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Cyber Security Certification and Audit

The Company has established a more comprehensive management system to maintain the effectiveness of the certification. The Company completed the internal audit and re-inspection for the core ICT systems in 2022 in accordance with ISO 27001: 2013 and obtained the system certificate in January 2023. The Company also obtained the Payment Card Industry Data Security Standard (PCI DSS) compliance certification in November 2022 to protect the Company's credit card transactions and protect the rights and interests of passengers. CAA conducted an annual cyber security inspection on the Company in May 2022 and there were no major discrepancies in the inspection results. Per examination by the Information Management Division in 2022, neither the monitoring or warning information from the defense system, which detects threats to cyber security, was confirmed to be a security incident caused by virus infection and were not punished by the competent authority.

International Standards Certification and Audits

Passed ISO27001:2013 Information Security Management System certification

Scope: The Company's core cyber security system and server rooms

pci DSS

Obtained the Payment Card Industry Data Security Standard (PCI DSS) compliance certification

Passed the annual aviation network security audit implemented by the CAA

Response to COVID-19

In response to the COVID-19 pandemic, the Company's Information Management Division regularly inspects firewall records and supervises network usage of virtual private network (VPN) connections in accordance with regulations. It also removes accounts without usage records, expired accounts, and accounts of transferred / former employees to reduce cyber security risks. The Company began enhancing the review of user access authority and device security starting in 2021 by taking inspection measures such as operating system security and antivirus software

code updates to strengthen risk management and block connections from unsafe devices. CAL also conducted an inventory of accounts with remote access for ground service and sales agents of foreign branches. We completed improvements for the use of shared accounts and set up a system that can identify individual accounts for use and authorization to prioritize cyber security and ensure the security of the infrastructure.

2-1-6 Privacy Management (GRI 418-1)

Personal Data and Privacy Protection

CAL respects the privacy of the personal data subjects and is committed to protecting personal data and customer privacy. We fully comply with the Personal Data Protection Act and Regulations Governing Personal Information File Security Maintenance Plan and Processing Method for the Civil Air Transport Enterprise of the Republic of China, as well as the General Data Protection Regulation (GDPR) of the EU. When consumers use products or services provided by CAL, the Company shall expressly inform consumers of related information for all personal data, privacy, and rights and interests, and will only collect and process personal data after obtaining consumers' consent. Related policies are disclosed on CAL's official website. The aforementioned policy applies to all of employees of the Company. When it is necessary for the Company to engage subcontracting activities of personal data, the Company also requires the suppliers and their personnel to comply with the policy. We include personal data protection clauses in the contracts signed with suppliers, formulate management operation documents for suppliers, and perform regular evaluations of suppliers and personal data audits. Please refer to CAL's official website for details.

Privacy Protection Policy
and Statement