

Privacy Notice of Meralco SERVE

Meralco respects our shareholders' fundamental right to privacy, and we commit to safeguard your personal data. Our Company has developed a [Privacy Policy](#) that aims to ensure that we implement and comply with the Republic Act No. 10173 or the Data Privacy Act of 2012.

While our [Privacy Policy](#) sets out the general principles that govern the collection, use, and disclosure of our shareholders' personal information, we have also developed this SERVE Privacy Notice to inform you more specifically about our privacy practices.

Personal Information We Collect

We collect personal information about you through:

- Information you personally submit to us when you become a shareholder of, or while being a shareholder of Meralco (e.g., when you register to our SERVE online portal through <https://company.meralco.com.ph/corporate-governance/SERVE>). These include your name, address, contact details, government-issued identification, and if applicable, details of your authorized representative and heir/s for verification purposes.
- Information provided to us by your broker or by the Company's stock transfer agent.

Why We Collect Your Personal Information

As shareholders of Meralco, we collect and store some basic information about you. We do so only for the following purposes:

- To process your registration at general meetings and shareholders' events, and verify your identity and/or your proxy's identity;
- To enable you to electronically vote in absentia and participate in the Annual Stockholders' Meeting by remote communication;
- To facilitate communications with you, including responding to your queries and requests. From time to time, we may send you notices of general meetings, annual reports, and shareholder circulars which we think will interest you;
- To manage investor relations by maintaining your account and our relationship. Information in your account will enable us to administer shareholder register, facilitate payment of your dividends or other amounts related to your shareholdings, and coordinate with your broker or our stock transfer agent for your concerns; and
- To comply with disclosure requirements and other pertinent laws, rules, or regulations.

How We Protect Your Personal Information

The integrity, confidentiality, and security of your information are important to us. Our Company enforces technical, organizational, and physical security measures that are designed to protect your information from unauthorized or fraudulent access, alteration, disclosure, misuse, and

other unlawful activities. These are also designed to protect your information from other natural and human dangers.

We also put in effect the following safeguards, among others:

- We keep and protect your information using a secure infrastructure that is in compliance with global security standards;
- We keep your information only for as long as necessary for us to (i.e. Your data, including copies of your government-issued identity documents, will be kept within two years from date of last engagement or as may be required by existing laws, rules and regulations, unless you request your data to be deleted in our systems);
- We restrict access to your information only to qualified and authorized personnel who are trained to handle your information with strict confidentiality;
- We undergo regular assessment and testing of our systems to ensure your data is always protected; and
- We will promptly notify you and the National Privacy Commission, when sensitive personal information that may, under the circumstances, be used to enable identity fraud are reasonably believed to have been acquired by an unauthorized person.
- We also allow you to update your information to keep our records accurate.

Our Company will not collect, use, or disclose your personal information for any purpose other than those identified in this Privacy Notice or our SERVE Terms and Conditions, and any other purpose that you may have given your consent for.

What your choices are

You are afforded certain rights in relation to your personal data under the Data Privacy Act. We would like to ensure that we have your consent to continue to collect, use, and disclose your personal information for the purposes that we have identified. At the same time, we want you to know that you do have choices and can object or withdraw your consent and/or edit your consent preferences at any time.

If you wish to have access to your personal information in our stockholder records; or you think that such personal information we have of you is incomplete, not up-to-date, or otherwise inaccurate, you may get in touch with our Corporate Compliance Office through the contact details provided below. In some instances, we may request for supporting documents or proof before we effect any requested changes to your personal information.

Corporate Compliance Office

Email Address: stockholder.affairs@meralco.com.ph

Telephone Numbers: (632) 8632-8884 or (632) 8632-8883

Address: G/F, Lopez Building, Meralco Center,

Ortigas Avenue, Brgy. Ugong,

Pasig City, 1605 Philippines