

Sustainable Growth for Green Indonesia



Customer and Community Protection

The company has Special Policy No.KK.9-Z dated 31 August 2023 on Customer and Community Protection. The company protects customers and the public by providing clear and transparent information on the products and/or services offered, including the consequences and risks that will be received if customers and the public use or utilize the company's products and/or services. With this policy, customers and the public can be protected from financial losses and legal aspects in every use of the company's products and/or services.

To protect customers and the public, the company has several basic principles that it implements, including:

1. Adequate education;
2. Openness and transparency of information;
3. Fair treatment and responsible business conduct;
4. Protection of assets, privacy, and customer data;
5. Effective and efficient complaint handling and dispute resolution; and
6. Healthy competition.

The product and/or service life cycle (product life cycle) issued by the company to customers and the public considers the following aspects:

1. Equality of access to every customer;
2. Special services to people with disabilities and the elderly;

3. Protection of customer assets;
4. Protection of customer data and/or information;
5. Information on handling and resolving complaints submitted by customers; and
6. Mechanism for using customer data and/or personal information.

In carrying out responsible product and/or service marketing, the company takes the following steps:

1. Refraining from offering products and/or services that are detrimental or have the potential to harm customers;
2. Paying attention to the suitability between customer needs and capabilities and the products and/or services offered;
3. Refraining from using personal communication facilities for products offered without the customer's consent;
4. Discontinuing the offer if the customer withdraws consent through personal communication means;
5. Regularly updating the communication facilities used so that they are always accessible; and
6. Refraining from offering products and/or services that are bundling and incur costs without the customer's knowledge or without providing information to the customer.

Personal Data Protection

Personal data protection is the practice of managing personal data by implementing an appropriate level of protection to maintain data security, prioritizing transparency in the management of personal data, and clearly establishing the company's obligations that must be carried out and the rights that personal data subjects have. This practice has been implemented by the company to increase customer trust and to maintain compliance with Law No. 27 of 2022 on Personal Data Protection.

The company has a Personal Data Protection Officer who is in the Compliance Work Unit, which is responsible for managing personal data protection governance and ensuring compliance with personal data protection in accordance with the prevailing regulations.

The company's personal data protection and management practices are stated in policies related to personal data management that include data collection, use, sharing and retention. The following is a list of the policy documents in question:

- Special Policy KK 9-Z on Customer and Community Protection, Chapter III, Letter E regarding Personal Data Protection.
- Special Policy KK 5-B on Information Security.
- Special Policy KK 9-J regarding Archival Management Procedures.
- Technical Instructions PT 9-J1 on Technical Instructions on the Implementation of Archives Management.

In performing the company's obligations as the party that manages personal data, the company has carried out the following:

1. **Commitment to collect and process user data limited to stated purposes:** The company prioritizes the concept of "data minimization" to collect and process personal data and sets out the purposes of the processing in written form as one of the supporting information that needs to be approved by the subject of personal data. This is stated in Special Policy KK 9-Z on Customer and Community Protection, Chapter III, Letter E regarding Personal Data Protection.