

Appendix to the Privacy Policy: South Korea

1. The following sentence shall be added as a final paragraph in the introductory section of the Privacy Policy before the start of clause 1:

“You consent to the collection and use of your Personal Data in accordance with the terms of this Privacy Policy”

2. The following clause shall be added to the Privacy Policy as section 5.7:

5.7 Names of third party recipients of your Personal Data and description of their processing work.

The names of third parties that will process your Personal Data on our behalf and descriptions of their work are as follows. This list may be amended or updated from time to time.

| Service Provider (Trade Name) | Description of Work |
|-------------------------------|---|
| Worldpay | Payment service. |
| American Express | Payment service. |
| Alipay | Payment service. |
| Wechat Pay | Payment service. |
| JIMU | Payment service. |
| Sharp Korea | Sharp Korea provides ground handling service including Check-in and boarding in Jeju and Incheon airport. |
| Asiana Airlines | Asiana Airlines provides ground handling service including Check-in and boarding in Busan airport and cargo handling services in ICN. |
| Korean Air Lines | Korean Air Lines provides cargo handling services in PUS. |
| KTNet | KTNet provides EDI services in ICN |
| UNIES | UNIES provides cargo screening services in PUS |
| Navitaire | Navitaire NewSkies reservation system allows booking creation from all distribution channels. |
| GoQuo | GoQuo provides services in relation to flight and hotel package, hotel booking and local tour. |
| Covermore | Covermore provides travel insurance service. |
| Gategourmet | Gategourmet handles pre-order food and beverage service. |
| Alpha Red | Alphad Red is the developer of group booking system for travel agencies to make direct bookings for customers. |
| AIMIA | Loyalty marketing and management platform. |
| Boxever | Customer Data Platform that stores customer transactions, interactions with HK Express direct channels. |
| Sendgrid | Email deployment platform. |
| TML | TML is the developer of HK Express native mobile app to sale booking on iOS and Android platform. |
| Sonic Teleservices | Call Centre for handling customer requests and contacts. |
| Microsoft O365 | Multiple services provided by O365, for example: <ul style="list-style-type: none"> · Cloud Storage · Office software Suite |

3. The following paragraph shall be replaced section 7.3 (Retention Period) of the Privacy Policy:

7.3 Retention Period

Our retention periods for Personal Data are based on business needs and legal requirements. We will retain your Personal Data for as long as is necessary for the processing purpose(s) for which it was collected and any other permitted linked purpose. For example, we may retain: (i) certain transaction details (e.g. flight history) and correspondence until the time limit for claims arising from the transaction with us has expired (which is typically between 6 to 10 years after the relevant transaction occurred, and in some cases much less than this); or (ii) certain data to comply with regulatory requirements regarding the retention of such data. Where Personal Data is no longer needed, we either irreversibly anonymise the data (in which case we may further retain and use the anonymised data) or securely destroy the data. (To be updated from time to time.)

4. The following sentence shall be added to section 8.1:

“If you are under the age of 14, your legal guardian will have the rights under section 8.”

This document is written in English language and may be translated into other languages. In the event of any inconsistency between the English version and the translated version of this document, the English version shall prevail.