

# **Information Security Policy of Taiwan Cooperative Financial Holding Co., Ltd.**

Approved by the 1st Board of Directors at its 4th meeting on March 23, 2012.

Approved by the 5th Board of Directors at its 34th meeting on March 23, 2026.

**Promulgated and implemented by Letter No. 1152300108 of the Information Security Department of Taiwan Cooperative Financial Holding Co., Ltd. on March 30, 2026**

## Article 1

Taiwan Cooperative Financial Holding Co., Ltd. hereinafter referred to as the “Company”, has established this Policy to strengthen information security management and to ensure the security of data, systems, equipment, and networks.

## Article 2

Information security refers to all protective measures, crisis management, and related matters undertaken to ensure the accuracy, confidentiality, integrity, and availability of information operations.

## Article 3

The scope of information security includes physical security, hardware security, personnel security, data security, software security, operating system security, and information and communications network security.

## Article 4

Access to information and use of assets must be formally authorized. Except where required for job duties, unauthorized access or use is strictly prohibited. Formal access control and authentication procedures shall be adopted for customer data in order to maintain its confidentiality.

## Article 5

The Company shall establish monitoring procedures for the usage status of information service systems, continuously monitor threat intelligence, and establish defense mechanisms to identify potential system risks at all times, prevent malicious intrusions, and protect information systems from threats.

#### Article 6

The Company shall establish security control mechanisms for information transmission and storage and, where necessary, supplement such mechanisms with cryptographic technologies in order to strengthen the confidentiality and integrity of information.

#### Article 7

The Company shall conduct advance planning, testing, and drills to reduce risks arising from system failures or information security incidents and to enhance system availability.

#### Article 8

The Company shall remain vigilant at all times against potential information security incidents, information security vulnerabilities, and violations of information security policies and procedures.

#### Article 9

The Company shall establish a reporting system. All employees who discover the occurrence of an information security incident shall report it in accordance with applicable requirements.

#### Article 10

The installation, use, or downloading of illegal or unauthorized software is strictly prohibited.

#### Article 11

The Company shall establish procedures to prevent viruses, malware, and other related threats.

#### Article 12

The Company shall establish a business continuity plan, conduct testing and drills, and maintain its applicability.

#### Article 13

Any person who uses information systems without authorization or violates information security policies shall, upon verification, be subject to disciplinary action in accordance with applicable rules, taking into consideration the circumstances of the case.

#### Article 14

The Company shall regularly conduct information security education, training, and awareness programs to enhance employees' information security awareness and management capabilities.

#### Article 15

The Company shall regularly review and assess information security issues and continuously strengthen the effectiveness of its information security systems.

#### Article 16

When outsourcing information-related operations, the Company shall identify information security requirements in advance, clearly define the information security responsibilities and confidentiality obligations of vendors, incorporate such requirements into contracts, require vendors to comply with them, and conduct regular audits.

#### Article 17

This Policy shall be implemented after approval by the Board of Directors and promulgation by letter. The same shall apply to any amendments.