

**Toyota Tsusho Thai Holdings Co., Ltd.**  
**607 Asoke-Dindaeng Road. Dindaeng, Bangkok 10400**  
**PRIVACY NOTICE FOR CUSTOMER/SUPPLIER**

Toyota Tsusho Thai Holdings Co., Ltd. ("we") respects the privacy rights of customers and suppliers. This includes natural persons acting for customers/suppliers who are legal entities. ("you") and to ensure that your personal information is protected Therefore, the company has prepared this privacy policy. To provide you with details related to the collection, use and disclosure of personal data (collectively "Processing"), including deletion and destruction your personal data through online channels and other channels as required by the Personal Data Protection Law as follows:

**1. Purpose of processing personal data:**

1.1 For the execution of your request prior to entering into a contract or for the performance of a contract to which you are a party to us, for example for the sale and purchase of goods and/or services to you or perform any contracts to which you are a party, including managing your account (Account), delivery of goods; Accounting and financial operations after sales service and return and take any action to provide you and us with the goods and/or services or as requested by you and us

1.2 For our legitimate interests or that of others

(1) To enable us to manage, develop and take any action to enable business operations. This includes taking any action to comply with the license to manage and develop products and/or services (including the Website), fraud detection and prevention or other crimes, managing customer and potential customer relationships Maintenance and use of IT systems

(2) For the benefit of safety, such as providing security measures This includes your personal data, such as your access to our premises. Logging in to the website

(3) To carry out marketing activities and analyze data (Marketing and Data Analysis) such as news and benefits notifications via email, SMS, applications, social media, telephone, direct mail, including for the benefit of marketing research, such as doing questionnaire, interview.

(4) For the exercise of legal claims

1.3 To prevent and suppress danger to life, body or health of you or others, such as emergency contact

1.4 To be able to comply with the law, such as compliance with the provisions of the law, rules and orders of those with legal authority.

1.5 If you give your consent, we will process personal data.

(1) To enable us, our group companies and partners to send news and benefits via email, SMS, applications, social media, phone calls and direct mail.

(2) To allow us to carry out activities other than the aforementioned we may collect additional personal information about you. We will notify you and ask for your consent from time to time. You can learn more about consent in section 4.

## **2. Collection of Personal data:**

2.1 When you and we buy/sell goods and/or services including membership to websites, applications or privilege cards, we will collect your personal information including, but not limit to, the following information:

(1) Personal information such as name title, name, last name, age, nationality, date of birth, marital status and family, education background, job history, information as specified in government-issued card (e.g. ID number, passport number, tax identification, driver's license information, etc.), vehicle information, signature, house registration and other identity information;

(2) Contact information such as email address, telephone number, fax number, address, workplace, LINE ID and other social media contacts;

(3) Information about the purchase and sale of goods and/or services such as purchase history, product claim history, complaints, information on the bank accounts and credit/debit cards (e.g. bank account numbers, card type, credit/debit card numbers, name of the commercial bank of the bank account, electronic addresses of the credit/debit cards, CVV, etc.), payment details, date and/or time of payment, paid amount, payment method, recipient's signature of receipts or invoices, transactions, transaction history, transaction status and other transaction details;

(4) Information you provide when you contact us. Or we take care of after sales service, research and interviews including data subject's preferences in marketing from us and data subject's communication preferences; and

(5) Information about company or agency where the data subject is subordinate to, e.g. company name, position title, subordinate agency, juristic person registration number, etc.

2.2 When you visit and/or purchase products online or visit a website or application, we will collect your personal information including, but not limit to, the following information:

(1) Information about subscription (Registration) such as name title, name, last name, email address and telephone number;

(2) Information about the electronic device you use such as IP Address, cookies, accessed devices location while using a website or application and other device identifier;

(3) The type and version of the browser you use including the type and version of the browser plug-in; and

(4) Time zone setting

2.3 When you visit the store or enter our area where images and image data are collected or video recording of you from our closed-circuit television cameras (CCTV) such information may identify you personally. We do not collect audio data through closed-circuit television cameras. However, we will put up a sign to inform you before you reach the area captured by the closed-circuit television cameras to let you know

2.4 When you contact us or participate in any activities with us, such as contacting the contact center, taking customer satisfaction survey or participating various benefits activities, we will collect personal information including, but not limit to, the following information:

(1) Personal information such as name title, first name, last name, photograph, footage, video and voice recording of conversations;

(2) Contact information such as email address, telephone number and contact address; and

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

### **3. Cookies:**

We will use cookies to collect your personal data as set forth in the Cookie Policy.

### **4. Consent and Possible Effects of Withdrawing Consent:**

4.1 Where we collect and process personal data with your consent you have the right to withdraw your consent to us at any time. This withdrawal of consent will not affect the collection, use, disclosure or processing of personal data for which you have given consent.

4.2 If you withdraw the consent you have given us or refuse to provide certain information it may result in us being unable to perform some or all of the purposes outlined in this Privacy Policy.

### **5. 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 the event that the retention period of personal data cannot be clearly specified we will retain the personal data for a period of time that may be expected in accordance with the standards of collection for the period necessary.

5.2 We provide an audit system for the deletion or destruction of personal data when the retention period has expired or is unrelated to or beyond the necessity for the purpose for which personal data was collected.

5.3 In the event that we use your personal information with your consent we will process such personal data until you have given us your opt-out request and we have completed your request consent so that we can respond to your requests in the future

## **6. Disclosure of Personal Data to third party:**

6.1 We disclose and share your personal data with

(1) Companies in the group of service and product alliance partners

(2) Other persons and entities that are not companies in our group for the purposes of collecting and processing personal data as set forth in this Privacy Policy, such as our distributors ("Other Persons"), Transportation service providers (such as postal), external service providers who provide services and perform functions under our control, such as assisting in transaction processing, Send advertisements for our products and services or provide assistance and services to you Transaction and financial service providers (e.g. banks, payment processors), technology providers (e.g. cloud, blockchain, SMS services, data analytics), programming and IT service providers auditors, insurance companies, consultants and others necessary to enable us to conduct business and provide services to you including taking any action for the purposes of collecting and processing personal data as set forth in this Privacy Policy.

6.2 We will require the recipient to take appropriate measures to protect your personal data and process such personal data only as necessary and take steps to prevent the unauthorized use or disclosure of personal information.

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

7.1 We may transmit or transfer your personal data to our affiliates or other foreign parties where it is necessary for the performance of a contract to which you are a party or is acting under a contract between us

and another person or entity for your benefit or for the execution of your request prior to entering into a contract or to prevent or suppress a danger to the life, body or health of you or others to comply with the law or is it necessary to carry out missions for the benefit of the public

7.2 We may store your personal data on a computer, server or cloud provided by another party and may use third-party programs or applications in the form of software-provided services and in-format platform services to process your personal data. But we will not allow unrelated parties to access personal information and will require those other persons to have appropriate security measures.

7.3 In the event that your personal data is sent abroad we will comply with personal data protection laws and take reasonable measures to ensure that your personal data is protected and that you can exercise your rights in relation to your personal data in accordance with the law. We will also require the recipient to take appropriate measures to protect your data and process such personal data only as necessary and take steps to prevent other people from misusing or disclosing personal data without authorization.

## **8. Security measures for Personal Data:**

8.1 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 misuse Modification and destruction using security technologies and procedures such as encryption and access restrictions. This ensures that only authorized persons have access to your personal data and that they are trained on the importance of protecting personal data.

8.2 We provide appropriate security measures to prevent the loss, access, use, change, amendment, disclosure of personal data from those who are unauthorized or no duties in relation to that personal data. Such measures will be reviewed when necessary or when technology changes to ensure appropriate security performance.

## **9. Rights relating to your Personal Data:**

9.1 You have rights under the Personal Data Protection Act, summarized as follows:

- (1) Right to withdraw the consent you have given us to process your personal data.

- (2) Right to request to access and copy your personal data or request to disclose the origin of your personal data.
- (3) Right to request to transmit or transfer personal data in electronic form as required by the Personal Data Protection Law to another Personal Data Controller.
- (4) Right to object to the collection, use or disclosure of personal data about you.
- (5) Right to request to delete or destroy or make your personal data non-identifiable (anonymous).
- (6) Right to request to suspend the use of your personal data.
- (7) Right to request to amend your personal data to be accurate, current, completed and not cause misunderstanding.
- (8) Right to complain to the Personal Data Protection Committee In the event that we or our processors of personal data including our employees or contractors or data processors who violate or fail to comply with data protection laws.

9.2 In exercising your rights we will consider and notify you of the outcome of your exercise request without delay within 30 days from the date we receive the request and rights as mentioned above in accordance with the personal data protection law.

In the event that this Privacy Policy is amended we will announce a new privacy policy through this website from which you can check the privacy policy from time to time the new Privacy Policy will be effective immediately on the date of publication.

## **10. Contact**

If you have any questions, please contact the Company at

Toyota Tsusho Thai Holdings Co., Ltd.

607 Asoke-Dindaeng Road. Dindaeng, Bangkok 10400

Telephone no. 02-825-5555

E-mail address: [info@ttthc.co.th](mailto:info@ttthc.co.th)