

Privacy Notice for Customer

TCM Corporation Public Company Limited (hereinafter referred to as “We”) gives precedence to the protection of personal data of our customer (collectively referred to as “You”). To assure you that we will protect and treat your personal data in accordance with the personal data protection laws, we have defined this notice to inform all concerned parties of the details of the implementation on personal data in terms of collection, use, and disclosure (collectively referred to as “Processing”) that may occur as well as informing you of your rights in your personal data and ways to contact us.

1. Collected Personal Data

1.1 When you buy goods and/or services, including membership to websites, applications, or various benefits cards, we will collect personal data as follows:

(1) Personal information, such as name, surname, date of birth, status, address, information as specified in the identity card, passport, Facebook ID, Line ID.

(2) Contact information, such as email address, telephone number, address, social media contact, workplace.

(3) Information about your job, such as occupation, position, work experience.

(4) Information about the purchase of goods and/or services, such as purchase history, product claim history, complaints.

(5) Financial information, such as bank account numbers, credit/debit card, income, benefits you have received, payment history.

(6) Information you provide when contacting us or we provide after-sales services, research, and interviews.

1.2 When you visit and/or shop online or visit the website or application, we will collect personal data as follows:

(1) Information about subscription (Registration), such as name, surname, email address, mobile number.

(2) Information about the electronic devices you use, such as IP Address, location data, other device identifiers.

(3) Type and version of the browser you use, including the type and version of the browser plug-in.

(4) Time Zone Setting

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1.3 When you visit our company; we will collect, monitor, and process your images, video, and audio recorded by CCTV in these areas and this information can be used to identify you. However, we will display signage to notify you about the areas where CCTV is in operation.

1.4 When you contact us or participate in any activities with us, such as contacting the Contact Center, doing customer satisfaction surveys, joining in marketing activities, various benefits activities, we will collect personal data, such as

(1) Personal information such as name, surname, date of birth, photograph, citizen identity number, driver's license number, passport number.

(2) Contact information, such as email, telephone number, address.

(3) Information about participation in activities, such as the history of participation in previous activities, photos of each activity.

1.5 We may need to collect and process sensitive personal data as required by personal data protection laws to use it for the objectives we have stated in this notice, for example:

(1) When we need to use such information for our security purposes, such as biometric information (face and fingerprint data) for identification purposes.

(2) In some cases, we may collect your sensitive personal data even if the product or service is not directly related to the sensitive information, for instance, we need to use your ID card having religious information to verify your identity.

(3) Health information, for instance, food allergy information for use in various activities.

1.6 In the case of necessity, we will process your sensitive personal data with your explicit consent or for other purposes as required by law only. In this regard, we will do our best effort to establish sufficient security measures to protect your sensitive personal data.

2. Sources of Personal Data

We may collect your personal data, which is directly provided to us, such as your information through registration in information systems, exchange of business cards, or request for information about our products or services through the website or electronic channels. We may also receive your personal data from other sources, such as sales representatives in our other business groups, business partners, or affiliates of the customers' companies, or introduction by the Company's agents.

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3. Objectives of Collection, Use, and Disclosure of Personal Data

3.1 For the execution of your request before entering into a contract or for the performance of a contract that the partners are parties to us such as, for consideration and approval of purchase order requests for goods and/or services, including the identity verification process, power check, delegation and proxy, consideration of the risks in entering into related transactions, and the implementation of our various internal processes for contracting, performance of contracts, delivery of goods, provision of services, including liaison, billing, delivery of relevant documents, etc.

3.2 For the need to comply with the law or to achieve the objectives required by law are as follows:

(1) For the compliance with the law or writs, letters, or orders of authorities, independent organizations, or officials having legal duties and powers, such as the compliance with summons, writs of attachment, court orders, police officers, public prosecutors, government agencies, including reporting or disclosing information to shareholders, government agencies, or independent organizations, such as the Revenue Department, Department of Lands, State Audit Office of the Kingdom of Thailand, or Office of the National Anti-Corruption Commission. This is to comply with the relevant laws.

(2) For the compliance with the law relating to the public interest of public health and the administration of your health and safety, for example, health protection from dangerous communicable diseases or epidemics that may be infectious or transmitted into the Kingdom.

3.3 For the purposes of the legitimate interests pursued by us or by a third party are as follows:

(1) For communication and coordination related to business operations

(2) For the collection and use of your personal data, such as name-surname, position, organization, and photos-motion pictures related to operations and activities for disseminating through various channels, for example, internal email, website, Facebook, LINE, YouTube, or our other online media or other media, such as television or publications.

(3) To open the right to access to or use the Internet or electronic systems.

(4) To carry out business planning, reporting, and forecasting; risk management, monitoring, including the internal audit of the Internal Audit Office and management within the organization as well as for the benefit of internal operations related to the disbursement of the finance and accounting unit.

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(5) To proceed with the transfer of any rights, duties, and interests, for example, a merger, separation, or transfer of business, which has been done lawfully.

(6) To be a database of our stakeholders and/or the information for relationship management or related co-ordinations, including opinion surveys to analyze and improve operations.

(7) To disclose necessary information to comply with the assessment criteria we have participated, such as references or project references.

(8) To recruit or consider participation in our programs or activities, such as field trips, study tour, corporate visits, donations, seminars, training programs, or our other projects, or ones that we operate with third parties or government agencies. It also includes any action related to participation in activities, such as, answering questions to win prizes, delivery of prizes, implementations to manage your health and safety, such as health insurance for participating in field trips, as well as evaluation, analysis, and improvement the execution of projects or activities.

(9) For the security of the interior of our premises, including exchanging cards before entering such areas, recording images of visitors with CCTV.

(10) For the purpose of evaluating, improving and developing products, provision of services, and various promotional programs, including surveying satisfaction about products and services to suit and meet your needs.

(11) When you access our social media, for instance, Facebook, LINE, YouTube, and other online media, we may collect, use, or disclose your personal data to our affiliates only for the following purposes.

(a) To measure performance and analyze market surveys and marketing strategies, including business planning, reporting and forecasting.

(b) To survey viewpoints, analyze, research and develop products and services as well as our activities to suit your needs and to develop communications and public relations to meet your needs.

(c) To contact for additional information, complaint investigation, complaint management, storage as a record of the performance according to the internal processes.

(d) To comply with laws and other legal and regulatory investigations and to report or disclose information to government agencies or any other organization by virtue of laws or court

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orders, including establishing legal claims, compliance or exercise of legal claims or raising the defense of legal claims.

3.4 To protect vital interests of you or of another person. We process your personal data to, for instance, make contact in case of emergency and control and prevent disease.

3.5 For the performance of a task carried out in the public interest or in the exercise of official authority vested in us.

In case that the personal data collected by us for the aforementioned purposes is the data necessary for the performance of agreements or the compliance with relevant applicable laws, if you refuse to provide such necessary personal data, We may not be able to consider entering into transaction or perform administration in accordance with the agreement with you (as the case may be).

4. Disclosure of Your Personal Data

We will not disclose your personal data to third parties unless with your consent or necessity to disclose or report your personal data by law to regulatory authorities, government agencies, and other agencies as required by relevant laws.

In addition, we may need to disclose your personal data to relevant third parties for the purposes outlined above to carry out community service activities or projects, audit, legal advice, investigations, assessments and litigation, and any other necessary actions.

5. Duration of Retention of Personal Data

5.1 We will keep your personal data for the period necessary to fulfill the purposes for each type of personal data, unless the law allows for a longer retention period. In case the retention period of personal data cannot be clearly stated, we will retain the data for a period that may be expected in accordance with the collection standard (for example, the general legal age of up to 10 years).

5.2 In the case of CCTV cameras, we will collect information

- Under normal circumstances, your personal data may be stored for up to 30 days.
- In the case of necessity, such as, where evidence is needed in an investigation or prosecution or the personal data owner requests, personal data may be retained for more than 30 days and the Company will securely delete such data upon completion of that purpose.

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5.3 We have provided a detection system for the deletion or destruction of personal data when the retention period has expired or personal data is unrelated to or beyond the necessity for the purpose of personal data collection.

5.4 In the event that we use your personal data with your consent, we will process such personal data until you notify us of your request for withdrawal of your consent and we have completed your request. However, we will continue retaining your personal data to the extent necessary with a record of your withdrawal of consent so that we can respond to your requests in the future.

6. Security Measures for Personal Data

6.1 The security of your personal data is important to us and we have implemented appropriate technical and administrative security standards to protect personal data from loss, unauthorized access, use, or disclosure, abuse, modification, alteration, and destruction using technology and security procedures, such as encryption and access restrictions to ensure that only authorized persons have access to your personal data and they are trained on the importance of personal data protection.

6.2 We have provided appropriate security measures to prevent the loss, access, use, alteration, correction, disclosure of personal data from persons who do not have rights or duties in connection with that personal data. Such measures will be reviewed when it is necessary or technology changes to ensure appropriate security performance.

7. Rights Relating to Your Personal Data

You have the rights under the Personal Data Protection Law as follows:

- Withdraw the consent you have given us to process your personal data. Such withdrawal of consent shall not affect the Processing of personal data legally conducted according to your prior consent.
- Request to view and copy your personal data or disclose the source of your personal data.
- Send or transfer personal data in the electronic form as required by the Personal Data Protection Law to other personal data controllers.
- Object to the collection, use, or disclosure of personal data about you.
- Delete or destroy or make your personal data anonymous.
- Suspend the use of your personal data.

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- Alter your personal data to be correct, current, complete and without causing misunderstandings.
- Complain to the Personal Data Protection Committee if we or our personal data processors, including our employees or contractors or personal data processors violate or fail to comply with the Personal Data Protection Law.

We will consider and notify you of the result of your exercise request without delay within 30 days from the date we receive the request, and the rights as abovementioned will be in accordance with the Personal Data Protection Law.

8. Amendments to this Announcement

We may revise this Privacy Notice from time to time. When such changes are made, we will notify you via our website and/or email. If your consent is required, we will also proceed to ask for your consent.

9. Information about the Data Controller

9.1 Personal Data Controller: TCM Corporation Public Company Limited

9.2 If you have questions about the personal data protection

Office: 2044/24 New-Petchburi Road, Bangkapi Subdistrict, Huaykwang District, Bangkok
10310

Telephone: 02-3183960 or Email: info@tcm-corporation.com

Announced on June 1, 2022.



(Miss Piyaporn Phanachet)

Chief Executive Officer