

Personal Information Collection Statement

个人信息收集声明

美世致力于遵守《中华人民共和国网络安全法》等与个人信息保护相关的法律法规的规定，采取一切合理措施，确保您提供给美世的个人信息在被收集、持有、处理、使用及转移过程中，不会在未经授权的情况下被查阅、处理或作其他用途。本声明旨在告知您有关美世和您在处理您提供的个人信息时的权利和义务，明示收集、使用上述个人信息的目的、方式和范围。

Mercer always commits to comply with Cybersecurity Law of P.R.C. and other related laws and regulations in relation to personal information protection, and take all reasonable and practicable steps to safeguard the personal information provided by you from unauthorized access, processing, erasure during the process of collection, storage, use and transfer. This statement is intended to inform you about your and Mercer's rights and obligations in relation to the personal information provided by you, and explicitly indicate the purposes, means and scope of collecting and using such personal information.

1. It is often necessary for our current or prospective clients, including individual clients, corporate or business entities (collectively referred to as "clients" and otherwise referred to as "client", "you" or "your"), to provide Mercer (hereinafter referred to as "MERCER", "we", "our" or "us") with data about yourselves, your individual representatives or employees ("Personal Information") in connection with our business process execution, including delivery of services and/or products, preparation of proposals, provision of quotations, arranging insurance cover, managing claims, client relationship management and conducting internal conflicts checks. Such Personal Information may include copies and other details of identity documents, proof of address and other contact details, information concerning age, marital status, racial or ethnic origin, physical or mental health or medical condition, dietary preference, commission or alleged commission of any offence or proceedings for any offence committed or alleged to have been committed, the disposal of such proceedings or the sentence of any court in such proceedings) etc.

为了履行我们的业务，包括提供服务及/或产品、准备方案、提供报价、处理保险、管理申诉、管理客户关系以及进行利益冲突内部检查，我们现在或未来的客户（包括个人客户及公司客户，以下简称“客户”、“您”或“您的”）可能会将您、您的代表或您的员工的相关个人信息（以下简称“个人信息”）提供给美世（以下简称“美世”或“我们”）。上述个人信息可能包括身份文件的复印件或其它数据、地址及其它通讯数据、年龄、婚姻状况、种族或民族、信用状况、身体或心理健康或医疗状况、饮食偏好、任何犯罪或指控犯罪、任何犯罪或指控犯罪的程序、此类程序的处置或法院对此类程序所判的刑罚等。

2. Personal Information you provide will be collected, used and otherwise processed by MERCER for the following purposes:

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美世将会基于下列特定目的收集、使用及处理您所提供的个人信息：

- 2.1 client relationship management procedures, including any potential conflict checks as may be required;

客户关系管理程序，包括任何必要的潜在冲突检查；

- 2.2 the delivery of services or products to the client;

向客户提供服务或产品；

- 2.3 those purposes specifically provided for in any particular service or product offered by MERCER;

美世向您提供某特定服务或产品所需的特定目的；

- 2.4 conducting marketing and client profiling activities in connection with insurance and related services and products (including those provided by MERCER, other members of the Marsh & McLennan Group and selected third parties for the purpose of improving our services to you);

从事与保险及相关服务与产品有关的营销及客户端分析活动（包括为了提高我们的服务水平之目的，由美世、Marsh & McLennan 集团的关联公司及其他指定第三人所从事的前述活动）；

- 2.5 conduct necessary and appropriate credit assessments and other background checks against clients;

对客户进行必要和适当的信用评估和其他背景调查；

- 2.6 MERCER's necessary internal record-keeping;

美世进行必要的内部记录保存；

- 2.7 collection of outstanding payments from clients;

自客户处收集未付帐款；

- 2.8 prevention of crime (including but not limited to fraud, money-laundering, bribery);

防止犯罪（包括但不限于诈欺、洗钱、贿赂等）；

- 2.9 meeting any legal or regulatory requirements relating to MERCER's provision of services and products and to make disclosure under the

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requirements of any applicable law, regulation, direction, court order applicable to MERCER or any member of the Marsh & McLennan Group; and

遵守与美世服务和产品相关的法律和监管规定，根据适用于美世或 Marsh & McLennan 集团的关联公司的法律、法规、政策、法院命令进行披露；及

- 2.10 purposes relating to any of the above (including but not limited to necessary research, benchmarking and statistical analysis conducted to improve MERCER's services and products).

与以上目的的相关或从属的目的（包括但不限于为提高美世服务和产品水平而进行的必要的研究、基准测试和数据分析）。

3. MERCER may provide or disclose the Personal Information to other members of the Marsh & McLennan Group and their affiliates for the purposes stated in paragraph 2 above. Information on members of the Marsh & McLennan Group and their affiliates can be found at [MMC Group](http://www.mmc.com/about/index.php) or <http://www.mmc.com/about/index.php>.

美世将基于上述第 2 项中的目的将个人信息提供或披露给 Marsh & McLennan 集团的成员及这些成员的关联公司。有关 Marsh & McLennan 集团的成员及这些成员的关联公司相关信息请参见 <http://www.mmc.com/about/index.php>。

4. MERCER may send you information by e-mail, telecommunication means (telephone calls or text messages) or social media about products and services offered by selected third parties that we think may interest you but in doing so we maintain control over the Personal Information and we will not disclose the Personal Information to such third parties without your prior consent. Upon the receipt of above information, you will retain the right to refuse to continue to accept such information or services.

美世可能会通过电子邮件、电话或短息或其他社会媒介，将我们认为您会感兴趣的，由特定第三人所提供的产品及服务的相关信息发送给您。但我们始终保持对个人信息的管控，且未经您事前同意，我们不会将个人信息揭露给该第三人。您可以在收到上述相关信息后，选择拒绝继续接受该服务

5. **Disclosure.** Personal Information provided to MERCER will generally be kept confidential but you hereby consent and authorize MERCER to provide or disclose the Personal Information to the necessary extent for the purposes stated in paragraph 2 above to:

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信息披露：您提供给美世的个人信息，美世将严格保密，但您同意并授权美世可以基于上述第 2 项的目的在必要的范围内向以下主体提供或披露您提供的个人信息：

- 5.1 any person to whom MERCER is compelled or required to do so under law or in response to a competent or government agency;

基于法律规定，或依主管政府机关的强制要求或指示，而应当向其揭露的对象；

- 5.2 relevant parties arranging insurance or providing claims services such as insurers, agents and service providers (including but not limited to consultants, market research and quality assurance companies),

安排保险或提供申诉服务的相关对象，例如：保险人、代理商及服务提供商（包括但不限于顾问、市场调研及保险公司）；

- 5.3 members of the Marsh & McLennan Group and their affiliates;

Marsh & McLennan 集团成员及其关联公司；

- 5.4 government agencies and industry regulators;

政府部门和行业监管机构；

- 5.5 MERCER's auditors, accountants, lawyers or other financial or professional advisers; and

美世的审计员、会计师、律师或其他财务及专业技术人员；及

- 5.6 other necessary and appropriate sub-contractors or third party service or product providers.

其他必要且适当的分包商，或提供服务或产品的第三人。

6. Failure to provide such Personal information may result in MERCER being unable to provide clients with the services and/or products requested.

若您未能提供这些个人信息将导致美世无法向您提供您要求的服务和/或产品。

7. **Safeguards.** We confirm that we have implemented the appropriate administrative and security safeguards and procedures in accordance with the applicable laws and regulations to prevent the unauthorized or unlawful

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processing of the Personal Information and the accidental loss or destruction of, or damage to, the Personal Information.

数据保护：我们确认，我们已经依据相关法律法规执行了适当的行政管理及安全防护措施与程序，以防止个人信息被未经授权或不法处理，以及避免个人信息遭受意外损失、毁坏或损害。

8. **Data Transfer.** Where necessary or appropriate for the purposes of data storage or processing or providing any service or product on our behalf to you, we may transfer the Personal Information to another member of the Marsh & McLennan Group or third party service or product providers within or outside the country in which MERCER is established (**including but not limited to Australia and U.S.**), under conditions of confidentiality and similar levels of security safeguards. At the same time. MERCER will conduct necessary security assessment when transmit such data overseas according to applicable laws and regulations.

数据传输：为了数据保存、处理，或向您提供服务或产品的目的，在必要或适当的情形下，我们可将个人信息传输给位于美世所处国家领域以内或以外（包括但不限于澳大利亚，美国）的 Marsh & McLennan 集团的关联公司，或提供服务或产品的第三人，条件是接受数据方应遵守保密义务并采取相似级别的安全防护措施。同时，美世将根据适用的法律法规的要求完成数据出境必要的安全评估。

9. **Your Rights of Access and Correction.** You have the right to request access to and correction of information about you held by MERCER and you may:

客户查询更正个人信息的权利：您有权要求查询及更正美世保管的您提供的个人信息，且您有权：

- 9.1 check whether MERCER holds or uses Personal Information you provide and request access to such data;

查询美世是否保管或利用您提供的个人信息，以及要求阅览该数据；

- 9.2 request that MERCER correct any of Personal Information you provide that is inaccurate, incomplete or out-of-date;

要求更正个人信息（如果您提供的个人信息不正确、不完全或已过时）；

- 9.3 request that MERCER specify or explain its policies and procedures in relation to data and types of Personal Information handled by MERCER;

要求美世说明或解释美世保管个人信息政策与程序；

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- 9.4 communicate to MERCER your objection to the use of Personal Information you provide for marketing purposes whereupon MERCER will not use your Personal Information you provide for these purposes; and

反对美世为了营销目的而利用您提供的个人信息，美世将不会为了这一目的而利用您提供的个人信息；及

- 9.5 withdraw, in full or in part, your consent given previously.

撤回已给予的同意。

in each case subject to any applicable legal restrictions, contractual conditions and a reasonable time period. You can see more details about your access rights by looking at our [Marsh & McLennan Group Privacy Policy Privacy Policy](#) or <http://www.mmc.com/privacy-policy.html>.

前述各项应受相关法令、合同约定及合理期间之限制。有关个人信息查阅的详细内容，请见 Marsh & McLennan 公司之隐私政策 <http://www.mmc.com/privacy-policy.html>。

10. The person to whom written requests for access to Personal Information or correction and/or deletion of Personal Information or for information regarding policies and procedures and types of Personal Information handled by MERCER is:

如您要求查阅个人信息或更正及/或删除个人信息，或要求提供美世关于个人信息的相关政策、程序，应向下列人员提出书面要求：

Email: privacyofficer.china@mercer.com.

11. This statement is provided in both English and Chinese version. Should there be any discrepancy between the English and Chinese versions, the English version shall prevail.

本声明包含中英文版本，中英文版本如有任何冲突，应以英文版本为准。