



**TOKIO MARINE INSURANCE  
VIETNAM COMPANY LIMITED**

**THE SOCIALIST REPUBLIC OF VIETNAM**  
**Independence – Freedom - Happiness**

No.: *67/2023-CVHN-TMIV*

Regarding: New regulations on  
personal data protection under  
Decree No. 13/2023/ND-CP

Hanoi, *21<sup>st</sup>* June 2023

**Dear Valued Partner,**

On 17 April 2023, the Government issued Decree No. 13/2023/ND-CP on Personal data protection ("**Decree 13**") which will come into effect as of 01 July 2023. These new regulations will directly impact the cooperation between Tokio Marine Insurance Vietnam Company Limited ("**TMIV**") and Valued Partners regarding the processing of personal data when TMIV provides insurance services to customers.

TMIV, as a Data Controller and Processor, would like to seek your cooperation since you are identified as Data Processor on behalf of TMIV to customers' personal data, to ensure compliance with the regulations, and requirements under Decree 13 regarding the processing and protection of personal data.

These are some important highlights in Decree 13 that you should be well aware of during our partnership:

**1. Types of personal data processed by TMIV and Valued Partners**

During the signing and performance of the insurance contract, as the Data Subject, you may have to provide TMIV with the following data:

**Basic personal data:** means information associated with a specific individual or used to identify a specific individual (not including sensitive personal data).

E.g.: Full name; date of birth; residence addresses; nationality; personal image; phone number; identification number; information about family relationship, etc.,

**Sensitive personal data:** means personal data in association with an individual's privacy which, when being infringed, will directly affect an individual's legal rights and interests.

E.g.: Health condition stated in the medical record; ...

**2. Signing the Personal Data Processing Agreement**

Decree 13 requires TMIV and you to sign a Personal Data Processing Agreement before the processing of data. We will send you the draft of such an Agreement as soon as possible so the parties can sign and proceed with the processing of personal data in a legitimate and timely manner.





### 3. General notes

#### 3.1. Consent on data processing

To ensure that the processing of your personal data is legitimate regarding all activities of personal data processing, we shall require our customers to grant their consent on the processing of personal data in the legitimate form and with proper content. You should note that the processing of the customers' personal data should be aligned with the contents on these consents, which include: Types of the processed personal data along with the purpose of processing the personal data, TMIV's business partners who are allowed to process the personal data; and the rights, obligations of the data subject.

Please also note that there are exceptions that do not require TMIV and you to acquire the data subject's consent, such as publicizing personal data in accordance with the laws, or assisting the authority's activities regulated under specialized laws.

#### 3.2. Some main obligations during the processing of personal data which should be noted

While processing personal data, you are obliged to make the dossiers on assessment of the impact of personal data processing for internal storage and for submission to the Ministry of Public Security to serve the inspection on personal data processing as mandatorily required by Decree 13.

Regarding the personal data which you are managing, you should also ensure that the lawful rights and interests of TMIV's customers are protected under Decree 13, such as the right to know about the processing of data, to request for rectification of personal data after providing; etc

Decree 13 also requires TMIV and you to have proper measures to ensure the protection of personal data, such as the development and issuance of regulations on personal data protection; appointing departments and officers who are responsible for personal data protection; etc

For more information on Decree 13 and related matters, please contact TMIV's representative to ensure the execution and compliance of the laws are conformed and for TMIV customers' best interests.

Thank you for your co-operation./.

**TOKIO MARINE INSURANCE VIETNAM COMPANY LIMITED**



**DUONG THI THANH TOAN**  
Deputy General Director

