Fixed Video Information Processing Devices Operation and Management Policy

HSBC

PUBLIC

AMENDMENT HISTORY			
Version	**Amended By**	**Date**	**Comments**
1.0	Jong Won Eun	30 Sep 2022	Revised in line with the video information processing device operation and management policy of the Personal Information Protection Commission
1.1	Jong Won Eun	18 Nov 2023	Updated number of CCTV cameras; renamed to Fixed Video Information Processing Devices Operation and Management Policy
1.2	Cheol Jin Youm	27 Mar 2026	Updated number of CCTV cameras following closure of the Business Recovery Centre
1.3	Cheol Jin Youm	26 May 2026	Updated number of CCTV cameras following new installations
1.4	Cheol Jin Youm	28 Aug 2026	Updated number of CCTV cameras following new installations and removals
1.5	Jong Hwa Lee	6 Oct 2026	Updated department name and administrator information

The Hongkong and Shanghai Banking Corporation Limited, Seoul Branch (hereinafter referred to as the “Bank") informs you through its Fixed Video Information Processing Devices Operation and Management policy of the purposes and methods in which the video information processed by the Bank is used and managed.

1. **Legal Basis and Purposes of Installation of Fixed Video Information Processing Devices**
   In accordance with Article 25, Paragraph 1 of the Personal Information Protection Act, the Bank installs and operates fixed video information processing devices for the following purposes:
   - Facility safety and fire prevention
   - Crime prevention for the safety of customers (and employees)
   - Prevention of financial transaction incidents

2. **Number of Devices, Installation Locations, and Camera Coverage Area**

Number of Devices	Installation Locations and Camera Coverage Area
89	- Seoul Branch (HSBC Building, 27 Chilpae-ro, Jung-gu, Seoul) Office entrances on each floor (elevator hall, emergency exits), machine rooms, data center, and offices handling intrinsic value assets (cash, bearer bonds, gold bars, customer-backed valuables, etc.) - Business Recovery Center (IM Securities Building, 66 Yeoui-daero, Yeouido-dong, Yeongdeungpo-gu, Seoul) Office entrances, machine rooms, office interiors - KT IDC Center (Munjeong-ro, Seo-gu, Daejeon , KT IDC Center) Inside the machine room

3. **Responsible Manager and Authorized Access Personnel**
   To protect the video information of data subjects and to handle complaints related to personal video information, the Bank has designated the following personal video information responsible manager and authorized access personnel:

	Name	Position	Department	Contact
Manager in Charge	Hae In Moon	Head of Division	BRR	02-2004-0188
Authorized Access Person	Jong Hwa Lee	Deputy Head of Division	BRR	02-2004-0155
Authorized Access Person	Cheol Jin Yeom	General Manager	BRR	02-2004-0677
Authorized Access Person	Kwang Hey Kim	General Manager	BRR	02-2004-0650

4. **Recording Hours, Retention Period, Storage Location, and Processing Method of Video Information**

Recording Hours	Storage Period	Storage location
24 hours a day	90 days from the date of recording	Locations where the recording devices are installed, in accordance with Section 2

   - Processing Method: The Bank records and manages matters related to the requests such as use of personal video information for purposes other than intended, provision to third parties, destruction, and requests for access, and permanently deletes (printed materials are shredded and incinerated) in a method that cannot be restored once the retention period expires.

5. **Matters regarding the Method and Place for Checking Personal Video Information**
   - How to check: Contact the video information responsible manager in advance and visit the Bank.

- Place: The Hongkong and Shanghai Banking Corporation Limited, Seoul Branch

6. **Measures regarding Data Subjects' Requests for Access to Video Information**
   - - A data subject may at any time request the fixed video information processing device responsible manager or authorized access personnel to provide access to, confirm the existence of, or delete personal video information. However, such requests are limited to personal video information in which the data subject has been recorded and personal video information clearly necessary for the urgent protection of the life, body or property of the data subject.
   - The Bank will take the necessary measures without delay upon receiving a request for access to, confirmation of the existence of, of deletion of personal video information.
   - When requesting for access, etc.,, the data subject must submit the request specifying the installation location of the video information processing device where the video information was recorded, the recording period, the purpose and reason for the request, and must provide an identification document, such as a resident registration card or driver's license, to verify whether the requester is the data subject or a duly authorized representative.
   - The Bank may refuse requests for access, etc., to personal video information by data subjects in the following cases. In such cases, the Bank will notify the data subject of the reasons for refusal in writing or by other means within 10 days.
     - Where the personal video information has been destroyed upon expiration of its retention period; or
     - Where there is any other justifiable reason to refuse the data subject's request for access, etc.
     - Where disclosure would seriously impede a criminal investigation, the maintenance of a public prosecution, or the conduct of trial

7. **Measures to Ensure the Security of Personal Video Information**
   The video information processed by the Bank is securely managed through encryption measures and other measures. As administrative safeguards for the protection of personal video information, the Bank grants differentiated access rights to personal information and, records and manages the date and time of creation, purpose of viewing, and date of viewer access to prevent forgery or alteration of personal video information. In addition, locking devices are installed to ensure the secure physical storage of personal video information.

8. **Amendments to this Policy**
   This Fixed Video Information Processing Devices Operation and Management Policy was amended on October 6, 2026. If there are any additions, deletions, or modifications due to changes in laws, policies, or security technologies, the reasons and details of the changes will be announced on the Bank's website at least 7 days before implementation.
   - Effective Date: October 12, 2026