

CARE PANDA INC. PRIVACY OPERATIONS SUMMARY

Internal Operating Procedure for DPO, Trust & Safety, and Incident Response

Version 1.4 • Effective 18 October 2026 • Registered in Parañaque City, Philippines

1. Role of the Data Protection Officer (DPO)

- Atty. Joy Huiso serves as the registered Data Protection Officer of Care Panda Inc., reporting directly to the Board of Directors.
- The DPO is responsible for privacy compliance monitoring, Privacy Impact Assessments (PIA), NPC communications, and DSAR management.

2. Data Subject Access Request (DSAR) Workflow

- Verification: Requester identity must be validated within forty-eight (48) hours.
- Execution: Access, correction, or account deletion requests must be completed within statutory deadlines (account deletion within 48 hours in app).

3. Security Incident and 72-Hour NPC Notification

- Assessment: Any security incident involving unauthorized access to sensitive personal data triggers immediate triage.
- NPC & User Notification: Where an incident poses a real risk of serious harm, the DPO must notify the National Privacy Commission and affected data subjects within seventy-two (72) hours of confirmation, pursuant to NPC Circular 16-03.