

## **Personal Data Protection Policy and Privacy Notice of TÜV Rheinland Thailand Limited**

### **(For clients and business partners)**

#### **1. Personal Data Protection Policy and Privacy Notice**

**TÜV Rheinland Thailand Limited** the “Company” is aware of the importance of personal data protection. The Company respects the privacy and confidentiality of our clients’ and business partners’ personal data. The Company is committed to implementing policies, practices, and processes to safeguard the collection, use, and disclosure of the personal data you provide the Company, in compliance with the Thailand Personal Data Protection Act (PDPA) 2019, the collection, use, disclosure, and/ or transfer outside of Thailand. The Company’s aim is to create and maintain the basis for a trusting business relationship with the clients and business partners. The confidentiality and integrity of your personal data are the top priority for the Company. Therefore introduces this Personal Data Protection Data Policy to ensure the Company’s compliance with laws and international standards on personal data protection . The Company has developed this Personal data protection policy and privacy notice to assist you in understanding how we collect, use, disclose, process and retain your personal data . Companies establish safety measures covering the collection of any personal data in accordance with the law in order to prevent destruction, modification, alterations, and the gaining of access to the data without permission.

##### 1.1 Objective

The Company hereby notices you, as a personal data subject, of the purposes and details of collecting, using, and/or disclosing personal data as well as your legal rights in relation to personal data.

##### 1.2 Scope of Policy Enforcement

This personal data protection policy applies to the personal information of individuals who have existing and future relationships with the Company of which personal data is or will be processed by an authorized person acting on behalf of the Company and/or by other parties or third parties on behalf of the Company, in relation to the products and/or services of the Company.

#### **2. Definitions**

- **PDPA** means Thailand’s Personal Data Protection Act 2019.
- **Personal Data Protection Policy** means the policy that the Company has established to make the data subject aware of the Company’s processing of data and a number of relevant issues as stipulated by the Personal Data Protection Act B.E. 2562.
- **Personal data** means any information relating to an identifiable person, either directly or indirectly, but excluding the information of a deceased person in particular .
- **Sensitive data** means personal information relating to race, ethnicity, political opinion, belief, religion or philosophy, sexual orientation, criminal record, health information, disability, labor union information, genetic data, biological data, or any other data which may impact the data subject in a similar manner, as stipulated in the Personal Data Protection Committee’s announcements.

- **Data Controller** means another person or juristic person with authorities and duties to make a decision regarding the collection, use, or disclosure of personal data.
- **Data Processor** means a person or juristic person who processes, collects, uses or discloses personal data in accordance with an order of or on behalf of the Data Controller. The person or the juristic person engaging in those procedures is not the Data Controller.
- **Data subject** means an individual who is the owner of personal data.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Policy) means **TÜV Rheinland Thailand Limited 2445/36-38, 18 Floor, Tararom Business Tower Building, New Petchburi Road, Bangkok, Huaykwang, Bangkok.**
- **Affiliate** means an entity that controls, is controlled by, or is under common control with a party, where "control" means ownership of 50% or more of the shares, equity interest, or other securities entitled to vote for the election of directors or other managing authority.
- **You** mean the individual accessing or using or providing the service, or the Company, or other legal entity on behalf of which such individual is accessing or using or providing the service, as applicable.

### 3. Stored Personal Data

The Company may collect or obtain the following types of information which may include your Personal Data directly or indirectly from you or other sources or through TÜV Rheinland, the Company's affiliates, subsidiaries, other companies, or business partners. The specific type of data collected will depend on the context of your interactions with us by legal and/or business, and the services you need or want from the Company and within TÜV Rheinland Group. The following are examples of the data we would collect from you:

- 1) Personal details, such as title, full name, gender, age, occupation, job title, position, business type, information on government-issued cards, such as, information on national ID card or passport, related information on withholding tax certificate, VAT registration certificate, user profile, and other legal documents required to process contractual agreement.
- 2) Contact data, such as the various numbers of telephones, facsimiles, LINE applications, SMS, the email address, photographs, bank account and taxpayer numbers, and the means of contact by any other communication devices including any data shared by the owner of the data with the Company on a voluntary basis, such as suggestions and opinions.
- 3) Data Analysis, Research, Physical and chemical testing report, Qualification Checking, Certificate, Product's details, Copyright, Patent, Trademark, Technical details, Survey results, Professional's opinion, and market research sent to the owner of the data.

### 4. Roles and responsibilities

#### 4.1 Company

- 1) Arrange appropriate protection measures to prevent loss of, or unauthorized or illegal access to or use, alteration, modification, or disclosure of personal data and to review the measures where necessary or when technology changes.

- 2) Set up the organizational framework outlining in charge persons, such as divisions or individual persons that are in charge of supervision of operations making sure that operations run in compliance with the rules of procedure to take appropriate courses of action to prevent unauthorized or illegal exploitation or disclosure of personal data by a recipient who is not the Data Controller.
- 3) Establish a system of checks for the deletion or destruction of personal data as stipulated by the Personal Data Protection Act B.E. 2562 and inform the Office of the Personal Data Protection Commission and the data subject of any breach of personal data immediately.

#### **4.2 Divisions / individual persons in charge of supervision / Officers and employees**

- 1) Strictly comply with the personal data protection policy.
- 2) Notify the owner of the personal data of the objectives, terms, and conditions, and the various rights including the request for consent before collecting any data.
- 3) Advise, manage and verify the administration data processing of personal data following the Personal Data Protection Act B.E. 2652.
- 4) To prepare and review personal data protection policies and maintain the confidentiality of personal data that becomes known or is gathered in the course of performing duties.
- 5) Corrections or changes to or the deleting of any data requested by the owner of the personal data.

#### **5. Consent to collect personal data**

To collect Personal Data and Sensitive Personal Data, Company will ensure that the Data Subject acknowledges and gives consent to such collection via an electronic method, Letter, or other methods unless such collection falls under an exception provided under the Personal Data Protection Act B.E.2562 or other laws. In this case, the Company will inform you at the appropriate time once the Company collected.

#### **6. Objectives to collect**

- 1) When providing any kind of service for the owner of the data, our Company may have third persons carry out the duties in the name of our Company, such as the reception and the delivery of samples, laboratory tests, merchandise inspection services, Physical and chemical testing, science experiment. Those persons have access to the aforementioned data to a certain degree that is necessary for carrying out their duties in favor of the owner of the data.
- 2) Research, monitor, evaluation, and analysis of the owner's data for the purpose of improving our service or development, product qualification testing, and proposing new services so as to better meet the requirements of the data owner.
- 3) Manage various kinds of related risks and act in accordance with the rule of law, regulations, or the binding commitments made to the public sector or the various supervising divisions;
- 4) To enter the contractual agreement and exercise contract and rights in compliance with contracts with client and business partners. This is also included to manage the reception and the delivery of samples, laboratory tests, goods and to issue related documents to process invoice, receipt, payment of goods and service according to contractual agreement.

- 5) Act according to the internal operational policy of the Company and the operation and support of marketing for potential improvement and sales including public relations promoting the various services.
- 6) Monitoring, checking, and evaluating the services of the Company, and managing the relations between the Company and clients or business partners.
- 7) To provide information to the government agencies as required by law or by public authority.
- 8) To fulfill purposes relating to the preparation of historical documents or archives on public interest grounds or relating to research studies or statistics.
- 9) To prevent or to avoid danger to an individual's life, body, or health or to carry out tasks, only to the extent that it is necessary to do so, for the public interest or in the exercise of official authority vested in the Company or for the purposes of legitimate interests pursued by the Company or by third parties or by other juristic persons, except where such interests are overridden by the fundamental rights and freedoms of data subjects.
- 10) To increase the business competition of clients or business partners to improve the products.

## **7. Disclosure of personal data**

Except for Company objectives, the Company will not either use or publicize any personal data or disclose any personal data be made known to any third person unless stipulated by law or under the consent of the data subjects only to the extent that it is necessary to do so. Personal data may be disclosed to third parties, organizations or as follows:

- 1) Government agencies.
- 2) Affiliates or group companies using the personal data so as to be able to provide their services according to contractual agreements. They are required to act in accordance with the provisions of their personal data protection laws.
- 3) Persons providing business services to the Company, representatives of the Company including associate companies or contractors.
- 4) Business partners, trading partners, Contractual parties, service providers, and divisions that are able to access and use the personal data for the purpose of jointly setting up programs promoting marketing activities.
- 5) Representatives who use the personal data for legal proceedings for the benefit of investigations or the rendering of judgment in a court of law.
- 6) An agency or individual person to protect and defend the rights or property of the Company or prevent or investigate possibly misconduct of service or protect the personal safety of users of the service.

## **8. Period for personal data retention**

The Company will retain Your Personal Data only for as long as is necessary for the purposes set out in this Privacy Notice. The Company will retain and use Your Personal Data to the extent necessary to comply with our legal obligations. The Company will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or improve the functionality of the Company's Service or for periods stipulated by laws specifically relevant to the retention of personal data.

At the end of such period, the Company shall delete, destroy, or anonymize the personal data.

## **9. Personal data security measures**

The Company has established appropriate personal data security measures to prevent the loss of, without permission and unlawful access to, and the use, modification, correction, or disclosure of personal data in accordance with the Company's policies and procedures for information security. The Company appointed a Data Protection Officer to maintain the collection of personal data at all times. There are also contingency plans to respond to any scenarios. Penalties have been set for cases where employees/ staff/ related persons do not comply with the personal data policy of the Company.

In the case where the Company has engaged an agency or a third party to perform work related to the collection, use, or disclosure of personal data of the data subjects, it shall require the agency or the third party to keep the personal data confidential and secure and to prevent the collection, use or disclosure of such personal data for any purposes other than specified in the scope of engagement or for any unlawful purposes.

## **10. Rights of Data subjects**

- 1) Right to withdraw consent that you have given to the Company throughout the period in which the personal data is kept by the Company.
- 2) Right of access and request for a copy of your own personal data, which is under the responsibility of the Data Controller of personal data collected under this policy.
- 3) Right to rectify your personal data we collect, use and disclose about you if the data is incomplete, inaccurate, misleading, or not up-to-date.
- 4) Right to erase or restriction of processing or destroy (disposal) or to disable the data from being able to identify the Data Owner as stipulated by law.
- 5) Right to have your personal data transfer to other Data Controllers or yourself.
- 6) Right to object, file a complaint to the related authority where you believe your personal data is collected, used, and disclosed unlawfully or noncompliant with applicable data protection law.

However, the Company may refuse the exercise of the above rights by the data subjects, provided that the rejection is in accordance with the Company's rules that are not in violation of the law. In this case, the Company shall notify the data subjects of the reason for the rejection.

## **11. Transfer of personal data to other countries**

Your personal data is processed at the Company's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to and maintained on computers or server systems located outside of your country, where the data protection laws may differ from those of your jurisdiction.

Your acknowledgement and consent to the personal data protection policy and privacy notice followed by your submission of such information represents your agreement to that transfer.

The Company may disclose or transfer your Personal Data to TÜV Rheinland, the Company's affiliates, subsidiaries, third parties, or servers located outside of Thailand. The Company shall take steps to ensure that the data saver at the destination country has sufficient personal data protection standards. In cases where the destination country does not have sufficient personal data protection standards, the transmission or transfer of such personal information must comply with exceptions specified in the Company's rules that are not in violation of the law.

## 12. Cookies Policy

For clients and others accessing to the Company's website, TÜV Rheinland (Thailand) Limited "Company" values and strives to protect your Data and Privacy. However, for the Company services you the best quality including a good user experience on the Company's website as a <https://www.tuv.com/thailand> or any Company's internet platform (collectively referred to as "Website"), the Company may collect, use, and/or disclose the Personal Data about your visit on Company's website (collectively referred to as "Personal data") by using cookies or others similar technology when you visit the Company's website so that the Company can facilitate the use of the website for you, including upgrade your experience about service user and cater to your specific needs. Cookies help the Company know how you use the Company's website, and develop the services for you, matching up your needs. Cookies setting remember your action to using it makes your next time visit the Company's website is easy, fast, and more responsive to your needs. The Company also uses cookies to receive and collect documents about the numbers of a visitor to the Company's website to make a point and statistic for the Company to improve the website.

### 12.1 What are cookies?

Cookies are small text files stored on your computer and equipment which connect to the internet ex. Smartphone or Tablet when you visit the Company's website. In general, cookies will record and collect your Personal Data when you visit the Company's website (1) Name, Address, E-mail, Password, and your preference like a language (2) Unique cookies ID, Cookies data, and Information about whether your device has software to access certain features. (3) Unique ID and device type (4) Domain, type of browser, and language (5) Operating system and system setting (6) Country and Time zone (7) previously visited website (8) Information about your interactions with our website, such as specific preference and (9) Access time and referring URLs.

### 12.2 How does the Company use cookies?

The Company uses cookies to study your interaction on the Company's website to make it easier, faster, and more efficient. It is also developed to increase your satisfaction in using the service next time by taking cookies into your browser. In this case, the types of using cookies are following:

#### **Strictly Necessary Cookies**

These cookies have important to the Company's website working system. Including cookies that enable you to access information and use the Company's website to be safe. Network management access to and use of all parts of the Company's website.

## **Preferences Cookies**

These cookies are used to remember what you like and choose. When you back to visit the Company's website again cookies will help the Company retrieve the content or functionality you have chosen such as language, region, or size of the character.

## **Statistic Cookies**

These cookies allow the Company to memorize and count the number of visitors to the Company's website. Also, allow the Company to know the interaction of the Company's website visitors to help the Company improve the Company's website by collecting and reporting the information about how do you use it as well as enable the Company to learn the interest of visitors and to measure the effectiveness of the Company's advertising. Cookies shall collect the data that could not identify the person directly.

## **Marketing Cookies**

These cookies are used to benefit marketing practices such as promotion by analyzing your interaction. Used to track visitors to the Company's website and show ads that are relevant and engaging. Therefore, marketing cookies are important for publishers and third-party advertisers.

### **12.3 Managing cookies**

You can change the cookies setting for intercept or reminder you to know when cookies are entered on your device. You may be accepting rejecting or deleting cookies set on the Company's website. You can do this by selecting your cookies preference or by setting your browser. By the way, if you reject or change setting cookies, it may affect to performance of the Company's website because you may not be able to use some part of the Company's website or the Company's website may not be able to collect information in your setting for using the Company's website.

### **12.4 Privacy notice**

If you would like to have more information about the collection, use, and/or disclosure of your Personal Data, you can refer to further details in the personal data protection policy on the Company's website. However, this cookies policy constitutes part of the Company's personal data protection policy and privacy notice.

### **12.5 Modifying cookies policy**

The Company reserve the right to change and readjust the cookies policy on the Company's website. Please visit the Company's website periodically to recheck the cookies policy and more information which the Company will revise and publish on the Company's website.

### **12.6 Questions and Suggestions**

If you have any questions or suggestions about the cookies policy, please reach the Company through the following contact:

TÜV RHEINLAND (THAILAND) LIMITED

Telephone: 0-2326-1333

Email: [TUV-Thailand-PDPA@tha.tuv.com](mailto:TUV-Thailand-PDPA@tha.tuv.com)

Website: [www.tuv.com/thailand/en/about-us/tuv-Rheinland-Thailand/](http://www.tuv.com/thailand/en/about-us/tuv-Rheinland-Thailand/)

### **13. Duties of the Data subject**

13.1 Hand over your personal information to the relevant authorized person as requested within the specified time.

13.2 If you are changing personal information, please notify the relevant authorized person immediately or within 7 days.

### **14. Changes to this policy**

The Company reserves the right, at any time to add to, change, update or modify this privacy statement. The Company will announce this amendment on the Company website or you can contact us for more information on the amendment of this policy by email: [info@tha.tuv.com](mailto:info@tha.tuv.com). We will not reduce your rights under the Personal data protection policy and privacy notice without your explicit consent.

Please check the Personal data protection policy and privacy notice regularly.

### **15. Contact**

TÜV RHEINLAND (THAILAND) LIMITED

Telephone: 0-2326-1333

Email: [TUV-Thailand-PDPA@tha.tuv.com](mailto:TUV-Thailand-PDPA@tha.tuv.com)

Website: [www.tuv.com/thailand/en/about-us/tuv-rheinland-thailand/](http://www.tuv.com/thailand/en/about-us/tuv-rheinland-thailand/)

2445/ 36- 38 Tararom Business Tower, New Petchaburi Road, Bangkapi Subdistrict, Huay Khwang District, Bangkok 10320