

**Personal Data Privacy Policy for Suppliers and Contractual Parties**  
**Dhipaya Insurance Public Company Limited**

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Dhipaya Insurance Public Company Limited (the “**Company**”) is aware of the importance of privacy and its responsibilities relating to the collection, use, and disclosure of (“**processing**” or “**to process**”) your personal data. The Company, therefore, issues this Personal Data Privacy Policy (the “**Policy**”) to describe the details of the processing of your personal data as prescribed in the Personal Data Protection Act B.E. 2562 (2019) (the “**Personal Data Protection Act**”) as follows.

You are advised to read and familiarize yourself with this Policy, the details of which are described below.

**1. Scope of Application**

This Policy applies to the processing of personal data of the contractual parties of the Company, for example: suppliers, service providers, sellers, and business partners. In the case of juristic persons, this Policy applies to the persons related to juristic persons that are contractual parties to the Company, namely, directors, contact persons, employees, or persons acting for those juristic persons.

**2. Definitions**

“**personal data**” means any information that can be used to identify a natural person, directly or indirectly, but shall not include, in particular, any information about deceased persons.

“**sensitive personal data**” means the personal data as specified in Section 26 of the Personal Data Protection Act, and any amendment thereto from time to time, and other applicable laws and regulations, as well as personal data relating to racial or ethnic origin, political opinions, religious or philosophical beliefs, sexual behavior, criminal records, health data, disabilities, trade union information, genetic data, biometric data, or any other data that may affect the data subject in the same manner.

“**Personal Data Protection Act**” means the Personal Data Protection Act B.E. 2562 (2019), including any secondary legislation issued by virtue of the Personal Data Protection Act, and any amendments thereto from time to time.

“**Committee**” means the Personal Data Protection Committee.

**3. What types of personal data is collected?**

The Company may process your personal data as follows:

- (1) Data that can be used to identify a natural person, for example: names, surnames, dates of birth, religions, identification card numbers and other information on identification cards, signatures, or photographs;
- (2) Contact information, for example: email addresses, telephone numbers, Line identification, contact addresses, and mailing addresses;
- (3) Financial data, for example: bank account numbers, and bank account names;
- (4) Your information in corporate documents of juristic persons of which you are a member or for which you act on behalf, for example: affidavits, lists of shareholders, partnership or company registration documents, memorandum of associations, value added tax registration certificates, photocopies of bank accounts, or other corporate documents containing your personal data;
- (5) Data that is related to the status of contractual parties, for example: the financial status, the status regarding bankruptcy, the status concerning money laundering and the financing of terrorism;
- (6) General data that is collected when you contact the Company, for example: photographs, video and audio recordings via closed circuit televisions at the branch offices or office buildings, or any properties of the Company;
- (7) Any other data used in entering into transactions or contracts with the Company, for example: personal data that is necessary for the Company to collect in entering into contracts or transactions between you and the Company. The types of personal data to be collected depend on the types of contracts or transactions between you and the Company and the Company will inform you prior to or at the time of any collection of such personal data.
- (8) Personal data that is necessary for the performance of contracts between the Company and you or the juristic person of which you are a member, for example: the personal data you provide to the Company or the personal data that the Company collects from its website, or any applications that the Company jointly uses with you or the juristic persons of which you are a member. These may be our suppliers or contractual parties for the performance of contracts, for example: the websites that the Company jointly uses with hospitals for the payment of claims, the websites or systems jointly used with the parties engaged in the printing of policies, endorsements, and payment of claims.
- (9) Other data, namely, any other personal data that is not specified in the Policy. If the Company plans to collect any personal data not specified in

this Policy, the Company will inform you of such collection as prescribed by the Personal Data Protection Act.

The personal data stated above in each case is necessary for the entering into contracts with the Company and the performance of contracts by the Company. If you do not provide the Company with this personal data, the Company will not be able to consider your personal data and enter into contracts with you. In the case that such data is necessary for complying with the law and you do not provide the Company with your personal data, the Company will not be able to take any act in relation to those matters or comply with the provisions of law.

In collecting photocopies of identification cards, the Company does not have any intention to collect any sensitive data that appears on identification cards, for example: religion and/or blood type (if any). Therefore, before providing or disclosing photocopies of your identification cards to the Company, you are requested to redact any such sensitive data. If such sensitive data is not redacted, the Company will redact it itself. In this regard, the Company hereby confirms that it does not have any intention to act in bad faith or to commit any criminal offense and that the Company only collects personal data as necessary and as prescribed in the Personal Data Protection Act.

In the case that you provide the Company with the personal data of another person, you are required to take any act to inform the data subject of the details of the processing of personal data under this Policy and obtain consent directly from the data subject and have the duty to take any necessary act and confirm that you will take any act to ensure that such disclosure of personal data by you and the process of personal data by the Company are in compliance with the law.

#### **4. How is personal data collected?**

In general, the Company collects personal data directly from you upon any dealings leading to the entering into contracts with the Company and upon communication by email, post, or personal delivery of documents.

In the case that you are an employee of a juristic person contractual party of the Company, in some cases, the Company may collect your personal data from other persons in your organization, namely, the contact person of the juristic person or the person acting for your organization.

#### **5. Purposes of the Processing of Personal Data**

Your personal data will be collected, used, and disclosed for the following purposes:

Personal Data Processing Basis	Personal Data Processing Activities
<p><b>It is necessary to comply with the request of the data subject before entering into a contract.</b></p>	<ul style="list-style-type: none"> <li>- The taking of any necessary act in entering into contracts with the Company at your request.</li> </ul>
<p><b>It is necessary to perform contracts.</b></p>	<ul style="list-style-type: none"> <li>- The exercise of the rights and the performance of duties under contracts between the Company and its suppliers or contractual parties.</li> <li>- Making payment of consideration under contracts between the Company and its suppliers or contractual parties.</li> </ul>
<p><b>It is necessary for the legitimate interests of the Company or the related parties.</b></p>	<ul style="list-style-type: none"> <li>- Identity verification and authentication.</li> <li>- Verifying the capabilities and qualifications of parties in entering into contracts or verifying the authorization granted to you.</li> <li>- Preparing reports or auditing the operation of the Company, either by internal audit or external audit.</li> <li>- Analyzing data relating to the operation of the Company.</li> <li>- For the purposes of communications by any means and by any channels.</li> <li>- Conducting surveys for statistical purposes or researching into the operation of the Company.</li> <li>- Investigating complaints lodged against the operation of the Company in which you may be involved.</li> <li>- General administration of the Company, recording data of suppliers or contractual parties of the Company to avoid any conflict of interest or any possibility of a conflict of interest.</li> <li>- Management of information, e.g., for the purpose of managing, storing, recording, backing up, or destroying personal data.</li> <li>- Complying with the guidelines or practices in the industry specified by the associations or organization in the insurance business sector;</li> </ul>

Personal Data Processing Basis	Personal Data Processing Activities
	<ul style="list-style-type: none"> <li>- Collecting personal data, for example: names, surnames, time in-out of premises, photographs, video and audio recordings via closed circuit televisions as part of the Company's security system at the Company's buildings, branch offices, or any other properties of the Company or others when you enter into the Company's premises;</li> <li>- Restructuring the Company to restructure the organization and to enter into transactions of the Company, as well as buying or selling any part of the business of the Company (if applicable).</li> <li>- Complying with the laws of other jurisdictions (if applicable).</li> </ul>
<b>It is necessary to comply with the law.</b>	<ul style="list-style-type: none"> <li>- To comply with the laws applicable to the operation of the insurance business of the Company.</li> <li>- To comply with the orders, notifications, regulations, and rules issued by government agencies or regulatory authorities, for example: the Office of the Insurance Commission (OIC), the Anti-Money Laundering Office, and the Royal Thai Police.</li> <li>- To comply with the Personal Data Protection Act, including the taking of any act in dealing with your requests to exercise the rights of data subjects and in handling any breach of personal data.</li> <li>- To comply with any order of the court or any other judiciary organizations.</li> </ul>
<b>It is necessary to create and take any act in relation to the rights of claim of the Company.</b>	The Company may be required to process your personal data to create, comply, dispute, defend or take any act on its rights of claim.
<b>Consent</b>	<p>To collect sensitive personal data that appears on identification cards.</p> <p><b>Remark:</b> As stated above, the Company has no intention to collect your sensitive personal data, as well as sensitive personal data that appears on identification</p>

Personal Data Processing Basis	Personal Data Processing Activities
	cards. However, if it is necessary for the Company to collect your sensitive personal data, the Company will obtain your consent as required by law.

**6. Who will receive your personal data from the Company?**

The Company may disclose, send, or transfer your personal data to the following persons:

- (1) Independent advisors or experts, for example: legal advisors, accounting consultants, auditors, or other advisors;
- (2) Third party service providers of the Company (including their subcontractors), for example: providers of technological services, cloud services, goods storage or documents storage and document services, data recording services, mail services, parcel delivery services, or other services related to the business operation of the Company;
- (3) Government agencies and judiciary organizations, for example: the Office of the Insurance Commission (OIC), the Anti-Money Laundering Office, the Royal Thai Police, the Department of Legal Execution, law courts, and the Office of the Personal Data Protection Committee;
- (4) Any person who enters or will enter into transactions with the Company and your personal data may be a part of any purchase or sale or a part of any offer to purchase or offer to sell of the business of the Company (if applicable);
- (5) Any persons or agencies to whom you have given your consent to disclose your personal data.

**7. Cross-border personal data transfer**

In general, the Company does not transfer any personal data abroad. However, if it is necessary for the Company to transfer personal data abroad, and the personal data protection standards of the destination country may be less stringent than those prescribed the Personal Data Protection Act, the Company will take any appropriate act to protect your personal data in compliance with the law.

**8. Retention of personal data**

We shall retain your personal data to the extent it is necessary to achieve the purpose of its process, but it shall be no longer than a period of 10 years from the end of your

relationship or the last contact with the Company. The Company may retain your personal data for a longer period as specified if it is permissible by law or if it is a duty of the Company.

During the retention period, the Company will put in place measures for the protection of your personal data as required by law and will take reasonable steps to erase or destroy or anonymize your personal data so that it is no longer identifiable for the retention period of personal data above.

## **9. Your rights relating to your personal data**

You have rights in respect of your personal data as follows:

- (1) **Right to access:** You have the right to check whether or not the Company has any data relating to you, and the right to access or obtain a copy of your personal data that is under the responsibility of the Company, and to request the disclosure of the source of your personal data in the case that the personal data has been collected from other sources.
- (2) **Right to rectification:** You have the right to request the Company to rectify any personal data pertaining to you.
- (3) **Right to erase or destroy:** You have the right to request the Company to have your personal data erased, destroyed or anonymized so that it can no longer be identifiable. The procedures for erasure, destruction, or anonymizing personal data so that it can no longer be identifiable shall be specified by the Company and will be in compliance with the law.
- (4) **Right to object to processing:** You have the right to object to the Company's processing your personal data in the case that the Company's processing of your personal data was without your consent, or in the case of direct marketing.
- (5) **Right to restrict processing:** You have the right to restrict the processing of personal data pending the Company's consideration of any act according to your right, or if you wish to restrict the processing of personal data instead of erasing or destroying it.
- (6) **Right to data portability:** You have the right to request the Company to transfer your personal data, in a format that is readable or commonly used by way of automatic equipment, to other controllers, and to receive such data (in the case that the Company has made the personal data available in such format).
- (7) **Right to file complaints:** You have the right to file complaints to the Office of the Personal Data Protection Committee with respect to the processing of personal data by the Company in following the procedures in accordance with the law.

The Company reserves the right to decline any request to exercise the right by data subjects as it deems appropriate and in accordance with the law.

In the case that it is permissible under the law, you may be subject to payment of reasonable expenses incurred in connection with the Company's taking any act on your request to exercise of a data subject, provided that the Company shall inform you prior to undertaking any act which incurs expenses.

#### **10. Amendment to this Policy**

The Company reserves the right to make any amendment, addition, change, improvement, or adjustment to the Policy, to the extent permissible under the law. In the case of any material change to this Policy, the Company shall inform you of any such amendment, addition, change, improvement, or adjustment and/or may obtain your consent (if such consent is required by law).

#### **11. Contact Channels**

If you have any question relating to any part of this Personal Data Privacy Policy or require additional information relating to the Company's guidelines in protecting your personal data, or if you would like to exercise the right as data subject, please contact us at:

##### **Details of the Company**

Name: Dhipaya Insurance Public Company Limited  
Address: 1115, Rama 3 Road, Chong Nonsi, Yannawa, Bangkok 10120.  
Telephone No.: 1736 (Monday-Friday: 8.30 - 16.30)

##### **Details of the Data Protection Officer (DPO)**

Data Protection Officer of Dhipaya Insurance Public Company Limited  
Address: 1115, Rama 3 Road, Chong Nonsi, Yannawa, Bangkok 10120.  
Contact Channel: [TIP-DPO@dhipaya.co.th](mailto:TIP-DPO@dhipaya.co.th)