



## **Privacy Notice for Customers**

Pursuant to the Personal Data Protection Act B.E. 2562 and other related laws, including any further amendments thereof (“**PDPA**”), **IHI ASIA PACIFIC (Thailand) Co., Ltd.** (the “**Company**”) hereby provide this Privacy Notice (“**Notice**”) to inform you of the details with regard to the collection, use and disclosure of your Personal Data by the Company. This Notice shall apply to you as **Customer and relevant persons of Customer of the Company, including directors, shareholders, employees, representative or any natural persons representing or acting on behalf of Customer of the Company.**

### **1. Definition**

“**Personal Data**” means any information relating to a natural person, which enables the identification of such person, whether directly or indirectly, but not including the information of the deceased persons.

“**Sensitive Personal Data**” means Personal Data pertaining to racial, ethnic origin, political opinions, cult, religious or philosophical beliefs, sexual behavior, criminal records, health data, disability, trade union information, genetic data, biometric data, or of any data which may engender the unfair discrimination against the data subject or affect the data subject in the same manner as prescribed by data protection laws.

“**Legal Basis**” means the justifiable ground to collect Personal Data as prescribed in the PDPA.

“**Customer**” means a person who is a buyer/potential buyer of our goods/services or other person of similar nature e.g. person contacting us for our information or services, end-user of our products etc.

“**Relevant Person of Customer**” means a natural person relevant or representing the Customer e.g. executive, shareholder, employee, representative or any natural persons representing or acting on behalf of Customer.



## **2. Categories of Personal Data which is the company collects**

The Company shall collect all or part of your Personal Data as specified in this Privacy Notice, as necessary for proceeding with the purposes of the Company which informed in this Privacy Notice.

- **Personal identification information** such as prefix, name, surname, nickname, age, sex, date of birth, nationality, picture, identification card number, passport number, signature etc.
- **Personal contact information** such as address, personal phone number, personal email address, Line ID, information on contact persons, etc.
- **Information regarding work** such as position, department, workplace and work email address specifying your name etc.
- **Information contained in the attachment** such as business card, copy of identification card, copy of passport, copy of tax identification card, purchase order, quotation, affidavit, VAT certificate and other documents etc.
- **Technical information** e.g. logs, IP address, information the Company receives through cookies or technologies alike.
- **Other information** such as visual and video records through CCTV, date and time for visiting the Company, information showing your opinions or interest in products or services etc.
- **Sensitive Personal Data** such as religious, blood group as appeared on copy of identification card etc.

## **3. Source of Personal Data**

The Company will collect your Personal Data directly and indirectly from the following sources:

- From you directly, through **verbal communication** such as through face to face interactions, or through telephone, via **documents** for instance business card, contracts, agreements, forms or other documents, etc. This shall include any **other communication channel** such as email, fax, Facebook page of the Company, website or application for online merchandising (eCommerce Platform), Line application, Microsoft Teams, and automatic data collection via other channels such as cookies or other technologies in similar nature.
- From other sources or third parties such as your juristic person or natural person employers, goods/service providers or the Company's business partners, websites which provide business data or searching tools for business contact data, banks, government agencies, etc.



**4. Purpose of Collecting Personal Data**

The Company shall solely collect your Personal Data for use and/or disclosure in compliance with the objectives and the legal basis under this Notice. In the case of necessity where the Company is required to collect additional Personal Data or use Personal Data for other purposes apart from the stipulated objectives within this Notice, the Company is obliged to inform you on the Personal Data collection and/or notify the new objectives respectively. If required by laws, the Company may request for additional consent on collecting, using or disclosing of your Personal Data according to the PDPA.

Purpose of collection	Legal Basis
1. Communication and other proceedings for negotiation prior to entering into a contract with you; or a person or a juristic person which you are either representing, or acting on behalf, or being an employee thereof such as meeting appointment, issuing quotations.	<b>General Personal Data</b> <ul style="list-style-type: none"> <li>- For compliance with the agreement or entering into an agreement (in the case where you are the direct contracting party).</li> <li>- For the legitimate interest of the Company and the Customer (in the case where you are either representing or acting on behalf of the Customer).</li> </ul>
2. Entering into a contract or performing the contract that the Company entered into, such as business communication, proceeding with the received purchase order, providing services according to the contract, delivery of goods, installation of products and relevant operating system at the Customer’s site, test run of the installed products and system before use, connecting monitoring system to notify the operation of machines to Line Account or e-mail of the Customer, creating username and password for registration of user or the Customer for the use of certain products, including providing aftersales service such as providing repair and maintenance services for products, providing	<b>General Personal Data</b> <ul style="list-style-type: none"> <li>- For compliance with the agreement (in the event where you are the direct contracting party).</li> <li>- For the legitimate interest of the Company (in the case where you are either representing, or acting on behalf of the Customer).</li> </ul> <b>Sensitive Personal Data</b> <ul style="list-style-type: none"> <li>- Request for explicit consent.</li> </ul>

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Purpose of collection	Legal Basis
<p>assistance and service to resolve emergency situation occurring to the Customer or the end-users during the use of products, tracking of the result of the service provided. This shall include disclosing your Personal Data to third parties such as delivery agents, product installers, contractors, outsourced service providers or professional service providers to provide service under the contract or solve a problem on the products or services. Nonetheless, the purpose of collection and disclosure may vary depending on the type of products or services received from the Company.</p> <p>Entering into a contract or performing the contract in this item shall include liaising with you in other matters relevant to the contract such as a change in condition and other details, contract renewal.</p> <p><u>Remark</u> In providing services pertaining to the installation and test run of the operating system, or connecting the notification system for the operation of the products to Line Account or e-mail of the Customer, or any aftersales services, there may be instances when the Company or the third-party service providers access to Personal Data on such system. However, the Company or the third-party service providers shall not collect such Personal Data without prior permission.</p>	
3. Customer relation management such as receiving complaints, after sales service, feedbacks for improvement of the Company's products and services, etc.	<b>General Personal Data</b> <ul style="list-style-type: none"><li>- For the legitimate interest of the Company.</li></ul>



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<b>Purpose of collection</b>	<b>Legal Basis</b>
4. Conducting communication and public relation on the Company's marketing activities to expand the customer base, including informing news relating to the goods or services, offering additional goods or services through various channels, and arranging special activities for marketing purposes, such as hosting events, workshops, seminars.	<b>General Personal Data</b> <ul style="list-style-type: none"><li>- For the legitimate interest of the Company.</li></ul>
5. Collecting fee on the goods or services, issuing receipt and any undertaking for debt collection in the case of default in payment of goods or services, including disclosing the data to banks or other organizations for the said purposes.	<b>General Personal Data</b> <ul style="list-style-type: none"><li>- For compliance with the agreement (in the event where you are the direct contracting party).</li><li>- For the legitimate interest of the Company (in the case where you are either representing, or acting on behalf of the Customer).</li></ul> <b>Sensitive Personal Data</b> <ul style="list-style-type: none"><li>- Request for explicit consent.</li></ul>
6. Organization management and business operation of the Company, for instance, system and database management, requesting for permission to operate business with government agents, audit, internal audit, requesting for advice from business consultants, disclosing your Personal Data to financial institutions to request for credit facility to the Company, sale and purchase of business, merger and acquisition of business and business restructuring. This shall include reporting the Customers' information to the parent company in Japan company in Japan and/or the affiliated group company in other countries for international business contact and management of affiliated organization.	<b>General Personal Data</b> <ul style="list-style-type: none"><li>- For the legitimate interest of the Company.</li><li>- For compliance with the law enforced on the Company.</li></ul>

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<b>Purpose of collection</b>	<b>Legal Basis</b>
7. Compliance with laws enforced on the Company such as issuing tax invoices, retaining and disclosing accounting documents to auditors or government offices in compliance with the laws and orders of competent authorities, etc.	<b>General Personal Data</b> <ul style="list-style-type: none"><li>- For the legitimate interest of the Company.</li><li>- For compliance with the law enforced on the Company.</li></ul>
8. Retaining your contact information on the Company's database for future business contact, including disclosing your data to other companies within affiliated group and the parent company in overseas for communication and for future business opportunity.	<b>General Personal Data</b> <ul style="list-style-type: none"><li>- For the legitimate interest of the Company</li></ul>
9. Security within the Company's premises such as CCTV surveillance inside the Company, etc.	<b>General Personal Data</b> <ul style="list-style-type: none"><li>- For the legitimate interest of the Company.</li></ul>
10. Health examination and recording your health data such as collecting your medical examination, temperature checks, etc. to take steps to prevent infectious disease or epidemics that may be contagious or spread widely, including emergency event may occur to life, body and health of a person who enters the Company's premise. This shall include disclosing such data to external organization for the said purposes such as the Department of Disease Control, medical institutions, and other relevant government agencies.	<b>General Personal Data</b> <ul style="list-style-type: none"><li>- For the legitimate interest of the Company.</li><li>- For compliance with the laws enforced on the Company.</li><li>- For preventing and suppressing danger to life, body and health of a person.</li></ul> <b>Sensitive Personal Data</b> <ul style="list-style-type: none"><li>- For preventing or suppressing danger to your life, body or health in the event where you are unable to give consent.</li><li>- For the necessity of legal compliance to achieve the objectives required by law (in the event there is a legal requirement e.g. law regarding public interest in respect of public health).</li><li>- Request for explicit consent (in the case there is no specific law supporting the Company to collect the Sensitive</li></ul>



Purpose of collection	Legal Basis
	Personal Data without a consent).
11. Protect the legitimate rights of the Company or dispute allegations against the Company such as legal action, initiation of legal proceeding, litigation, alternative dispute resolution and other proceedings to protect the legitimate rights of the Company or dispute allegations against the Company as permitted by law.	<p><b>General Personal Data</b></p> <ul style="list-style-type: none"> <li>- For the legitimate interest of the Company.</li> </ul> <p><b>Sensitive Personal Data</b></p> <ul style="list-style-type: none"> <li>- To establish rights to a legal claim, compliance or exercise of rights to claim as permitted by law; or for dispute allegations.</li> </ul>

**5. Impact from the refusal in providing Personal Data**

The Company will collect your Personal Data for communication purposes in respect of entering into contracts or proceeding to fulfil the contract made with you, or a natural or juristic person which you are either representing, or acting on behalf, or being an employee thereof. This shall also include complying with relevant legal requirements. In the event you do not provide your Personal Data to the Company, you or a natural or a juristic person which you are either representing, or acting on behalf may be inconvenienced with regard to communications of entering into contracts or abiding with the contract. In some cases, the Company may not be able to perform or fulfil the contracts entered with you, or a natural or a juristic person which you are either representing, or acting on behalf, or an employee thereof and subsequently be unable to comply with applicable laws.

**6. Local and international disclosure, transmission, or transfer of personal data**

To achieve the objectives of Personal Data collection as stated in this Notice, the Company may in some cases be required to disclose your Personal Data to persons or organizations including but not limited to the following:

- Service providers and agents who have been hired by the Company for instance service provider on IT system or other databases, auditors, legal consultants, business consultants or other external expertise consultants, delivery agents and/or product installer, sub-contractor etc.;
- Other companies within affiliated group, business partners, external service provider and agent of such affiliate company;



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- Government agencies such as the Revenue Department, the Office of the Board of Investment, the Customs Department, Thai Industrial Standards Institute etc.;
- Commercial banks, Bank of Thailand;
- Police officers, courts, arbitrators, lawyers, and persons or organizations associated with the judicial process and dispute resolution;
- Persons associated with the sale/acquisition of business, merger/acquisition of business and/or business restructuring.

In some circumstances where it is necessary for the Company to internationally send or transfer your Personal Data to the parent company in Japan, and other affiliated companies or other organizations situated abroad for the objectives specified above, the Company will ensure that the destination country has adequate Personal Data protection measures in conjunction with conforming to current data protection laws. Where it is necessary for the Company to send or transfer Personal Data to a country which does not have the protective measures required by law or in the event where such measures are not legally recognized, the Company is required to comply with the additional conditions stipulated in the PDPA for sending or transferring Personal Data legally. This shall include the request for your consent if necessary or taking other appropriate measures for you to enforce your rights, for example providing effective legal remedies in accordance with the legal requirements.

**7. Retention Period of Personal Data**

The Company will collect and retain your Personal Data for no longer than 10 years after the end of the legal relationship with you or the persons which you are representing or acting on behalf. In the event that the Company collects your Personal Data but does not enter into any legal relationship with you or the persons which you are representing or acting on behalf, the Company will retain your Personal Data for a period of not more than 3 years. Nonetheless, the Company may retain all or part of your Personal Data for a duration beyond the period specified above for compliance with the law, any undertaking for debt collection, and to protect the legitimate rights of the Company, or to rebut any allegations made against the Company. In such case, the Personal Data may be retained for as long as it is necessary for the Company to abide with the specified objectives and/or for the duration stipulated by law.

**8. Rights of Data Subject in the Processing of Personal Data**

You have the following legal rights to your Personal Data collected by the Company:

- 1. Right on withdrawal of consent** - You may withdraw some or all of your given consent for the collection, use, and disclosure at any time throughout the period the Company





keeps the Personal Data. Notwithstanding, the withdrawal of consent shall not affect the completeness or accuracy of the collection, use, or disclosure of Personal Data by the Company that the you have already given consent prior to the withdrawal;

2. **Right to access and request for a counterpart of Personal Data** – you are entitled to request access to and obtain a copy of the Personal Data related to you, or to request the disclosure of the acquisition of the Personal Data obtained without your consent;
3. **Right on the portability in sending or transferring of Personal Data** – you have the right to request the Company to send or transfer the Personal Data concerning you to another person pursuant to the condition prescribed by law;
4. **Right to object on the collection, use or disclosure of Personal Data** – you are entitled to object to the collection, use or disclosure of your Personal Data by the Company pursuant to the condition prescribed by law;
5. **Right on the erasure of Personal Data** – you have the right to request the Company to erase, destroy or anonymize the Personal Data to become anonymous data which cannot identify you pursuant to the condition prescribed by law;
6. **Right to restrict processing of Personal Data** – you have the right to request the Company to restrict the use of your Personal Data pursuant to the condition prescribed by law;
7. **Right on rectification of Personal Data** – you have the right to request the Company to rectify incorrect information or input data to any incomplete information;
8. **Right to complaint** – you are entitled to file a complaint with the personal data protection committee in the event that the Company or employee or contractor of the Company violates or does not comply with the PDPA.

In this regard, you can exercise your rights by notifying the Company in writing to the Company's contact information below. In the case where the Company may not make such request, the Company shall provide a reason on the refusal along with the response.

#### 9. **Amendment of Privacy Notice**

The Company reserves the right to rectify this Notice as appropriate. This Notice was last updated on 21 June 2022.



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**10. Channel and contact information of the company**

IHI ASIA PACIFIC (Thailand) Co., Ltd.

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