

Rigorous Privacy Protection

Collection of Personal Information

We take customer privacy protection very seriously and in addition to acquiring the customer's agreement before the collection of any personal information. We also published the privacy policy and the "[Terms of Customer Personal Information Collection of Chunghwa Telecom](#)" on our website, which allows users to obtain and understand the types and methods of collection, processing, use and third party disclosure, as well as the rights exercised by customers.

Processing of Personal Information

All networks, systems, procedures, terminals and personnel for the collection, processing or use of personal data have been incorporated into the scope of Cybersecurity and Privacy Protection Management and implement related security controls.

Use of Personal Information and Grounds for Sharing with Third Party

In all company service contracts the way in which customer personal information will be used is clearly specified, these include the provision of optional value-added services, various preferential terms and promotional goods and services, a customer is free to choose amongst these services and also whether to agree to receive service referrals or not.

If customers request Chunghwa Telecom to stop processing and using personal data, they can fill in the application and reply form to stop processing, use, and delete personal information through the service centers at any time. Customers can select agree or disagree freely and in 2018, a data analysis showed that 85.3% of our customers chose to receive service promotion.

Chunghwa Telecom will not sell, exchange or share any of customer personal information to any organization or individual, except two conditions indicated below:

Condition 1:

In order to provide you with extra service or benefit (for example, discount coupons), there is a need to share customer information with the third party which provide that service or benefit. In this case, CHT will notice our customer and obtain customer's agreement.

Condition 2:

In order to assist government agencies in safeguarding public safety and fighting against crimes, if the government sends official documents to access or inquire about customer information, Chunghwa Telecom should follow the competent authority's "Regulations Governing Implementation of Telecommunications Industry Dealing with Relevant Agencies (Institution) Inquiring about Information of Telecommunications Users", "Regulations Governing Implementation of Telecommunication Industry Inquiring about Telecommunications Communication Records" and other relative regulations. After strict verify the application process, we should provide as required; those who do not comply with the statutory regulations should be denied to ensure customer privacy and information security. In 2018, according to the inquiry of governmental agencies, Chunghwa Telecom provided approximately 98.61% of the total or partial customer information.

Avoid Leakage of Personal Information

We established the internal “Security and protection Principle of Customer Information Re-use.” This means that personnel need to make formal application and receive managerial approval before being granted the authority that allows access to the-information-system. The system only reveal minimization data, any inquiry of customer data will be record and supervisors shall check the inquiry records on a daily basis. Related information also complies with the principle of “customer data can not be store in terminal” to prevent the downloading of personal information and avoid leakage or disclosure.

In 2018, complaints filed by clients regarding suspected information leakage, suspected cases lost, suspected personal information theft totaled in 12 cases. Compared to 2017, there was a decrease of 2 cases, accounting for 0.0003% of the total accepted cases via the customer service lines. However, after investigation, no facts of leakage, loss, or theft of personal information were found. We publicly disclose related information to our stakeholders on our website and in the annual Corporate Social Responsibility Report. And we will also disclose in Annual Report if a critical case happens.