

Privacy Notice for Customer Service

This Privacy Notice (hereinafter referred to as “Privacy Notice”) is explained about the collection, use, or disclosure of your personal data by **Puratos (Thailand) Company Limited** (hereinafter referred to as “company” or “we”, “us” or “our”), regarding our customer service.

1. The Collection of Personal Data

We may directly collect your personal data from you as follows:

- 1) Contact information i.e., name-surname, address, phone number, mobile phone number and e-mail.
- 2) Personal information i.e., sex, nationality, occupation, date of birth, status, photo, signature, identification card number, passport number, tax identification number, information from driving license or any information on card issued by government/other governmental agencies.
- 3) Other information i.e., information from CCTV and video and audio-visual data recorded in our area.

2. Purposes and Lawful Basis for Processing

We will collect, use, and disclose your personal data on the ground of following purposes:

- 1) To fulfil an obligation under any contract with our company, or to take any necessary actions to initiate a contract or enter into a contract.
- 2) To verify your identity and to process your request.
- 3) For the safety and security of our business.
- 4) To improve the operation of our business or our products and services.

5) To perform our legal obligations and/or to cooperate with the courts, regulatory agencies, governmental agencies, and enforcement agencies authorized to us.

6) To exercise our rights or to protect our legitimate interests as necessary, for example, to detect and prevent any actions of fraud, crime, infringement of intellectual property rights or non-compliance with the law.

7) For public interests to protect customers or others, who is in our area or office.

8) To prevent or suppress danger to life, body or health of you or others, as a case may be.

In the event that you are unable to provide your personal data requested by us, we may not be able to provide our services (for example, for processing your request upon your arrival at our service point.).

3. The Disclosure of Personal Data to Others

We may disclose your personal data to our group companies and subsidiary (“associated company”) and other companies who are our business partners, service providers, consultants, law enforcement agencies, courts, officials, governmental agencies, and regulators.

4. Transferring of Personal Data to a Foreign Country

We may transfer your personal data to a foreign country, where the destination country may provide the standard of personal data protection higher or lower than provisions in Thailand. We, however, shall comply with the procedures and provisions of relevant laws.

5. Retention Period for your Personal Data

We will retain your personal data for a period as reasonably necessary to use following the purposes of collection provided herein, nevertheless, we may retain your personal data longer, where is necessary as required by the applicable law.

6. The Right of Personal Data Subject

Subject to the Laws on Personal Data Protection and exceptions thereof, you may have a right to access and/or request for a copy, transfer, modify, delete, destroy and be non-identical of your personal data, including but not limited to, object and suspend the collection, use or disclosure of your personal data in some cases. In the case that we rely on your consent basis, you may be entitled to withdraw your consent as well as to disclose the source of your personal data obtained without your consent. Where there is reason to believe that the Company is in breach of Laws on Personal Data Protection, furthermore, you have the right to lodge a complaint to the governmental agencies in accordance with the Laws on Personal Data Protection.

7. Security for your Personal Data

We have furnished the appropriate security measures covering the administrative safeguards, technical safeguards as well as physical safeguards in the purpose to protect loss of personal data or control the access of personal data to protect from loss, unauthorized access, alteration, modification, or disclosure without authorization in accordance with our Information Security Policy and Practice.

Additionally, with the purpose of retention your personal data as a confidentiality, integrity, and availability, we have also publicly established Privacy Notice in accompany with guidelines for security in the collection, use or disclosure of personal data, which will be reviewed from time to time suitably. In this regard, we will consider upon and abide by the Laws on Personal Data Protection, the Announcement of the Ministry of Digital Economy and Society concerning the Requirements for Personal Data Security Standards B.E. 2563 and the Announcement of the Ministry of Digital Economy and Society concerning the Requirements for Personal Data Security Standards (No.2) B.E. 2564, as well as other announcements or orders of the Office of the Personal Data Protection Commission.

8. Contact us

If you need to exercise your personal rights in relation to your personal data or having questions about your personal data under this Privacy Notice, please contact us at

PDPA Implementation Working Group

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