



User Privacy Statement

In General

We respect the privacy of everyone who visits www.caosco.com. You can visit our website without identifying yourself or revealing any personal information. China Aviation Oil (Singapore) Corporation Ltd (“CAO”, the “Company” or the “Group”) monitors user traffic patterns throughout the Site according to a user’s domain name, browser type, date and time of access, and pages viewed. The web servers collect the domain names but not the email addresses of visitors. This information is collected in order to measure the number of visitors to our Site and to determine which areas of the Site users find useful based upon the amount of traffic to particular areas. CAO uses this information to enhance users’ experience at the Site and to better prepare future content based on the interests of users. On occasion a visitor to our website may be asked to provide personal information. In most cases, personal information is used only to respond to inquiries. CAO will not provide email addresses or other visitor information to any non-CAO organisation or partner. In some instances, CAO may provide links to non-CAO controlled websites. However, CAO does not control such third-party websites, and cannot be responsible for the content or the privacy practices employed by other sites.

Please read our **User Privacy Statement** carefully so that you can understand how we collect and use the personal information that you provide to us.

By submitting your personal data to us, you will be treated as having given your permission for disclosures referred to in this Statement.

What does this User Privacy Statement Cover

This User Privacy Statement (“Statement”) covers our use of your personal information which is collected through or in connection with this site. For the purposes of this Statement, this “Site” refers to the www.caosco.com website.

When you submit information through this Site or to an email address provided at this Site, you will be regarded as having agreed and consented to the collection, use and disclosure of all such information in the manner described in this Statement.

Information you have submitted will be used and disclosed generally only for the purposes requested, for example to periodically send you emails on the release of announcements, media releases, annual reports, financial results, publications or any other information or materials which you have signed up for; or where you have sent us a resume or similar information, to consider your suitability for employment with the CAO Group.

The CAO Group reserves the right to use and disclose any submitted information to contact you and to comply with law, including disclosing submitted information in response to a request made by any government authority or regulator.

You hereby consent to all such use and disclosure of submitted information by the CAO Group and any service provider to the CAO Group, within Singapore or otherwise.

What Information About You Do We Collect

When you visit www.caosco.com, you may provide us with two types of information: (i) personally identifiable information that you knowingly choose to disclose, which is collected on an individual basis, and (ii) general user information that does not contain personally identifiable information, which is collected on an aggregate basis as you browse this site.

The CAO Group respects the rights you have under the relevant data protection law. The Company collects, uses and discloses personal data with your knowledge and consent in an appropriate manner for purposes as notified to you or as permitted by law. The Company reserves the right to amend the Statement and the information we have published in relation to the said Statement from time to time.



If you have any inquiries, comments or suggestions about how CAO collects, uses or discloses your personal data or this Statement, please email us at PDP_Committee@caosco.com.

If you would like to receive information about your personal data which CAO retains, to update such personal data or to withdraw any consent given, please contact us at PDP_Committee@caosco.com.

Personally Identifiable Information You Choose to Provide

CAO has designed this Site so that users can visit without identifying themselves or revealing any personal information unless they choose to do so. Visitors to this Site are asked to provide personal information if they want to provide feedback, register for other reasons and/or send an email to CAO. A user that chooses not to provide CAO with personal information can still access this Site.

Use of Information

CAO gathers two types of information about users: (i) data gathered through tracking information derived mainly by tallying page views throughout the site; and (ii) data that users provide when registering as a particular individual. Once you register with www.caosco.com, we may request that you provide certain information.

During Site registration, the Company may request your name, address, postal code, email address, phone number and a general description of your profile type (e.g. shareholder, analyst, media). The Company may also ask for certain personal information from you for the purpose of providing to you content and/or services that you request. For example, if you indicate an interest in receiving press releases about the CAO Group, you are asked to submit your name and email address, which the Company retains on file, so that the Company may send you the information that you requested. If you indicate on our Email Alert registration form that you are a member of the press, the Company may also send you information regarding our business. The Company also requests your name and email address each time you contact CAO by clicking on the "Contact Us" link. The Company may retain a record of users who have contacted CAO in order to respond properly to questions or concerns and for purposes of future communications.

The CAO Group is likely to collect personal data through this Site in the following situations:

- (i) when you visit the CAO website;
- (ii) when you apply for a job with the CAO Group;
- (iii) when you establish a business relationship with CAO;
- (iv) when you attend CAO's annual general meetings, results briefing sessions, or Corporate Access Days;
- (v) when you request CAO to send you information and/or notify you of developments in the Company via post, emails or telephone calls;
- (vi) when you contact CAO with feedback, inquiries or complaints.

Our purpose in collecting the above information is to provide customised services and content that are relevant to your specific needs and interests.

We do not provide your personal data to third parties outside the CAO Group for purposes other than those set out above or purposed related to those set out above. We do not sell your personal data to any third parties.

You may choose to opt out of receiving such communications from CAO by sending an email to PDP_Committee@caosco.com.



Access to Information

Please be aware that CAO and any service provider to the CAO Group may have access to your information to perform certain Site or database support and maintenance tasks. CAO requires any and/or all third party service providers to provide the same level of privacy protection as CAO. By submitting your personal data, you agree to the disclosure of your information to the CAO Group's employees, affiliated organisations or business partners and/or third party service providers for the purpose described above. CAO will not otherwise share personal information collected from you with third parties without your consent, unless required by law. Please note that CAO will, under certain circumstances permitted or required by law or court order, to collect, use and/or disclose personal information collected online pursuant to procedures that do not require giving notice or providing other privacy protections (for example, in connection with law enforcement investigations).

Retention of Personal Data

CAO will retain your personal data for as long as we need to do so for business or legal purposes.

Cookies

CAO may use cookies on this site. Cookies are small text files sent to and stored on users' computers that allow websites, such as www.caosco.com, to recognise repeat users, facilitate users' access to the Site, and allow the Site to compile aggregate data that will allow content improvements. Cookies do not damage users' computers or files. We use cookies so that we can offer you information and services which are customised to your interests and needs.

If users do not want cookies to be accessible by CAO, most browser programs allow users to deny or disable the use of cookies. Please note, however, that cookies may be necessary for the www.caosco.com Site to operate properly or for certain functionality.

Correcting or Changing Information

CAO allows users to correct or change information submitted to the CAO Group or to report problems with the Site or to pose questions or concerns by sending an email to the Company using the provided email form on this Site.

As the user of this Site, you are accorded the following rights:

- (i) request to be provided with your personal data which is in the Company's possession;
- (ii) make corrections to your personal data which is in our possession, or withdraw your consent to the Company's use of your personal data;
- (iii) ask for information about the ways in which the Company have (or may have) used your personal data in the one-year period preceding your request.

CAO will use reasonable efforts to provide, correct or delete our records of your personal data. The Company may charge you a fee for responding to your requests. If a fee is to be charged, we will inform you of the amount beforehand and will respond to your request once payment is received. However, the Company may be prevented by law from complying with your request. We may also decline your request if the law permits us to do so.

As www.caosco.com expands and improves this Site, CAO will endeavour to modify and/or refresh this Statement from time to time without prior notice to its users. We encourage you to consult the Statement on a regular basis for updates.

Should you have a request regarding the processing of your personal data, please contact PDP_Committee@caosco.com.



Acceptance of CAO's Privacy Practices

By using www.caosco.com, you have explicitly consent to allow this Site to collect and use information, including:

- (i) personal information, as detailed above;
- (ii) you signify your acceptance of this User Privacy Statement and the Website Terms of Use; and
- (iii) you agree to adhere to the terms and conditions posted on the website. If you do not agree with any of these terms, or if you do not consent to the collection or use of personal information, please do not use this Site or submit any personal information.

How to Contact Us

If you have questions on any aspect of this User Privacy Statement or your personal data, you can contact the Personal Data Protection Officer ("PDPO") at PDP_Committee@caosco.com or write in to:

Personal Data Protection Officer
China Aviation Oil (Singapore) Corporation Ltd
8 Temasek Boulevard
#31-02 Suntec Tower Three
Singapore 038988

All complaints and feedback will be evaluated by the PDPO in a timely manner. After the PDPO has completed his and/or her evaluation, he and/or she will respond to the person who submitted the complaint or feedback in writing, with the results of the evaluation.