

# 隱私權政策

## 1. 隱私權政策簡介

本隱私權政策說明台灣連線股份有限公司（「本公司」、「我們」）如何處理、保護您於使用本公司之服務（「本服務」，見以下「涵蓋服務」之列表）時所提供之資訊，以及您可以如何存取、控管您的資訊。為尊重您的隱私權、保護您的個人資訊，我們將遵循以下基本原則：

1. 蒐集您的個人資訊時，我們會清楚指出目的。
2. 個人資訊將被蒐集時，我們會事先通知您，以就個人資訊之蒐集、利用、揭露徵詢您的同意。
3. 我們僅會蒐集特定目的範圍內必要的個人資訊。
4. 除非經您的同意或基於法律要求，否則我們僅會針對蒐集目的利用或揭露您的個人資訊，且所蒐集之資訊僅會於蒐集目的完成之所需期間內保留。
5. 我們將盡力確保您個人資訊的精確性、完整性、和即時性。
6. 我們將以適當的安全保護措施保護您的個人資訊。
7. 我們會盡力使處理個人資訊的政策與措施公開透明。
8. 您隨時可以存取您的個人資訊並進行適當的修改。
9. 我們將會對您負責。您可以隨時針對我們是否遵循上述原則與此隱私權政策提出意見。

## 2. 本公司蒐集何種資訊？如何蒐集資訊？

為提供您使用本服務，我們將於必要範圍內取得您的資訊。我們所蒐集的資訊基本上有兩種：

### a. 您提供的資訊

#### - 用戶提供之個人資料與註冊資訊

為提供用戶流暢的服務體驗，並促進用戶間更良好的交流，用戶可能會被要求註冊用戶資訊，如電話號碼、電子郵件地址、郵遞區號或郵寄／貨運地址或其他與本服務有關而得直接或間接識別用戶之個人資料。

#### - 促銷活動

為進行問卷調查、抽獎與其他促銷活動，我們可能會要求您提供詳細資訊，如姓名、地址、電話號碼、電子郵件地址、性別、生日，便於頒發獎品、寄送購買商品等。

#### - 用戶聯絡資訊

當用戶透過線上詢問表單方式聯絡我們時，為檢查回報問題並提供適當回應，我們會蒐集用戶的資訊（包括電子郵件地址、裝置類型、作業系統類型等）以識別用戶。

#### - 交易及付款資訊

為處理購物與支付服務的相關交易服務或付款程序，因應相關服務所生之交易資料、付款金額與方式、用戶的信用卡資訊可能會被取得。請注意，購物程序應由適當的付款機構完成，我們不會保留任何信用卡資訊。

### b. 您使用本服務時，我們所取得的資訊

#### - 您的 LINE 用戶內部識別碼

用於確認用戶身分、避免未經授權的用戶使用本服務，以及透過您的 LINE 帳號連結本服務。

#### - Cookies

為向用戶提供最佳服務，並維護服務與使用安全，我們可能會使用 **Cookies** 儲存用戶設定以記錄存取功能，並監控使用模式及數據。例如，我們可能會使用 **Google Analytics** 協助我們進行上述工作。您可以選擇停用 **Cookies**，但同時您將無法使用本服務的部分功能。

#### - 記錄

存取本服務時，可能會自動取得並儲存您的使用紀錄(如：功能點擊、服務關閉或使用時間等等)、**IP** 位址、瀏覽器類型、瀏覽器語言等存取記錄資訊。該資訊將用以分析您的用戶環境，以便我們提升本服務，並避免未經授權／盜用行為干擾本服務正常運作。

#### - 裝置資訊

我們可能會不定時取得您的裝置資訊（如應用程式版本、作業系統版本、語言與國家設定、裝置型號）。此資訊將用於提昇本服務品質，並避免非法或不當使用。

您得自行決定是否提供您的個人資訊予我們，然若您未提供這些資訊，您將無法使用本服務之部分功能。

### 3. 本公司會如何利用蒐集到的資訊？

本公司與 **LINE Corporation**，以及其子公司與關係法人（「**LINE** 關聯企業」）係基於下列目的利用所蒐集之資訊：

- 為用戶提供平穩流暢的本服務；
- 認證您的身分；
- 避免未經授權使用／盜用或濫用本服務；
- 提昇或優化本服務；
- 為提供客戶支援，有效回應用戶的疑問與訴求；
- 進行用戶滿意度調查；
- 提供本服務等相關資訊，以及 **LINE** 關聯企業與本公司合作夥伴的廣告或推廣促銷資訊；
- 評估我們放置於網路或其他媒體之廣告效益；
- 為提供或行銷服務、產品及優惠予您，包括但不限於本公司之特別活動及推廣促銷；
- 確認促銷活動得主、頒發獎品、寄送購買商品與類似物品；
- 累積本服務相關的匿名統計資料；
- 用於本服務相關的未來發展；
- 處理購物、支付服務的相關客訴；
- 告知您其他服務相關重要資訊，於必要時與您聯絡；及
- 遵守相關法律與法定義務。

### 4. 本公司是否分享蒐集到的資訊？

除本隱私權政策（必要時亦包括其他相關隱私權政策與附錄）另有規定者外，未經您的同意，我們不會向第三人提供您的資訊。但若是我們本於善意認為係依據相關法律之要求或許可，或為保護本公司權利及財產而進行抗辯，則不在此限。

### 5. 本公司是否與其他服務供應商合作？

本公司可能不定期與服務供應商合作，協助我們為您提供最佳服務。

在與其他服務供應商建立合作關係前，我們會確保服務供應商將依此隱私權政策與相關法律處理您的資訊。

## 6. 本公司是否使用協力廠商模組？

本公司透過協力廠商廣告代理商在網路或其他媒體上刊登廣告。為評估廣告的效果並決定支付予廣告代理者的金額，我們在應用程式與服務中載入協力廠商模組。我們還可能在應用程式中加入協力廠商模組以協助我們瞭解服務和（或）所有額外服務的使用情況。

## 7. 如何存取我的資訊或更正我的資訊？

本公司盡力協助您以最輕鬆的方式控管您的資訊。您可以隨時確認或修改您的註冊資訊。

若無法直接於應用程式上確認，您可以隨時寄送書面意見要求本公司確認、更正、刪除其他本公司持有的個人資料。

認證您的身分後，本公司將依相關法律於合理期限內回應您的要求。

## 8. 用戶創建內容：關於您上傳的資訊

使用本服務時，您可選擇與其他用戶交換資訊（如個人檔案名稱、圖片及評論）。

請注意，其他用戶可以讀取、蒐集或利用該資訊，若您選擇與其他用戶交換資訊，本公司概不負責。

## 9. 本公司如何確保本服務的安全性？

我們會持續努力盡可能確保本服務的安全性。

為前述工作進行，若本公司發現服務條款受到侵害、有受侵害之虞，或用戶間發生紛爭，我們的員工將可能會存取您提供的資訊。

## 10. 個人資訊會保存多久？

除法律上要求或允許保留較長期間者外，本公司將於達成此隱私權政策所定目的之所需期間內保留您的個人資訊。

## 11. 個人資訊會儲存在何處？

為提供本服務，本公司將透過位於世界各國安全的伺服器處理並儲存資訊。

若持續使用本服務，表示您同意本公司將您的個人資訊移轉出您所在的國家。

## 12. 涵蓋服務

本隱私權政策適用於下列服務：

- LINE 調查團
- LINE STORE
- LINE API 技術檢定
- LINE 酷券

- LINE MUSIC
- LINE 訊息查證
- LINE POD
- LINE POD 遊戲 FreeStyle
- 其他本公司所指定的服務或活動

### 13. 是否有意見？是否有疑問？

若對我們的隱私權政策或處理個人資訊的方式有疑問，請使用聯絡表單(<https://contact.line.me/zh-hant/>)或寄信給我們：

台灣連線股份有限公司

收件人：隱私權政策相關

台灣台北市 114

內湖區瑞光路 610 號 10 樓

若您對於 LINE POD 遊戲 FreeStyle 有相關疑問，請使用後方聯絡表單(<https://joycity.oqupie.com/portals/666/>)，聯絡我們。

### 14. 隱私權政策修改相關說明

我們將可能不定時修改隱私權政策，以因應本服務與相關法律規範之變更。此隱私權政策之發布日為 2015 年 10 月 27 日，最近一次更新的日期則為 2020 年 05 月 26 日。若隱私權政策有重大變更，我們將透過應用程式及/或其他方式通知您。您可以隨時透過應用程式及本公司官網查看我們的隱私權政策。如您繼續使用本服務，將視為您已同意本公司對於隱私權政策之修改。

### 15. 語言

本隱私權政策以中文版及英文版作成。如有任何歧異時，應以中文版為準。

[以上為隱私權政策全文]

# Privacy Policy

## 1.Introduction: Our Principles for Protecting Your Privacy

This Privacy Policy explains how LINE Taiwan Limited (“Company,” “we,” “us,” or “our”) will handle and safeguard the information you provide us when you use our service(s) listed in Covered Services section below (“Service”) and the choices you have to access and control your information. As explained in detail below, we follow these basic principles so that we may respect your privacy and protect your information:

- 1.We will identify the purposes for collecting your information.
- 2.We will inform you of the information that will be collected and seek your consent to collect, use, or disclosure your information.
- 3.We will collect only information that is necessary to carry out the identified purposes of use.

4. We will use or disclose your information only for the purposes for which it is collected, except with your consent or as required by law, and we will keep your information only as long as necessary to fulfill those purposes.
5. We will endeavor to make sure that your information is accurate, complete, and up-to-date.
6. We will protect your information by appropriate security safeguards.
7. We will make our policies and practices for the handling of your information as transparent as possible.
8. You always will have access to your information and will be able to correct your information as appropriate.
9. We always will be accountable to you. You always have the right to voice your opinion regarding our compliance with the above principles and this Privacy Policy.

## **2. What Types of Information and How Does the Company Collect from Me?**

We obtain certain information from you that is necessary to allow you to use our Service. There are two basic types of information that we collect:

### **a. Information that You Provide**

#### **-Information Registered and Provided by Users**

To allow users to use the Service as smoothly as possible, and to promote effortless communication between users, users may be asked to register user information such as phone number, email address, zip code, mailing/shipping address or any other personal information which is related to the Services and may directly or indirectly identify users.

#### **-Promotional Events**

There may be occasions where you might will be asked to provide details such as your name, address, phone number, email address, gender, and date of birth, for the purposes of surveys, lot drawings, and other promotional events, where we require these details to courier prizes, and for the delivery of purchased products, etc., to you.

#### **-User Contact Information**

We collect user information when the user contacts us by our online inquiry form, including email address, device type, and OS type etc., to help establish the user's identity, for examination into reported problems and to provide an appropriate response to those inquiries.

#### **-Transaction and Payment Information**

There may be occasions where the transaction information in correlating to the applicable Service(s), payment amount and method, and users' credit card information will be acquired for the purpose of processing transaction and payments related to purchases and paid services. Please note that we will not retain any credit card information as settlements of purchases shall be completed by the appropriate payment agencies.

### **b. Information We Obtain From Your Use of the Service**

#### **-Your internal LINE user identifier**

To confirm the identity of the user and prevent any unauthorized user of the Service, and to link the Service with your LINE messenger account.

#### **-Cookies**

To provide the best possible Service to users, as well as for maintenance and security purposes, Cookies may be used to store user settings, to record access figures as well as monitoring usage patterns and statistics. For example, we may use Google Analytics to assist us with this. You can choose to deactivate Cookies. You, however, will not be able to use parts of the Service which require Cookies to be active.

#### **-Logs**

Upon access to the Service, access log information such as your use history(function click, close app, and time of the usage...etc), IP address, browser type, and browser language may be automatically obtained and stored. Such information will be used to analyze user environments, thereby enabling us to provide a better Service, as well as to prevent any unauthorized/fraudulent activities which interfere with normal Service operations.

#### -Device Information

Your device information (e.g., App version, OS version, language and country setting, and device model) might be acquired at times. This information will be used to improve our Service quality, as well as to prevent illegal or improper use of Service.

You are free to provide us with personal information, but, without such information, certain functions and features of the Service may not be accessible.

### **3.How does the Company Use Information Collected?**

The Company, as well as LINE Corporation and its subsidiary and affiliated entities (collectively referred to herein as "LINE Affiliates"), uses information collected for the following purposes listed below:

- to offer an undisturbed and smooth Service to users;
- to verify your identity;
- to prevent any unauthorized/fraudulent use of or abuse of the Service;
- to improve and/or optimize the Service;
- to enable us to provide customer support, and respond effectively to your inquires and claims;
- to conduct user satisfaction surveys;
- to provide information regarding the Services etc., as well as advertising or promotional information from LINE Affiliates and our business partners;
- to measure the effectiveness of advertisements that we place on the Internet or in other media;
- to provide or market services, products and benefits to you, including but not limited to special events and promotions from the Company;
- to identify winners for promotional events, to courier gifts to those winners, and to deliver purchased products and the like;
- to aggregate anonymized statistical data regarding the Service;
- to provide new future developments regarding the Service;
- to process claims relating to purchased items and paid services;
- to notify you of any other important information regarding the Service and to contact you if necessary; and
- to comply with applicable laws or legal obligations.

### **4.Does the Company Share Information Collected?**

Other than as described in this Privacy Policy and, where relevant, other applicable privacy policies or addendums, we will never provide your information to any third parties without your consent, unless we believe in good faith that we are required or permitted to do so under applicable laws or to protect and defend our rights and/or property.

### **5.Does the Company Use Other Service Providers?**

From time to time, the Company uses service providers to assist us to offer you the best Service possible. Before we use a service provider, we ensure that these service providers will handle your information in accordance with this Privacy Policy and relevant law.

## **6.Does the Company Use 3rd party module?**

The Company uses third party advertising agencies to place advertisements on the Internet or in other media. To measure the effectiveness of advertisements and determine how much to pay to advertising agencies, we install third-party modules within Apps and Services. We may also install third-party modules within Apps in order to help us understand how Services and/or Additional Services are being used.

## **7.How Do I Access My Information or Have It Corrected?**

The Company has tried to make it as easy as possible for you to control your information. You can confirm or modify some information you registered at any time.

You can send us a written request at any time to confirm, correct, or delete any other personal information that the Company holds which cannot be confirmed directly on the App. Upon verification of your identity, the Company will respond to your request within a reasonable period of time in accordance with relevant law.

## **8.User Generated Contents: About Information You Upload**

In the course of using our Service, you may choose to exchange information (such as profile name, pictures, and comments) with other users. Please note that, such information can be read, collected, or used by other users, and we are not responsible for the information you choose to exchange with other users.

## **9.How Does the Company Try to Make the Service Safe?**

We have tried to and will continue to try to make our Service safe as much as possible. As part of our ongoing efforts, our employees may access information you provided if there is a reason for us to believe that our Terms of Services was or likely to be violated or in the event of a dispute between users.

## **10.How Long Does the Company Keep My Information?**

The Company will retain your personal information for the length of time needed to fulfill the purposes outlined in this privacy policy unless a longer retention period is required or permitted by law.

## **11.Where Is My Information Processed and Stored?**

To provide the Service, the Company processes and stores information on secure servers in countries around the world. By continuing to use the Service, you agree that the Company can transfer your information outside of your country.

## **12.Covered Services**

This Privacy Policy is applicable to the following service(s):

- LINE Supporters
- LINE STORE
- LINE API Qualification Exam
- LINE GIFTSHOP

- LINE MUSIC
- LINE Fact Checker
- LINE POD
- LINE POD Game "FreeStyle"
- Other services and campaign designated by the Company

### **13.Comments? Questions?**

If you have any questions about our Privacy Policy or how we handle your information, please let us know using our Contact Form (<https://contact.line.me/en/>) or by writing to us:

LINE Taiwan Limited

Attn: Privacy Policy

10F., No. 610, Rui-Guang Rd., Neihu Dist.,

Taipei City 114, Taiwan (R.O.C.)

If you have any questions about the LINE POD Game "FreeStyle", please contact us by using following contact form(<https://joycity.oqupie.com/portals/666>).

### **14.Changes to our Privacy Policy**

We will amend our Privacy Policy from time to time to reflect changes to the Service and relevant law and regulation. The Privacy Policy was released on October 27, 2015, and the last time we updated was May 26th, 2020. We will let you know when we make any important changes to our Privacy Policy via the App and/or by other means. You can always access our Privacy Policy directly in the App and on our website. Your continuous use of the Service would be deemed as your acceptance of the changes.

### **15.Language**

This Privacy Policy is made in Chinese and English versions. In case of any discrepancy, the Chinese version shall prevail.

[END OF PRIVACY POLICY]