



Privacy Notice (External)

Thai President Foods PLC. and its affiliates including persons involved in the processing of personal information on orders or on behalf of Thai President Foods PLC., hereinafter collectively referred to as the “**Company**” is committed to protecting the privacy of our service users, partners, business alliances (collectively referred to as “**you**” or “**data subject**”) whether in collecting, using and/or disclosing (collectively referred to as “**processing of data**”). In order to comply with the Personal Data Protection Act B.E. 2562, the Company therefore issues this notification to inform the service users about the rights and duties as well as various conditions for the collection, use, or disclosure of the personal information as follows:

○ **Personal Data**

“**Personal Data**” refers to any information relating to a Person, which enables the identification of such Person, whether directly or indirectly, but not including the information of the deceased Persons in particular.

○ **Personal Data that the Company Collects**

To collect and retain personal information, the Company will use lawful means and only limited to the extent that is necessary for the Company’s operating purposes, including:

1. **Personal Data:** such as name-surname, age, date of birth, ID card no., Passport no., license no., signature, copy of ID card, copy of certificate of residence, marital status, job position, career, work background or other official document that can be used to identify the data subject.
2. **Contact Information:** such as address, telephone no., email, etc.
3. **Official Document Information:** such as copy of ID card, copy of certificate of residence, copy of passport, alien license no., etc.
4. **Financial Information:** copy of the bank account book, credit card information, etc.
5. **Data from the Collection of the Company or Automatic System from Various Devices of the Company:** IP Address no., Cookie, service usage behavior, service usage history, voice, picture, motion picture, and social media account name, chat history, geolocation, etc.

The Company will collect personal data upon obtaining the consent of the data subject first except in the following cases:

1. To perform in accordance with the contract in the case of collecting, using, or disclosing personal data for the purpose of providing services or performing the contract between the personal data subject and the company;
2. To prevent or suppress a danger to life, body or health of the Person;



3. To comply with the law;
4. For legitimate interests of the Company in case where it is necessary for the legitimate interests of the Company's operations, the Company will consider the rights of the personal data subject for example to prevent fraud, network Security Protection, protection of freedom and benefit of the personal data subject, etc.;
5. For research or statistics in case where there is the preparation of the historical documents or the archives for public interest, or for the purpose relating to research or statistics, in which the suitable measures to safeguard the data subject's rights and freedoms;
6. For the performance of the official authorities or a task carried out in the public interest by the official authority, or the exercising of official authority assigned;

○ **Sensitive Personal Data**

The Company may need to collect sensitive data such as race, medical information, disability information, religion, and biometric data. The company will request for your consent every time prior to such collection, use and/or disclosure, except in the following cases:

1. To prevent or suppress a danger to life, body or health of the Person;
2. For proceeding in the course of legitimate activities with appropriate safeguards by the foundations, associations or any other not-for-profit bodies with a political, religious, philosophical, or trade union purposes for their members, former members of the bodies, or persons having regular contact with such foundations, associations or not-for-profit bodies in connection with their purposes, without disclosing the Personal Data outside of such foundations, associations or not-for-profit bodies;
3. Data that is disclosed to the public with the clearly consent of the personal data subject;
4. It is necessary for the establishment, compliance, exercise or defense of legal claims;
5. it is necessary for compliance with the law to achieve the purposes with respect to:
 - 5.1. preventive medicine or occupational medicine, the assessment of working capacity of the employee, medical diagnosis, the provision of health or social care, medical treatment, the management of health or social care systems and services;
 - 5.2. public interest in public health, such as protecting against cross-border dangerous contagious disease or epidemics;
 - 5.3. employment protection, social security, national health security, social health welfare of the entitled person by law, the road accident victims protection, or social protection;
 - 5.4. for scientific, historical or statistic research or other public benefit;
 - 5.5. Substantial public interest.



○ **Source of Information**

1. Data received directly from the data subject where you have provided through joining various activities, such as receiving treatment, answering questionnaires, subscribing for receiving newsletter, joining marketing activities via website, application or other channel of the Company, enter-exit the Company's building, training, procurement, email correspondence, filing/providing information in job applications or other contact channel between you and the Company;
2. Data received from relevant third parties such as relatives, family members;
3. Data from automated system such as CCTVs, applications, medical tools;
4. Data from other sources such as public information, data from alliance agencies, government agencies or affiliated agencies along with other personal data that the service users provided.

○ **Purposes of the Collection of Personal Data**

The Company may use your personal data in accordance with the following purposes or in accordance with other purposes as informed at the time of collection or that you have provided consent after the Company collected your data.

1. For entering into a contract or performing duties under the contract between the Company and the personal data subject or performing duties under the contract between Company and third parties for the benefit of the personal data subject;
2. Using data to verify the customers;
3. To provide information and recommendation of goods, products, services or public relations for marketing campaigns or benefits through contact channels received from the data subject;
4. For delivery of products and providing service to respond to needs or complaints;
5. Used for business operation, evaluation and business improvement to improve the quality of products and services;
6. To carry out any accounting and financial activities such as auditing, notification and collection of debts, exercise of various welfare rights, taxes and evidence of transactions as required by law;
7. For the legitimate interests of the Company, such as recording complaints through the Call Center system, recording images through CCTV cameras, etc.;
8. Compliance with laws;
9. For applying for job, being employees, and/or other relevant purposes;
10. For use in investigations and compliance with laws, rules, regulations or legal duties of the Company;
11. Responding to your requests such as after sales services, complaints;
12. Facilitating and presenting lists of benefits to users;

01



13. Purposes relating to marketing, promotion and customer relations, such as sending information about promotions, products, and services, promotional items and business partners;
14. To survey for satisfactions of users, conduct marketing research, and statistical analysis as reference in improving the products or services or launching new products;
15. Other purposes where you have explicitly provided consent.

○ **Transferring and Disclosure of Personal Information**

The Company shall neither disclose nor transfer your personal data to external agencies unless receiving your explicit consent or in accordance with the following cases:

1. For accomplishing the purpose in accordance with this Privacy Notice, the Company may be required to disclose or share the personal data as necessary to partners, service providers or external agencies as follows:
 - 1.1. Business partners and business alliance;
 - 1.2. Agents or partners who provide services to the Company or perform any acts on behalf of the Company such as transport service providers, document storage and destruction service providers, contractors engaged in marketing activities and advertising media, contractors developing and watching of security systems and information technology, auditors, lawyers, legal consultants or tax advisors, etc.;
 - 1.3. Business partners;
 - 1.4. Banks and payment service providers such as credit or debit card companies, etc.
Nonetheless, the Company may enter into a personal data processing agreement as required by law
2. The Company may disclose or share your personal data to agencies under or affiliated to the Company. The procession of data shall be only under the purpose specified in this Privacy Notice.
3. The law or legal process requires disclosure or disclose to the government officials or a competent authority to comply with a lawful order or request.

○ **Transferring or Disclosing of Personal Data Abroad**

The Company may send or transfer your personal data to foreign countries by ensuring that the destination country or destination agencies have adequate measures and policies in protecting your personal data.

○ **Protection of Personal Data**

The Company will use technical measures and appropriate management to protect and secure your personal data by encryption the transmission of information over the Internet and controls access to your



personal data only for those involved, in the part of the information stored in both documents and electronic form.

○ **Period of Retention of Personal Data**

The Company shall retain your personal data only for as long as it is necessary for the processing in accordance with the purpose specified in the notice unless it is required to retain personal data with other reasons such as to comply with the law or auditing in case of dispute, the Company may be required to retain your data longer than the period specified.

○ **Updating of Privacy Notice**

The Company may rectify the Privacy Policy and shall announce such changes via <https://www.mama.co.th> as well as indicating the date of the latest version. The Company encourages you to check regularly for the latest version of this Policy. Access to the Company's products or services after the enforcement of the new policy shall be deemed to be an acknowledgment of the terms in the new policy.

○ **Personal Data Subject's Rights**

You may request to exercise your rights as specified by the law and as stated in this policy as follows:

1. The right to withdraw consent. You possessed the right to withdraw your consent at anytime unless there is limitation of right by law or contract which benefits you. Nevertheless, the withdrawal of consent shall not affect the processing of your personal data done under your legitimate consent with the Company prior to such withdrawal;
2. The right to request access to and obtain copy of the Personal Data related to you unless the Company reserves the right to reject such request where it is permitted by law or pursuant to a court order, and such access and obtaining a copy of the Personal Data would adversely affect the rights and freedoms of others;
3. The right to rectify the said personal data to be up to date, correct, complete, and not misleading. Nevertheless, the Company may proceed with such rectification without your request;
4. The right to request the Company to erase or destroy the Personal Data, or anonymize the Personal Data to become the anonymous data which cannot identify the data subject, where the following ground applies:
 - 4.1. When the Personal Data is no longer necessary in relation to the purposes for which it was collected, used or disclosed;
 - 4.2. When you withdraw consent on which the collection, use, or disclosure is based on, and where the Company has no legal ground for such collection, use, or disclosure and the Company is no longer authorized to collect, use, or disclose such personal data;



- 4.3. When you object to the collection, use, or disclosure of the Personal Data and the Company cannot reject your request. Unless the Company has legal ground of refusal of your request;
5. The right to receive or request to send or transfer your personal data in case where the Company had arranged such Personal Data to be in the format which is readable or commonly used by ways of automatic tools or equipment and can be used or disclosed by automated means. Unless it is impossible to do so because of the technical circumstances or it is the performance of a task carried out in the public interest, or for compliance with law, or such exercise of rights shall not violate the rights and freedoms of others;
6. The right to object the collection, use, or disclosure of the Personal Data, at any time, in the following circumstances:
 - 6.1. In case the Company proceeded with the collection of Personal Data under the legitimate right basis but unless demonstrated by the Company that there is a more compelling legitimate ground or for the establishment, compliance or exercise of legal claims, or defense of legal claims;
 - 6.2. for the purpose of direct marketing;
 - 6.3. for the purpose of scientific, historical or statistic research, unless it is necessary to performance of a task carried out for reasons of public interest by the Company;
7. The right to request the Data Controller to restrict the use of the Personal Data, where the following applies:
 - 7.1. when the Company is pending examination process pursuant with your request to amend your personal data to be up to date, complete and not causing misunderstanding;
 - 7.2. when it is the personal data which shall be erased or destroyed;
 - 7.3. when it is no longer necessary to retain such Personal Data for the purposes of such collection, but the data subject has necessity to request the retention for the purposes of the establishment, compliance, or exercise of legal claims, or the defense of legal claims;
 - 7.4. when the Company is pending verification with regards to the denial of request to collect, use or disclose of personal data;
8. You are entitled to the right to file a complaint to the Expert Committee in accordance with the Personal Data Protection Act B.E. 2562.

If you have any inquiries or wish to correct, delete data, exercise rights or contact for other matters related to your personal data, please contact via the contact channels below.



บริษัท ไทยเพรสซิเดนต์ฟู้ดส์ จำกัด (มหาชน)
THAI PRESIDENT FOODS
PUBLIC COMPANY LIMITED

○ **Contact Channel**

Thai President Foods PLC.

Data Protection Officer (DPO)

304, TF Bldg., Srinakarin Road, Huamark,

Bangkapi, Bangkok 10240 Thailand

Tel.: +(66) 02 374 4730

Email: pdpa.dpo@mama.co.th

Please indicate the following information with the exercise of the personal subject data's rights:

- Name-Surname, ID card/Passport no.
- Inquiries about personal information or rights that are required by law
- telephone numbers, addresses, and e-mails that can be contacted back.

Announced on June 1, 2022

(Mr. Poj Paniangvait)

President

Thai President Foods PLC.