

Privacy Notice for Customer

Dear Our Customer,

Sumitomo Corporation Thailand Ltd. / Sumi-Thai International Limited/ Sumi-Thai Holdings Limited (“**Company**”, “**we**” or “**our**”) values your privacy and strives to protect your personal data or personal data relating to the individuals connected to your business (“**Personal Data**”) based on the Thai Personal Data Protection Act B.E. 2562 (“**PDPA**”).

This Privacy Notice explains: -

- what kind of Personal Data do we collect? This includes what you tell us about yourself or individuals connected to your business (“**you**”, “**your**” or “**yourself**”) and what we learn by having you as the customer.
- how do we use your Personal Data?
- who do we disclose the Personal Data to?
- what are the choices we offer? This includes how to access and update your Personal Data.
- what are your privacy rights and how does the law protect you?

1. What kind of Personal Data do we collect?

We collect and use many kinds of the Personal Data, depending on circumstances relating to a sales of products and/or services.

We collect the Personal Data about you from a variety of sources, including but not limited to: -

- From you directly as part of a process of becoming our customer;
- From third parties as part of a process of becoming our customer e.g., credit checks, trade references, law enforcement authorities, etc.;
- When you talk to us, including recorded calls, posts, e-mails, notes and other means;
- When you use our websites or applications; and/or
- When you manifestly publish your Personal Data, including via social media, we may collect your Personal Data from your social media profile(s) to the extent that you choose to make your profile publicly visible.

The categories of your Personal Data that we process, subject to applicable laws, including but not limited to: -

- **Personal details:** Name and surname, identification number, passport number, other identification numbers issued by government including Personal Data that is present on document issued by government, corporate documents issued by authorities (in case you are juristic person), tax identification number, nationality, photograph appeared on identification card, passport or driving license, signatures, information the Company received from questions where you can identify your identity (e.g., password, answer in resetting the password, CCTV image/footage);
- **Financial details:** The details of your bank account, billing address, credit card numbers and cardholder’s name and details;
- **Contact details:** Address, telephone number, email address and social media profile details;
- **Sensitive Personal Data:**

- Religious; and/or
- Race

During a processing of your Personal Data, we may also collect some sensitive Personal Data about you to enable you to be the customer. However, we will not collect, use and/or disclose this type of data without your consent unless the law allows us to do so.

2. How do we use your Personal Data?

We may collect and use your Personal Data only if we have proper reasons. This includes sharing it outside the Company. When we collect, use and/or disclose of your Personal Data, we will rely on one or more of the legal grounds as follows: -

- **Contractual basis** - When it is to fulfill the contract we have with you, that is, when the Company needs your Personal Data to perform the contract that we have with you or before the Company enters into the contract with you;
- **Legal obligation** - When it is necessary for the Company to process your Personal Data in order to comply with the laws or legal obligations;
- **Legitimate interest** - When it is our legitimate interest to process your Personal Data for the benefit of Company, as permitted by the laws, and as long as your interest does not exceed the benefits of Company; and/or
- **Consent** - When you give your consent to the Company to process your Personal Data for stated purposes.

The laws and other regulations treat the sensitive Personal Data more stringently. We will not collect, use and/or disclose this type of Personal Data without your consent unless the law allows us to do so. If we do, it will only be when it is necessary: -

- for the purpose of becoming our customer;
- for a detection and prevention of fraud and crime; and/or
- for establishing, exercising and/or defending legal claims.

The purposes for which we may process your Personal Data, subject to the applicable laws, and the legal basis on which we perform such processing, are: -

Purposes of data processing	Lawful basis
Products and/or services	
<ul style="list-style-type: none"> • To deliver/transport the Company's products and/or services. • To verify your identity. • To resolve existing problems related to the products and/or services. • To manage your payment including expense management. 	<ul style="list-style-type: none"> • Contractual basis
Customer care	

Purposes of data processing	Lawful basis
<ul style="list-style-type: none"> • To communicate with you about products and/or services. • To register customers. • To respond to your complaints and find a way to remedy you. • To comply with requests regarding the right you have over your personal information in the Company's possession. • To manage the relationship between the Company and you or your business. • To maintain and keep contact information up to date. • To organize events for customers. 	<ul style="list-style-type: none"> • Contractual basis • Legal obligation • Consent • Legitimate interest
Business development	
<ul style="list-style-type: none"> • To identify existing issues related to products and/or services. • To plan existing products and/or services for development. • To test, analyze and develop products and/or new services. • To develop new approaches to meet your needs. • To understand and analyze demands and to assess and/or survey your satisfaction. 	<ul style="list-style-type: none"> • Legitimate interest
Security, safety and risk management	
<ul style="list-style-type: none"> • To prevent crimes and manage the security of the Company's premises, the Company may, for example, install a closed circuit television (CCTV) in and around the Company's premises and these may collect your photos, videos or voice recordings. • To manage the risks of the Company and customers of the Company. • To keep documents for reference checks. • To investigate, report and seek ways to prevent financial crimes. • To audit the internal affairs of the Company. • To comply with legal requirements. 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interest
Marketing	

Purposes of data processing	Lawful basis
<ul style="list-style-type: none"> To survey products and/or services of the Company that you may be interested in. To communicate with you about analytical marketing activities that meet your needs through any method, including email, telephone, text messages, social media, letter or face-to-face. To develop marketing activities. 	<ul style="list-style-type: none"> Consent Legitimate interest

When we rely on the **legitimate interests** as the reason for processing the Personal Data, it has considered whether or not your rights are overridden by our interests and has concluded that they are not.

In case you refuse to give the Company your Personal Data

Under the circumstance that it is necessary for the Company to collect your Personal Data in accordance with the laws or under the contract terms between you and Company and you decline to such collection, the Company may not be able to meet the obligations that have been agreed with you, or to enter into the contract with you. In this given circumstance, the Company may refuse to procure the products and/or services for you. In any case, the Company will notify you while the Company is collecting your Personal Data.

3. Who do we disclose Personal Data to?

We may share your Personal Data with others where it is lawful to do so, including where: -

- it is necessary to comply with provisions of the contract;
- we have a public or legal duty to do so (e.g., assist in detection and prevention of fraud, tax evasion and financial crime, etc.);
- we need to in connection with a regulatory reporting, litigation, asserting or defending legal rights and interests;
- we have legitimate business reasons to do so (e.g., manage risk, internal report, assess data analysis, verify identity, etc.); and/or
- we request for your permission to share it, and you agree.

We may also need to share your Personal Data for the abovementioned purposes with others, including but not limited to: -

- Other Sumitomo group companies and any sub-contractors, agents or service providers who work for us or provide the services to us or other Sumitomo group companies, including their employees, sub-contractors, service providers, directors and officers;
- Any appointed persons to take care of your benefits;
- Your intermediaries, correspondent and agent;
- Financial institutions, and payment service providers;
- Any people or companies where required in connection with a potential or actual corporate restructuring, merger, acquisition or takeover, including any transfer or potential transfer of any of our rights or duties under our agreement with you;

- Law enforcement, government, courts, dispute resolution bodies, our regulators, auditors and any parties appointed or requested by our regulators to carry out investigations or audits of our activities;
- Other parties involved in any disputes, including disputed transactions;
- Fraud prevention agencies who will also use it to detect and prevent fraud and other financial crime and to verify your identity;
- Anyone who provides instructions or operates any of your accounts, products or services on your behalf, e.g., Power of Attorney, lawyers, etc.; and/or
- Anybody else that we have been instructed to share your Personal Data with by you.

Except as described in this Privacy Notice, we will not use the Personal Data for any purposes other than the purposes as described to you in this Privacy Notice. Should we intend to collect, use or transfer additional Personal Data which is not described in this Privacy Notice, we will notify you and obtain your consent prior to the collection, use or disclosure, unless the law allows us to do so without your consent. You will also be given the opportunity to consent or decline to such collection, use or transfer of your Personal Data.

Cross-border Transfer of Personal Data

Your Personal Data may be transferred to and stored/processed in other countries.

Such countries may not have the same level of protection for the Personal Data. When we do this, we will ensure it has an appropriate level of protection and that the transfer is lawful. We may need to transfer the Personal Data in this way to carry out our contract with you, fulfill the legal obligations, and protect the public interests and/or for our legitimate interests. In some countries, the law might compel us to share certain Personal Data, e.g., with tax authorities. Even in these cases, we will only share the Personal Data with people who have the right to see it.

4. Retention of Personal Data

We retain your Personal Data for as long as it is necessary to carry out the purposes for which it was collected that is for business reasons or compliance with the applicable laws.

We keep your Personal data for the duration of our contractual relationship plus 10 years after you stop being our customer. This is for the benefit of Company in an execution of any contractual dispute that may occur during the specified period. Unless otherwise required in the event of regulatory or technical reasons, we may keep your Personal Data for longer than 10 years. If we do not need to retain the Personal Data for longer than it is legally required or necessary, we will destroy, delete or anonymize it.

5. Accuracy of your Personal Data

We need your help to ensure that your Personal Data is up to date, complete and accurate. Please inform us of any changes to your Personal Data by: -

- Email us at dpo.th@sumitomocorp.com or
- Call us at 02-654-0079.

We will occasionally request an update from you to ensure that the Personal Data we use to fulfil the purposes of collection, use and/or disclosure are up to date, accurate and complete.

6. What are your privacy rights and how does the law protect you?

Under certain circumstances, you may have the right to your Personal Data in accordance with the laws on a personal data protection, which we highly value your rights and will act in accordance with the laws, rules, or regulations related to the processing of your Personal Data in a timely manner.

You will be protected and obtain legal rights regarding your Personal Data as follows: -

- **Right to Withdraw:** In case where we process your Personal Data with your consent, this enables you to withdraw your consent to our processing of your Personal Data, which you can do at any time. We may continue processing your Personal Data if we have another legitimate reason to do so;
- **Right to Access:** This enables you to receive a copy of Personal Data we hold about you;
- **Right to Correct:** This enables you to have any incomplete or inaccurate information we hold about you corrected. Please refer to Article 5 for more details on the accuracy of your Personal Data;
- **Right to Erasure:** This enables you to ask us to delete, destroy or anonymize your Personal Data where there is no good reason for us to continue processing it. You also have the right to ask us to delete your Personal Data where you have exercised your right to object to the processing (see below). Nonetheless, we will consider a request to delete carefully according to the laws regarding the processing of your Personal Data;
- **Right to Object:** This enables you to object to the processing of your Personal Data where we are relying on the legitimate interest. You also have the right to object where we are processing your Personal Data for direct marketing purposes and profiling activities;
- **Right to Restrict Processing:** This enables you to ask us to suspend the processing of your Personal Data, for example, if you want us to establish its accuracy or a reason/lawful basis for processing it;
- **Right to Portability:** In some cases, you have the right to request for the copy of your Personal Data in an electronics form in cases where the Personal Data that you provided to us and such processing is upon your consent, or where it is necessary to process such Personal Data in order to meet the obligations under the contract; and
- **Right to Lodge a Complaint:** This enables you to file the complaint with a related government authority, including but not limited to, the Thailand Personal Data Protection Committee, when you see that we, our employees or service providers violate or do not comply with the PDPA or other notifications issued under the PDPA.

You may exercise your rights at any time by informing the Company via the contact specified in Article 10 below, without having to pay any fees to access your Personal Data or exercising any other rights. However, the Company may charge a reasonable fee if your request does not have a rigid ground, is duplicated or is clearly more than necessary. In other words, the Company may refuse to proceed with your request under those situations.

The Company may need to request certain Personal Data from you in order to verify your identity and guarantee your right to access the Personal Data (or to exercise any other rights) which is considered a security measure to ensure that your Personal Data will not be disclosed to those who is not

authorized to access the Personal Data. The Company may also contact you for more information about the request for a quicker response.

The Company will make every effort to respond to your legitimate request within 30 days. Under some circumstances, the Company may take more than 30 days depending on a complexity or duplication of your request. In such case, the Company will inform you on a status of your request.

Handling of Complaints

In the event that you wish to make the complaint about how we process your Personal Data, please contact our Data Protection Office at dpo.th@sumitomocorp.com and we will try to consider your request as soon as possible. This does not prejudice your right to file the complaint with a government authority or Thailand Personal Data Protection Committee.

7. Security of your Personal Data

Information is our asset and therefore we place a great importance on ensuring the security of your Personal Data. We regularly review and implement up-to-date physical, technical and organizational security measures when processing your Personal Data. We have internal policies and controls in place to ensure that your Personal Data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the performance of their duties. Our employees are trained to handle the Personal Data securely and with utmost respect, failing which they may be subject to a disciplinary action.

8. Your Responsibilities

Once you have entered into the contract with us, you have an obligation under the contract to provide your Personal Data so that you may exercise your statutory rights. Failing to do so, you might not be able to exercise your statutory rights.

You will need to provide your Personal Data, such as personal information, contact information, payment information, etc. to the Company to complete entering into the contract.

If you do not provide such Personal Data, the Company may not be able to exercise the rights and obligation efficiently to fulfil the foresaid contract or will hinder our ability to administer the rights and obligations arising as a result of relationship efficiently, and therefore may refuse to have or continue the relationship with you.

9. Revision of our Privacy Notice

We keep our Privacy Notice under a regular review and thus the Privacy Notice may be subject to changes. The date of last revision of Privacy Notice can be found on the top page of this notice and via [<https://www.sumitomocorp.com/en/asia-oceania/sctl>].

10. Contact us

If you have any questions in regard to the protection of your Personal Data or if you wish to exercise your rights, please contact our Data Protection Office through the following channels: -

- Email us at dpo.th@sumitomocorp.com or
- Call us at 02-654-0079