

# **Registration and Examination Instructions for Chinese Language Test**

The Chinese Language Test Service Website (referred to as "this website") is operated by Han Exam International Education Technology (Beijing) Co., Ltd. (referred to as "Han Exam International"). It provides users with services such as online information browsing and online exam registration. The Chinese Language Test Examination Centers are the official exam centers established by Han Exam International to conduct Chinese language exams worldwide. Han Exam International (CTI) places great importance on protecting the privacy of Chinese language exam candidates. In order to explain how the Chinese Language Test collects, uses, and stores your personal information, as well as the rights you have, we will elaborate on these matters through this guide.

## **1. Collection of Information**

During the process of Chinese language examination registration and examination, we will collect your relevant information in the following manner:

1.1 When you register for Chinese language examination services on our website, we will collect your name, gender, age, nationality, native language, email, phone number, ID type, ID number, photo, occupation, years of learning Chinese, reasons for learning Chinese, and how you learned about the Chinese language examination. Email, phone number, ID type, ID number, and photo are considered sensitive information. Collecting such information is necessary to comply with the network real-name system and examination registration requirements as per relevant laws and regulations. Failure to provide this type of information may result in the inability to use our services.

1.2 After the examination, we will collect your response information for evaluation from the Chinese language examination centers. Response information includes answer sheets used in pen-and-paper examinations, input information for online examinations, audio recordings for oral examinations, and oral examination scores.

1.3 On the designated date after the examination, your score information will be published on the Chinese Language Examination Services website and the HSK(Speaking) Mobile Exam Center website (specifically for the mobile platform and oral examinations).

1.4 We may obtain personal information authorized for sharing from you by third-party Chinese language examination centers and, upon your consent, transmit your personal information to Hanban International for purposes such as examination registration and score processing. For example, you may register for offline examinations at third-party Chinese language examination centers. We will only use these personal information based on agreements with third parties and confirm the legality of the source of personal information. We will use this information within the scope of relevant laws and regulations.

1.5 In the aforementioned cases, we may need to collect sensitive information from you or third-party Chinese language examination centers, including: As permitted by law, we may collect biometric samples at Chinese language examination centers, such as your photo, voice, voiceprint, and handwriting samples. We may collect audio and video recordings, examination environment, and examination location from Chinese language examination centers (including monitoring devices in software or locations). In each case, we will only collect and use these types of personal information within the limits allowed by law and as necessary for legitimate business purposes of Hanban International (such as maintaining examination security).

1.6 Please understand that with the continuous updates and development of Chinese language examinations, if a certain service is not mentioned in the aforementioned description and collects your information, we will provide additional information about the content, scope, and purpose of information collection through page prompts, interactive processes, website announcements, and other means to obtain your consent.

## **2.Storage of Information**

2.1 Location of Information Storage In principle, personal information collected and generated within the territory of the People's Republic of China will be stored within the territory of the People's Republic of China. Information collected by third-party Chinese language examination centers in the examination country for the purpose of examination registration will be stored locally in accordance with local laws and regulations, as required by the local Chinese language examination center. Information required for score processing and certificate production will be uploaded to the Chinese Language Examination Services website and stored within the territory of the People's Republic of China.

2.2 Duration of Information Storage Generally, we will only retain your relevant information for the time necessary to achieve the purpose, such as:

Phone number and email: If you need to use the Chinese Language Examination Services website, we need to retain your phone number and email to ensure your proper use of the service. When you contact us to deactivate your Chinese Language Examination Services website account, we will delete the corresponding information.

Response information: Retained for only two years. Score information: Retained for a longer period for query purposes. In the event of the cessation of operation of the examination service, we will notify you through push notifications, announcements, etc., and delete your personal information or anonymize it within a reasonable timeframe.

Within 90 days after score publication, the system will automatically erase personal information. Please ensure that you promptly save your personal scores and related information within this timeframe to prevent loss.

## **3.Information Security**

We strive to ensure the security of candidate information to prevent loss, unauthorized access, improper use, or disclosure of information. These security measures cover various aspects including physical, technical, and administrative procedures.

When registering on the Chinese Language Examination Services website and the HSK(Speaking) Mobile Exam Center, you will be required to choose a password to help protect your information. This password assists us in verifying your identity before granting access or making corrections to your personal information. Never disclose your password to anyone. Hanban International will never request your password through unsolicited phone calls or emails. If you suspect that your password or account has been compromised, please contact us immediately.

We will employ a variety of security measures at a reasonable level to safeguard information. For instance, we use encryption technology, anonymization processes, and other means to protect your personal information.

We have established dedicated management systems, processes, and organizations to ensure information security. For instance, we strictly limit the personnel with access to information, require them to adhere to confidentiality obligations, and conduct audits.

In the event of security incidents such as personal information leaks, we will initiate emergency plans to contain the situation and inform you through push notifications, announcements, etc.

Currently, the Chinese Language Examination Services website has passed the assessment and filing for National Cybersecurity Level Protection (Level 2).

#### **4. Use of Information**

Personal information, response information, and scores are primarily used for purposes such as candidate examination registration, production of admission tickets, verification on the day of the exam, score inquiry, and score report generation.

We may conduct statistical analysis of overall examination trends and potentially share these statistical insights with the public or third parties to showcase general trends and conduct research related to Chinese language examinations. However, these statistical insights will not include any personally identifiable information.

When displaying your personal information, we will employ methods such as content replacement and anonymization to desensitize your information and protect its security.

If we intend to use your personal information for purposes beyond those initially stated during collection or beyond the scope directly or reasonably related, we will inform you again and seek your explicit consent before using your personal information.

#### **5. Sharing, Transfer, and Public Disclosure of Information**

**Sharing** We will not share your personal information with any companies, organizations, or individuals outside of Hanban International, except under the following circumstances:

1. **Sharing with explicit consent:** With your explicit consent, we will share your personal information with other parties. If required by law, we will inform you and obtain your explicit consent before sharing sensitive information.

2. Sharing under legal circumstances: We may share your personal information with external parties in accordance with legal and regulatory requirements, the resolution of legal disputes, or requests from administrative or judicial authorities.

3. Sharing with authorized partners: For the sole purpose of implementing the Chinese language examination, certain services may be jointly provided by us and authorized partners. We may share certain personal information with partners to improve Chinese language examination services. For example, your registration information. We will only share your personal information for legitimate, necessary, specific, and explicit purposes, and we will only share the personal information necessary to provide the services. Our partners are not allowed to use the shared personal information for purposes unrelated to the products or services. Currently, our authorized partners include the following types:

(1) Chinese language examination centers. Hanban International is the official examination center for conducting Chinese language examinations worldwide.

(2) Suppliers, service providers, and other partners. For example, we may share information with score report printing companies that support our business to produce individual score reports for candidates.

## 5.2 Transfer

1. We will not transfer your personal information to any companies, organizations, or individuals, except under the following circumstances:

Transfer with explicit consent: With your explicit consent, we will transfer your personal information to other parties. If required by law, we will inform you and obtain your explicit consent before transferring sensitive information.

2. In the event of mergers, acquisitions, bankruptcy, or other circumstances involving mergers, acquisitions, or bankruptcy liquidation of service providers, if personal information transfer is involved, we will require the new company or organization holding your personal information to continue adhering to this policy. Otherwise, we will request the new company, organization, or individual to seek your authorization again.

5.3 Public Disclosure We will only publicly disclose your personal information under the following circumstances:

1. With your explicit consent or based on your proactive choice, we may publicly disclose your personal information.

2. In cases where providing your personal information is required by law, regulations, mandatory administrative enforcement, or judicial requirements, we may disclose your personal information as required by the type of personal information and disclosure method. Subject to compliance with legal and regulatory requirements, when we receive requests for such disclosure, we will require the presentation of corresponding legal documents, such as subpoenas or investigation letters. We firmly believe that for information we are required to provide, transparency should be maintained to the fullest extent permitted by law. We have carefully reviewed all requests to ensure they have a legal basis and are limited to data that law enforcement agencies have legitimate rights to access for specific investigative purposes.

**5.4 Exceptions to Obtaining Prior Authorization for Sharing, Transfer, and Public Disclosure of Personal Information** In the following circumstances, sharing, transferring, and publicly disclosing your personal information does not require obtaining your prior authorization:

1. Matters related to national security and national defense.
2. Matters related to public safety, public health, and significant public interests.
3. Matters related to criminal investigation, prosecution, trial, and execution of judgments.
4. Matters necessary to protect your or other individuals' significant lawful rights and interests, yet it is difficult to obtain the individual's consent.
5. Personal information that you voluntarily disclose to the public.
6. Personal information collected from legally publicly disclosed information, such as legitimate news reports and government information disclosure channels.

According to legal provisions, sharing and transferring de-identified personal information in a way that ensures the data recipient cannot reconstruct and re-identify the individual to whom the personal information belongs does not constitute sharing, transfer, or public disclosure of personal information. Sharing and transferring such data will not require separate notification and obtaining your consent.

## **6. Your Rights and Choices**

**6.1** We respect your right to access and update personal information reasonably. To update your registration account information on the Chinese Exam Services website, you can log in to your account at any time to update your registration information (except for the email used for registration). To update relevant information for exam registration, please refer to the relevant provisions in the Chinese Exam Rules.

**6.2** We have provided corresponding operations on the website to safeguard your right to deactivate your Chinese Exam Services website account. You can also contact us to delete personal information through the email addresses [shichang@chinesetest.cn](mailto:shichang@chinesetest.cn) or [support@hskk.org](mailto:support@hskk.org). Please understand that we must verify your identity before fulfilling these requests.

**6.3** After successfully registering for an exam, you will receive notification emails containing specific exam information. With your consent (or your lack of objection), we may send you emails related to Han Exam International services, such as surveys or promotional information about activities. You can choose to opt out by clicking the "Unsubscribe" link located at the bottom of the emails we send you. However, please note that notification emails containing specific exam information cannot be unsubscribed from to ensure that candidates can smoothly complete their exams.

## **7. Changes**

We may make revisions to this guideline as necessary. When there are changes to the terms of the guideline, we will present the updated version to you through push notifications and pop-up windows when you log in to the Chinese Language Exam Services website. Please note that we will only collect,

use, and store your personal information according to the updated guideline after you click the "Agree" button in the pop-up window.

#### **8. Transfer of Personal Information for International**

Users The Chinese Language Exam Services website and servers are located in China. HSK(Speaking) Mobile Exam Center website and servers are located in Hong Kong, China. Therefore, your information (including personal information) will be transferred from your location to China or Hong Kong, China. However, we will protect the information in accordance with this guideline.

#### **9. Information Regarding Cookies and Other Data Collection Technologies**

When you visit our website, we do not use cookies, pixel tags, browser analytics tools, server logs, or web beacons to automatically collect certain information from you. Occasionally, we need to understand certain data from you in order to optimize our products. For example, we need to know your country/region of residence to provide you with exams available in that country/region. The data we collect also helps us provide personalized products (for instance, if you frequently participate in certain types of exams, this data can help us recommend other exams that might be suitable for you). We also use this data to better understand how you engage with the exams and how they serve you, in order to improve them.

#### **10. Protection of Minors**

10.1 In most cases, we do not directly collect personal information from individuals under the age of 16 through our website. Parents and schools can use our website to create accounts for children, such as assisting them in exam registration. We encourage parents and teachers to supervise children's online activities while they are using our services. If you believe that a child has created an account on our website without proper supervision, please contact us at [shichang@chinesetest.cn](mailto:shichang@chinesetest.cn) to request the removal of the account

10.2 HSK(Speaking) Mobile Exam Center on the mobile platform allows individuals under the age of 16 to participate in exams, but they must have parental or guardian assistance for application and understanding of relevant content.

10.3 When minors register for exams, we collect registration information such as the student's name and age. During the exam, we collect response data, response times, and audio recordings for speaking tests. We do not collect any personal information beyond what is specified in sections 1.1 to 1.5 of this guideline, nor do we use cookies or other data collection technologies, except for the HSK(Speaking) Mobile Exam Center.

10.4 For research purposes, Han Exam International will anonymize information. We do not retain personally identifiable data about minors, and minors cannot publicly share their own data through the website. Han Exam International will not (and does not allow any third party to) link identifying

information with research data. HSK(Speaking) Mobile Exam Center does not participate in research activities.

10.5 Our applications may send notifications from the application on your device to assist you in using the application. For certain applications, you may also choose to receive notifications from sources outside the application on your device (referred to as push notifications). We may need to obtain permission from an adult to send you these push notifications. You can always disable push notifications in your device settings. This process might be complex, so please seek assistance from an adult. If you do not provide us with your personal information, we might not be able to offer you partial or complete services.

10.6 We may use your information to assist you, including responding to your requests or complaints when made by you or your adult representative, whether you contact us via phone, email, chat features, posts, the internet, or through social media platforms. In such cases, we have the right to use your information for the following reasons:

- Fulfilling contracts we have with you.
- Complying with legal obligations.
- Where applicable, using your information is necessary and important due to our "legitimate interests," which are also fair to you.

10.7 Sometimes, we collaborate with partners on our services. If this happens, these partners may have access to your information. Whenever we share your information with partners, we will notify you and, if necessary, seek permission from your adult representative. Our services might include links to websites of other companies. These companies might handle your information differently from us. You should review their privacy policies to understand how they will use your information.

10.8 Occasionally, we might include links to social media websites or platforms, just like any other links to other company websites. At other times, with your or your adult representative's permission, when you use social media platforms or plugins integrated into our operated services, these platforms or plugins may exchange your information with social media platforms. This could mean that the platform or your friends will receive notifications about actions you perform on our services. You and your adult representative should review the privacy policies of these social media websites or platforms to understand how they use your information.

10.9 Our company, partners, and assistants might need to share your information with others when required by law. For instance, this could happen if the police, a judge, or the government demands it. If your information helps us prevent wrongdoing or crime, we must share it. If your information helps us protect you or others, we also need to share it. We keep your information for no longer than necessary for the purposes outlined in this privacy policy. We retain some types of information longer than others, depending on why we collect the information. Sometimes, due to legal obligations, we need to keep your information for a longer time. When we stop retaining your information, we will destroy paper

copies (such as printed materials) and delete electronic copies, ensuring that no one can access that information.

10.10 If this policy is provided in English and your country's language, in case of any discrepancies or inconsistencies between the English version of this privacy policy and other language versions, the English version shall prevail unless local laws require otherwise. Additional language versions of this policy are available by visiting the translation page. We may update this privacy policy from time to time. If there are any significant changes in how we use your information, we will notify you of such changes through placing notices on our website, sending emails to you or your adult representative, or using banners or other methods. We believe it's useful for you to periodically review this page to understand how we protect your information.

#### **11.Contact Us**

If you have any questions, suggestions, or complaints regarding the above content, please reach out to us at [shichang@chinesetest.cn](mailto:shichang@chinesetest.cn) or [support@hskk.org](mailto:support@hskk.org). We will promptly review the issues raised and provide a response within thirty (30) days after verifying your user identity.

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I have read and agreed to the "Guidelines for Privacy Protection of Chinese Language Test Examinees."