain information about you when you:

- search for, subscribe to, use, or purchase Vingroup Products;

- create and use your account;
- interact with Vingroup Products;
- register for or attend a Vingroup's event;
- buy or use products or services from third-party providers through Vingroup's websites or apps (or other similar platforms provided by us);
- offer your products, or services on or through Vingroup Products or Vingroup's websites or apps (or other similar platform provided by us);
- contact us through official channels such as our customer support centre, call centre, email;
- complete a questionnaire or other information request forms;
- post on Vingroup's websites or apps or similar.

Depending on your use of Vingroup Products, we may obtain from you such information as:

- your name, email and physical address, phone number, and other contact information;
- payment information, including credit card and bank account information;
- information about your location, Kms travelled, average speed, average charge frequency etc..;
- your organization and your contacts' information, such as your organization's colleagues or people;
- usernames, aliases, roles, and other authentication and security credential information;
- feedback, questions, correspondences with us;
- your image, voice, and other identifiers that are personal to you when you attend an event of Vingroup or use Vingroup's Products;
- information regarding identity, including government-issued identification information, nationality;
- corporate and financial information; and
- VAT, PIT numbers and other tax identifiers.

Automatic Information

We mainly automatically receive information when you:

- interact with or use Vingroup Products (including when you use your computer or other device to interact with Vingroup Products);
- download content from us;
- open emails or click on links in emails from us; and
- interact with us.

Examples of the information automatically collected may include:

- information about network and connection, such as the Internet protocol (IP) address;
- information in relation to computer and device information (e.g. device, application, or browser, browser plug-in, operating system);
- your device or computer's whereabouts;
- authentication and security;

- content interaction information (e.g. downloads, and playback details);
- Vingroup Products metrics (e.g. products usage, technical errors, reports, settings, backup information, API calls, and other logs);
- the content viewed or searched by you, page response times, and page interaction (such as scrolling, clicks);
- email and phone numbers to contact us; and
- identifiers and information contained in cookies.

Information from Other Sources

Examples of information we receive from other sources include:

- information on marketing, sales and recruitment (e.g. your name, email, physical address, phone number, and other similar information);
- information about your interactions with Vingroup's Products or third parties' products in relation to Vingroup Products (e.g. subscription, purchase, support, or other);
- search results and links, including paid listings (such as Sponsored Links); and
- credit history information.