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## INTRODUCTION

PAGCOR respects the confidentiality of Personal Information and is committed to comply with Philippine Data Privacy Act of 2012. PAGCOR value data privacy rights and makes sure that all personal information collected from our customer, vendors, partners, employees and other stakeholders, are processed in adherence to the general principles of transparency, legitimate purpose and proportionality.

## POLICY OBJECTIVES

This Data Privacy Policy explains:

- What information we collect and why we collect it
- How we use that information and to whom we may disclose it
- The choices available for you to manage your personal information
- How we safeguard your personal information

By providing PAGCOR with your personal information in the use of any of our products and services as described in this Privacy Policy, you have explicitly authorized and consented to our collection, use, access, transfer, storage and processing of said personal data.

## MANGEMENT AND SECURITY

A Data Privacy Officer for PAGCOR and corresponding Compliance Officers for Privacy of our branches/departments have been appointed to manage and safeguard the handling of your Personal Data compliant with the Philippine Data Privacy Act of 2012 or RA 10173 and its Implementing Rules and Guidelines. PAGCOR Management is committed to ensure that its Privacy Management Program is constantly reviewed, monitored and enhanced.

## PERSONAL INFORMATION WE COLLECT

Personal information is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.


### Consent

By providing your Personal Information or by availing of our products and services, you confirm your agreement to the terms and conditions contained in this Data Privacy Policy. Your rights under this Data Privacy Policy will be upheld when invoked by your lawful heirs or assigns.

### Personal Information

As part of our dealings with you , we may collect your personal data including but not limited to:

- Your name, gender, civil status, date of birth, address, telephone or mobile numbers, email address, mailing address, proof of identification and any other information relating to you which you have provided us in submission of any form as a result of our interaction with you
- Information about your visit and use of our websites, digital platforms, and mobile apps, including but not limited to social media profile information, IP Addresses, your browsing

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behavior within and throughout our digital assets, and session lengths, that are collected by our website analytics tools and cookies that we may place on your computer. You may disable the use of cookies on your browser at any time

- Your social media behaviour when you tag, mention, or post photographs of any PAGCOR and its branches publicly on any social media account (e.g. Facebook, Twitter, Instagram, LinkedIn, etc.)
- Your employment history, education background, resume and income information when you apply for a job with us
- Your work related information regarding your company, your ownership and participation when you apply for vendor accreditation

### Collecting Personal Information

We may collect and store your Personal Information in a variety of ways:

- When you avail of any of our products, services, promos, activities, and events
- When you interact with our entertainment & marketing staffs through email, phone, chat services or face-to-face meetings
- When you submit information through any form on our digital assets (i.e. websites, apps), or contact us through any of our social media accounts (e.g. Facebook, Twitter, Instagram, LinkedIn, etc.)
- When you provide personal information in relation to inquiries, requests, and complaints
- When you respond to surveys, promotions, and other marketing initiatives
- When you submit a job application
- When we receive references from third parties or our business partners (i.e public bidding)
- When you submit your personal information to us for any other reason

### Personal Information Other Than Yours


When you disclose to us another person's personal information (i.e your dependent, spouse, children and/or parents) you attest that consent has been obtained from that person to disclose and process personal information in accordance with this policy.

## USE AND DISCLOSURE OF PERSONAL INFORMATION

### Uses Of Your Personal Information

PAGCOR collects, uses and discloses your Personal Information for the following purposes:

- Provide you with product and services that you have requested, including customer support
- Enhance your customer experience by delivering product services that match your preference and needs
- Communicate relevant services, advisories including responses to your queries, requests and complaints
- Provide information about our products and services which may be of interest to you
- Comply with the requirements of the law and legal proceedings such as court orders; comply with legal obligation or to prevent imminent harm to public security safety or order

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- To prevent, detect and investigate crime, including fraud and money-laundering, and to analyze and manage other commercial risks;
- Process information for statistical, analytical and research purposes

#### Other Uses By Nature Of Our Dealings

Aside from the general uses mentioned above, we may use your personal information depending on your dealings with us in any of the following manner:

#### *When You Apply To Become A Licensee Or Proponent*

- To conduct appropriate due diligence checks
- Register and process your application
- To prepare documentation and any other documents as may be required
- To perform financial transactions such as the processing of payments and perform other actions necessary or desirable in the implementation of our contract
- To communicate any advisories, or changes in terms and condition related to your application
- Any other purpose relating to any of the above


#### *When You Are A Vendor, A Prospective Vendor Or A Contractor*

- To conduct appropriate due diligence checks
- To evaluate your proposal and to conduct corresponding background checks
- To assess your viability as a vendor and process your accreditation
- To communicate with you about matters relating to our required products and services
- To perform other actions necessary or desirable in the implementation of our contract
- Any other purpose relating to any of the above

#### *When You Apply For Employment Or Become Our Employee*

- To process your application including any of the following:
  - Conducting a background check
  - Conducting aptitude and personality tests and checks
  - Conduct of interviews
  - Facilitating medical check-ups and clearances
  - Collecting information about your suitability for the position
- To administer benefits and payroll processing
- To organize training and development
- To assess your performance
- To perform other actions necessary or desirable in the implementation of your employment contract
- Any other purpose relating to any of the above

#### Disclosure Of Your Personal Information

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- We may disclose your personal information to the following as reasonably necessary depending on the product and service concerned:
  - Our Employees and officers,
  - Professional advisers such as lawyers and auditors
  - Suppliers or subcontractors, third party service providers , consultants that have been contracted by PAGCOR to provide technical, administrative services such as information technology, payroll, accounting, procurement, training and other services
- We may disclose your personal information:
  - To the extent that we are required to do so by applicable law and/or rules and regulations;
  - In connection with any ongoing or prospective legal proceedings;
  - To the clients and/or customers availing of our products and services;
  - To any person who we reasonably believe may apply to a court or other competent authority for disclosure of such personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of such personal information
  - Any company with which we share information about you for the above purposes is contractually required to comply with confidentiality standards, undertake to respect any individual's right to privacy and comply with the Data Privacy Act. We also require that these organizations use this information only for our purposes and follow our reasonable directions with respect to this information. This includes organizations which handle or obtain Personal Information as service providers for PAGCOR

## ISO 27001 REFERENCE(S)

**A.18.1.4 Privacy and protection of personally identifiable information**

## REVISION HISTORY

20 June 2018          Approved, Data Privacy Policy