



Shareholder Data Protection Policy

The purpose of this document ("Data Protection Policy") is to inform you of how StarHub Ltd manages Personal Data, which is subject to the Singapore Personal Data Protection Act (No. 26 of 2012) ("the Act"). Please take a moment to read this Data Protection Policy so that you know and understand the purposes for which we collect, use and disclose your Personal Data.

By becoming a shareholder of StarHub, or interacting with us or submitting information to us in your capacity as a shareholder or potential shareholder of StarHub, you agree and consent to StarHub Ltd as well as our board of directors, company secretaries, share registrar, representatives and/or agents (collectively referred to herein as "StarHub", "us", "we" or "our") collecting, using, disclosing and sharing amongst themselves your Personal Data, and disclosing such Personal Data to our authorised service providers and relevant third parties in the manner set forth in this Data Protection Policy.

This Data Protection Policy supplements but does not supersede nor replace any other consent you may have previously provided to StarHub in respect of your Personal Data, and your consents herein are additional to any rights which to StarHub may have at law to collect, use or disclose your Personal Data.

StarHub may from time to time update this Data Protection Policy to ensure that this Data Protection Policy is consistent with our future developments, industry trends and/or any changes in legal or regulatory requirements. Subject to your rights at law, you agree to be bound by the prevailing terms of this Data Protection Policy as updated from time to time on our website <http://ir.starhub.com/Investors>. Please check back regularly for updated information on the handling of your Personal Data.

1. Personal Data

- 1.1 In this Data Protection Policy, "Personal Data" refers to any data, whether true or not, about an individual who can be identified (a) from that data; or (b) from that data and other information to which we have or are likely to have access, including data in our records as may be updated from time to time.
- 1.2 Examples of such Personal Data you may provide to us include (depending on the nature of your interaction with us) your name, NRIC, passport or other identification number, telephone number(s), mailing address, email address, network data and any other information relating to any individuals which you have provided us in any forms you may have submitted to us, or via other forms of interaction with you.

2. Collection of Personal Data

- 2.1 Generally, we collect Personal Data in the following ways:
 - (a) when you become a shareholder of StarHub or in the course of you being a shareholder of StarHub;
 - (b) when we seek information from The Central Depository (Pte) Limited ("CDP") in connection with your shareholding in StarHub;

- (c) when you make relevant statutory disclosures to StarHub and/or the regulatory authorities in compliance with applicable laws and regulations; and
 - (d) when you provide your Personal Data to StarHub for any other reason, including communication with the StarHub company secretariat, investor relations officers and share registrar, for example, via telephone calls, letters and emails.
- 2.2 When you browse our website, you generally do so anonymously but please see the section below on cookies. We do not at our website automatically collect Personal Data unless you provide such information or login with your account credentials.
- 2.3 If you provide us with any Personal Data relating to a third party (e.g. information of your spouse, children and parents), by submitting such information to us, you represent to us that you have obtained the consent of the third party to provide us with their Personal Data for the respective purposes.
- 2.4 You should ensure that all Personal Data submitted to us is complete, accurate, true and correct.

3. Purposes for the Collection, Use and Disclosure of Your Personal Data

- 3.1 StarHub collects, uses and discloses your Personal Data for the following purposes:
- (a) complying with any applicable rules, laws, regulations, codes of practice or guidelines issued by any legal or regulatory bodies, which are binding on StarHub and/or you (including but not limited to responding to, disclosing to regulatory bodies, share registrar and conducting audit checks, due diligence and investigations);
 - (b) administering our relationship with you, including without limitation, the maintenance of shareholder register;
 - (c) handling of dividend or any other payments;
 - (d) administration of StarHub share plans;
 - (e) facilitating communications with you, including responding to your queries and requests, and sending notices of general meetings, annual reports and shareholder circulars to you;
 - (f) making SGXNET announcements and providing responses to the Singapore Exchange ("SGX"), CDP and other relevant entities and regulatory authorities;
 - (g) facilitating corporate actions (including without limitation, capital reduction, rights or bonus issue and repurchase and cancellation of shares);
 - (h) registering shareholders at general meetings and shareholders' events organised by StarHub (including without limitation, verification of your identity and/or your proxy);
 - (i) taking photographs and/or video recordings of you at general meetings or events organised by StarHub, as well as public events, for publication in StarHub's annual reports, or posting on StarHub's investor relations website, or any other medium StarHub deems appropriate;
 - (j) providing system access (including but not limited to e-polling system at general meetings);
 - (k) legal and investor relations purposes (including without limitation, rendering or procuring legal, regulatory and capital markets advisory); and

(l) purposes which are reasonably related to the aforesaid.

3.2 In relation to your relationship with us as shareholder of StarHub or in your interactions with us, we may also have specifically notified you of other purposes for which we collect, use or disclose your Personal Data. If so, we will collect, use and disclose your Personal Data for these additional purposes as well, unless we have specifically notified you otherwise.

4. Disclosure of Personal Data

4.1 StarHub will take reasonable steps to protect your Personal Data against unauthorised disclosure. Subject to the provisions of any applicable law, your Personal Data may be disclosed, for the purposes listed above (where applicable), to the following:

- (a) StarHub's company secretaries;
- (b) StarHub's share registrar;
- (c) relevant government regulators, statutory boards or authorities, or law enforcement agencies (including without limitation, the Infocomm Development Authority of Singapore, Media Development Authority of Singapore, Monetary Authority of Singapore, SGX, CDP and Accounting And Corporate Regulatory Authority) to comply with any applicable laws, rules, guidelines and regulations;
- (d) third party service providers (including without limitation, e-polling service providers and scrutineers);
- (e) agents, contractors or third party service providers who provide operational services to StarHub, such as courier services, processing, telecommunications, information technology, training or other services to StarHub;
- (f) any business partner, investor, assignee or transferee (actual or prospective) to facilitate business asset transactions (which may extend to any merger, acquisition or asset sale) involving any of the StarHub group companies; and
- (g) any other party to whom you authorise StarHub to disclose your Personal Data.

5. Use of Cookies

5.1 A cookie is a small piece of information that is placed on your computer when you visit certain websites.

5.2 StarHub uses cookies on its websites for the following purposes:

- (a) enabling certain features and functions on our websites (eg. remembering your user-id, favourite channel selections, browsing and other service preferences);
- (b) building up a profile of how you and other users use the website;
- (c) improving the efficiency of our website;
- (d) administering services to you and to advertisers; and
- (e) establishing usage statistics.

5.3 Most internet browsers provide you the option of turning off the processing of cookies (please see the "help" section of your browser), but this may result in the loss of functionality, restrict your use of the website and/or delay or affect the way in which it operates.

- 5.4 Advertisements on the StarHub website may be provided by third party advertisers and their agencies. These may generate cookies to track how many people have seen a particular advertisement (or use the services of third parties to do this), and to track how many people have seen it more than once. StarHub does not control these third parties and their cookie policies and if you have questions about their cookie policies, please contact StarHub and we will try our best to assist by providing you information about these third party advertising agencies.
- 5.5 StarHub is not responsible for the Personal Data policies (including Personal Data protection and cookies), content or security of any third party websites linked to the StarHub website.

6. Contacting Us – Withdrawal of Consent, Access and Correction of your Personal Data

6.1 If you:

- (a) have any questions or feedback relating to your Personal Data or our Data Protection Policy;
- (b) would like to withdraw your consent to any use of your Personal Data as set out in this Data Protection Policy; or
- (c) would like to obtain access and make corrections to your Personal Data records, please contact StarHub as follows:

Email: dpo@starhub.com

Write in: Data Protection Officer
StarHub Ltd
67 Ubi Avenue 1
#05-01 StarHub Green
Singapore 408942

Indicate type of inquiry: Shareholder Personal Data

- 6.2 Please note that if your Personal Data has been provided to us by a third party (e.g. CDP), you should contact that organisation or individual to make such queries, complaints, and access and correction requests to StarHub on your behalf.
- 6.3 If you withdraw your consent to any or all use of your Personal Data, depending on the nature of your request, StarHub may not be in a position to continue to attend to your queries and needs as a Shareholder, or to administer your shareholding. StarHub's legal rights and remedies in such event are expressly reserved.

7. Governing Law

- 7.1 This Data Protection Policy and your use of this website shall be governed in all respects by the laws of Singapore.