



## Privacy Notice for Customers

NTF Intergroup (Thailand) Company Limited (“we”) respect the rights to privacy of our customers (hereinafter referred to as “you”). To ensure that your personal data is protected, we have created this privacy notice to inform the details regarding the collection, use, disclosure, deletion, and destruction (collectively, the “processing”) of your personal data, in any channels, in accordance with the personal data protection law.

### 1. Why We Process Your Personal Data

- 1.1 We process your personal data because it is necessary for the performance of the contracts between you and us. We use your personal data in this regard to, for example, provide you with services and products, manage your account, make deliveries, handle accounting and financial matters, offer after-sales services, and process returns or refunds.
- 1.2 We process your personal data because it is necessary for the purposes of the legitimate interests pursued by us or by a third party. Examples of how your personal data is processed in this regard include:
  - (1) Managing, developing, and conducting our business operations, which include administration and development of websites and applications, fraud prevention and detection, crime prevention, relationship management for current and potential customers;
  - (2) Protecting your security, such as providing security measures, protecting your personal data, and implementing access control;
  - (3) Conducting marketing research and data analysis;
  - (4) Establishing, exercising, or defending legal claims related to you or us.
- 1.3 We process your personal data because it is necessary to protect the vital interests of you or another person. We process your personal data, for instance, to make contact in case of an emergency and to control and prevent disease.
- 1.4 We process your personal data because it is necessary for compliance with a legal obligation to which we are subject.
- 1.5 We process your personal data because it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us.
- 1.6 With your consent, we process your personal data to conduct other activities that might require us to collect additional personal data about you, in which case we will inform you and request your renewed consent from time to time.

### 2. Personal Data We Collect

- 2.1 When you use our services, purchase our products, we collect the following personal data:
  - (1) Personal information such as ID cards, ID numbers, titles, names, mobile numbers, emails, conversation histories, passports, social media account, and signatures;
  - (2) Contact information such as email addresses, telephone numbers, office addresses, and social media accounts;
  - (3) Information related to your work such as occupation, position, and work experience;
  - (4) Information related to the purchase of products or services such as purchase history, claim history, and complaints;
  - (5) Personal data you have given us when you contact us, request after-sales services, or participate in our research or interviews.
- 2.2 Where necessary, we will process your special categories of personal data only with your explicit consent or for other purposes as required by law. We will ensure that we provide adequate security measures to protect your special categories of personal data.

### 3. Cookies and Other Similar Technologies

We use cookies and similar technologies to collect personal data as specified in our Cookies Notice on our website.



#### **4. Consent, Withdrawal, and Consequences**

- 4.1 You are entitled to withdraw your consent at any time, but such withdrawal will not affect the validity of the processing conducted prior to the withdrawal of consent.
- 4.2 Your withdrawal of consent or refusal to provide certain information may result in our inability to fulfill some or all of the objectives stated in this privacy notice.
- 4.3 If you are under 20 years of age, you must inform us of your parent or guardian prior to giving consent so that we can also seek their consent.

#### **5. Retention Period**

- 5.1 We will retain your personal data for the period necessary to meet the objectives, unless the law requires longer retention periods. If the retention period is unclear, we will retain the data for a customary expected period in accordance with retention standards (e.g., the prescriptive period of 10 years for general legal claims).
- 5.2 We have established an auditing system to delete or destroy your personal data when the retention period expires or when it becomes irrelevant or unnecessary for the purposes for which it was collected.
- 5.3 If your personal data is processed based on consent, we will stop the processing when you withdraw consent. However, we may retain your personal data to record your withdrawal so we can respond to your request in the future.

#### **6. Disclosure of Your Personal Data**

- 6.1 We disclose and share your personal data with individuals and entities that are not our affiliates ("third parties") for purposes such as collecting and processing personal information as described in this privacy notice. This includes transport and logistics service providers, postal service providers, financial service providers (such as banks, payment companies, electronic payment service providers, and credit providers), IT service providers (such as providers of cloud services, emails), auditors, consultants, advisors, government agencies (e.g., the Revenue Department, the Anti-Money Laundering Office), insurers, legal advisors, and third parties (in Thailand or elsewhere) related to subpoenas, court orders, or other legal processes or requirements under Thai laws or the laws of other jurisdictions that apply to us, or financial institutions. This also includes parties involved in managing risks and detecting and preventing illegal acts and fraud that may occur, as well as other persons who need access to your personal data to enable us to conduct business, provide products and services, and achieve the purposes for which the data was collected.
- 6.2 In the event of a restructuring, sale, or transfer of our business or assets, we may disclose your personal data to a transferee or acquirer and their advisors. We will make our best effort to protect your personal data, including requiring the transferee or acquirer and their advisors to comply with this privacy notice.

#### **7. Transferring Personal Data Overseas**

- 7.1 We may store your information on computers, servers, or clouds provided by third parties and may use third-party programs, applications, and platforms in processing your personal data. However, we will not allow unrelated parties to access your personal data and will require such parties to have appropriate security protection measures.
- 7.2 If your personal data is transferred to a foreign country, we will comply with applicable personal data protection laws and take appropriate measures to ensure that your personal data is protected and that you can exercise your rights in accordance with the laws. We will also require those who receive the data to implement appropriate protection measures, process the data only as necessary, and take steps to prevent unauthorized use or disclosure of your personal data.

#### **8. Security Measures**

- 8.1 We have implemented appropriate technical and administrative measures to protect your personal data from loss, misuse, and unauthorized access, use, disclosure, or destruction. We use technology and security procedures such as encryption and access restrictions to ensure that only authorized individuals have access to your personal data and that they are trained about the importance of protecting personal data.



8.2 We provide appropriate security measures to prevent the loss, access, use, or disclosure of personal data by unauthorized individuals. We will review these measures as necessary or when technology changes to ensure effective security.

## 9. Your Rights as a Data Subject

9.1 Under personal data protection law, you have the following rights:

- (1) Withdraw the consent you have given to us;
- (2) Request to view and copy your personal data or disclose the source from which we obtained your personal data;
- (3) Send or transfer personal data in an electronic format as required by personal data protection laws to other data controllers;
- (4) Object to the collection, use, or disclosure of personal data about you;
- (5) Delete, destroy, or make your personal data non-personally identifiable (anonymous);
- (6) Suspend the use of your personal data;
- (7) Correct your personal information to ensure it is current, complete, and not misleading;
- (8) File a complaint with the Personal Data Protection Committee if we, our data processors, employees, or contractors violate or do not comply with personal data protection laws.

We will consider your request, notify you of the result, and take action (if appropriate) within 30 days from the date we receive the request. Your rights will be in accordance with personal data protection laws.

## 10. Information about Data Controller

10.1 Data Controller

Name: NTF Intergroup (Thailand) Company Limited

Address: 111, True Digital Park West Building, 9<sup>th</sup> floor, Unit 906, Sukhumvit road, Bangchak, Prakanong, Bangkok, Thailand, 10260

Email: [admin@ntfintergroup.com](mailto:admin@ntfintergroup.com)

Tel: (TH) +6682-849-2445

10.2 In the event that the company or its employees violate or fail to comply with the laws related to personal data protection, data subjects may file a complaint with the regulatory authority as detailed below:

Name of Authority: Office of the Permanent Secretary for Digital Economy and Society

Address: No. 120, Moo 3, Chaengwattana Government Complex, 80<sup>th</sup> Anniversary Building, Public Administration Office Building (Public Administration Building B, 7<sup>th</sup> Floor, Chaengwattana Road, Thung Song Hong Sub-district, Lak Si District, Personal Data Protection Committee Office), Bangkok 10210, Thailand

Email: [pdpc@mdes.go.th](mailto:pdpc@mdes.go.th)

Tel: (TH) +662-141-6993, +662-142-1033

If this privacy notice is amended, we will announce a new privacy notice on website. You should periodically review the privacy notice. The new privacy notice will be effective immediately upon announcement.