

Designation of Chief Privacy Officer and operation of a dedicated organization

Shinhan Financial Group operates a separate information protection organization (Information Protection Headquarters) in charge of customer privacy and designates the "Chief Privacy Officer (CPO)" as an executive level (Vice President of Digital/ICT/Information Protection) in charge of overseeing customer privacy processing.

Chief Privacy Officer (CPO) is responsible for the establishment of a personal information protection management system, regular investigation and improvement of the status and practices of personal information processing, handling complaints related to personal information processing, and remedying damages. It is also authorized to perform the tasks independently.