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For business partners

Privacy Notice

Ergo Insurance (Thailand) Public Company Limited (“**Company**” or “**we**”) is highly aware of the importance of your privacy rights and strictly adheres to the protection of personal data. Therefore, we have established this Privacy Notice to comply with the Personal Data Protection Act B.E. 2562 (2019), as well as the relevant subordinate legislation and any other laws related to the protection of personal data, both currently in effect and those that may be amended or modified in the future (collectively referred to as the “**Personal Data Protection Law**”).

This Privacy Notice applies to the collection, use, and disclosure (collectively referred to as “**Processing**”) of your personal data if you are an individual or a director, executive, employee, or coordinator of a juristic person intending to be our business partners or currently being our business partners, which include manufacturers, providers, and/or bidders offering goods to us (Supplier) and/or our service providers (Service Provider). This may also apply to any business relationships we have with you or with other juristic persons you represent, such as a Supplier, distributor, Service Provider, consultant, expert, or any entity engaged in business communication with us.

This Privacy Notice explains the methods we use to collect your personal data, the purposes of Processing, the retention period of personal data, and your various rights as a data subject. We will only collect your personal data as necessary for the purposes we have notified you. If the Personal Data Protection Law requires that Processing of your personal data be done with your consent, we will request your consent first.

The Company reserves the right to modify, amend, change, or improve this Privacy Notice at any time, as permitted by Personal Data Protection Law. For more details, please see below:

What are the channels of our personal data collection?

We may collect your personal data via the following channels.

1.1. **In the case where you give your personal data directly to us**

- When you sign a contract with us or enter into an agreement regarding the supply or sale of goods or services with us.
- When you fill out any information on a form, whether in document or electronic format, or through any other channel.
- When you submit documents to us that contain personal data.
- When you contact us or ask for information.

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- 1.2. **In the case where we receive your personal data from third parties**
 - When your employer, agent, or coordinator provides us with your personal data.
 - When any of our other business partners, our affiliates, or service providers provide us with your personal data.
 - In some cases, we may collect your personal data from public sources, or commercial data sources, whether you disclose such personal data yourself or have given consent to any person to disclose your personal data, such as a website or government agency, information that can be accessed online or through various social media.
- 1.3. **In the case where we collect your personal data automatically**
 - When you contact us at our business premises where CCTV cameras are installed to record still and moving images (for more details, please find Privacy Notice for CCTV at www.ergo.co.th).

2. **What personal data do we collect?**

We will collect personal data that can identify you, whether it is personal data you provide to us directly, personal data we collect from you automatically, or personal data we receive from third parties. This will include the following personal data:

- 2.1. **Personal information** For example, Name, surname, date of birth, age, photograph, gender, nationality, religion, ID card no., passport no., Tax ID no., occupation, job title, workplace, work history.
- 2.2. **Contact information** For example, Address, telephone number, fax, email, social media contact information.
- 2.3. **Financial information** For example, Bank account number, personal data appearing on the invoices, tax invoices and receipts, details or information regarding other payments.
- 2.4. **Information used as evidence in various transactions** For example, Personal data contained in a copy of ID cards, passports, house registration, bank account passbook, professional licenses, company affidavit, VAT registration certificates, distributor appointment letters, commercial registration certificates, power of attorney, and service agreements or any other agreements related to the transaction.

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- 2.5 **Information in case you are acting on behalf of a juristic person** For example, Your information appearing in company affidavit, shareholder lists, or any other documents relating to a juristic person containing your personal data, or any other information we request from your juristic person or from you for use in entering into contracts, providing services, or any other related operations.
- 2.6. **Other information** For example, Recorded audio of telephone conversations, still and moving images captured by surveillance cameras (CCTV).

3. **We process your personal data for what purposes?**

- 3.1. We process your personal data for the following purposes (the “Specified Purposes”)
- (a) To enter into a contract with you or the juristic person that you represent and/or to perform rights and duties according to the contract that we enter into with you, or the juristic person that you represent.
 - (b) To check and verify your identity and/or the juristic person you represent.
 - (c) To check the background or qualifications before and during the contract with you, or the juristic person you represent, and there may be a review of such details throughout the term of the contract that we enter into with you, or the juristic person you represent.
 - (d) To proceed with procurement and purchasing goods or services from you or the juristic person you represent, including managing vendor selection, submitting proposal envelopes, submitting bid guarantees, verifying information and qualifications, and conducting according to our procurement policies and any other similar processes.
 - (e) To create and manage orders, agreements, or contracts between us and you or juristic person you represent, which includes the payment for goods, services, and various expenses to you according to the orders, agreements, or contracts between us and you or juristic person you represent by any means.
 - (f) To comply with our internal regulations, such as opening vendor accounts, preparing reports or various summaries, and recording work performance history.
 - (g) To communicate or coordinate the business with you or juristic person you represent, including sending any news and promotional materials that you or juristic person you represent may be interested in or that may be beneficial for you or juristic person you represent.

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- (h) To comply with the applicable laws related to our business, such as laws on non-life insurance, laws on anti-money laundering, tax laws, Personal Data Protection Law, and laws concerning computer-related offenses.
- (i) To comply with lawful orders from relevant government agencies and officials
- (j) For establishment, compliance, exercise or defense of legal claims.
- (k) To collect, use, and/or disclose personal data to the Office of the Insurance Commission (OIC) for the purpose of supervising and promoting the insurance business under the law on Insurance Commission and Promotion and the law on Non-Life Insurance laws according to the OIC's privacy notice, which can be viewed on the website <http://www.oic.or.th>.
- (l) To maintain order, examine and investigate incidents related to safety, such as the incursion at the Company's premises, building or area, the unauthorized access to areas, theft, fires, various crimes, and to ensure the security and safety of our personnel and external individuals at our business location, as well as our assets and information.
- (m) For other necessary operations in the conduct of business, and that may benefit you or the juristic person you represent or are directly related to any of the aforementioned Specified Purposes.
- (n) For other purposes that we notify you.

3.2 In this regard, we will process your personal data in accordance with the aforementioned Specified Purposes under the following lawful basis.

- (a) It is necessary for the performance of a contract to which you are a party, or in order to take steps at your request prior to entering into a contract;
- (b) It is necessary for compliance with a law to which we are subjected, including but not limited to achieving the purposes related to public health or other significant public benefit;
- (c) It is necessary for our legitimate interests or any other persons or juristic persons other than us, unless such benefits are less important than your fundamental right to personal data;
- (d) It is necessary for the performance of a task carried out in the public interest by us, or it is necessary for the exercising of official authority vested in us;
- (e) It is to prevent or suppress danger to life, body or health of the person;

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- (f) It is necessary for establishment, compliance, exercise or defense of legal claims;
 - (g) The consent you have given to us when none of the aforementioned exceptions or lawful bases apply.
- 3.3. In the case where your personal data that we will proceed with the Processing for the Specified Purposes is necessary for the accomplishment of purposes regarding the compliance with the law or entering into a contract with you, we will collect, use or disclose your personal data for accomplishing such purposes. However, if you do not wish to provide such personal data for us, there may be legal implications, or we may not be able to fulfill our obligations under the contract we have with you or may not be able to enter into a contract with you (as the case may be). In such case, we may need to decline entering into a contract with you or cancel the purchasing of goods and/or providing/receiving the services related to you, whether in whole or in part.
- 3.4. In the event that we need to process your personal data for purposes other than the Specified Purposes, we will provide an additional privacy notice or data protection notice and/or send you a letter to explain the processing of your personal data in that manner. In this regard, you should review any additional policies or notices related to this along with this Privacy Notice.

4. Who do we disclose the personal data to?

- 4.1. Subject to the Specified Purposes and the criteria required by law, we may disclose your personal data to the following persons and agencies.
- (a) Our business alliances, which include executives, directors, staff, employees and/or internal personnel of such companies, to the extent that they are relevant and necessary for the Processing of your personal data.
 - (b) Our non-life insurance agent or non-life insurance broker.
 - (c) Our consultants, such as auditors, legal consultants, lawyers, or other experts.
 - (d) Business partners, service providers, and/or personal data processors that we assign or hire to manage and/or process personal data for the benefit of our business operations, such as payment services, printing services, information technology services, website services, data archiving services, data analysis services, research services, marketing services, or any other services that may benefit you or be related to our business operations.

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- (e) Government agencies with the authority to regulate under the law, or that request the disclosure of personal data based on legal authority, or that are involved in legal processes, or that are authorized under relevant laws, such as the Office of the Insurance Commission (OIC), the Revenue Department, the Department of Business Development, Trade Competition Commission of Thailand, the Office of the Personal Data Protection Commission, the Royal Thai Police, the Office of the Attorney General, and the Court.
 - (f) Organizations that are related to insurance, such as the general insurance association and other associations or federations of businesses in the insurance business sector.
 - (g) Individuals or other entities to whom you have consented to disclose your personal data.
- 4.2. When disclosing your personal data to others, we will implement appropriate measures to protect the disclosed personal data and to comply with the standards and obligations for personal data protection as required by the Personal Data Protection Law. If we send or transfer your personal data to a foreign country, we will ensure that the destination country, international organization, or foreign recipient has adequate personal data protection standards or complies with the criteria set by the Personal Data Protection Law, unless exempted by the Personal Data Protection Law. Additionally, in certain cases, we may request your consent for sending or transferring your personal data to a foreign country.
- 4.3. In this regard, when disclosing your personal data to others, we will act solely under the Specified Purposes or other purposes permitted by law. In the case where the law requires your consent, we will obtain your consent beforehand.

5. Duration of Personal Data Retention

- 5.1. We will retain your personal data for the duration necessary to achieve the Specified Purposes for processing such personal data. The retention period for personal data will vary depending on the Specified Purposes for Processing that personal data and considering the following factors:
- (a) the duration required by relevant laws (if any);
 - (b) the legal statute of limitations for potential claims arising from or related to the personal data we process.
 - (c) our practices, the non-life insurance sector, and the relevant sectors for each type of personal data.

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In this regard, we will retain your personal data for no longer than 10 years from the date the transaction or legal relationship between you and us ends. However, we may retain your personal data for longer than this period if permitted by law or if such retention is necessary to establish our legal claims.

- 5.2. After the specified period, we will delete or destroy the personal data stored in our system and/or of other persons who provide services to us (if any), or anonymize your personal data, unless it is the case where we can continue retaining such personal data as permitted by the Personal Data Protection Law or other relevant laws.

6. Your rights as a Data Subject

As a data subject, you have following various rights regarding your personal data, under the criteria, methods and conditions stipulated by the Personal Data Protection Law.

- 6.1. **Right to Access** You are entitled to access your personal data and request us to make a copy of such personal data for you, or to request the disclosure of the acquisition of such personal data obtained without your consent as stipulated by Personal Data Protection Law.
- 6.2. **Right to Data Portability** You are entitled to receive the personal data concerning you, and to request us to send or transfer your personal data to other data controller or you, unless it is impossible to do so because of the circumstances, as stipulated by Personal Data Protection Law.
- 6.3. **Right to Object** You are entitled to object the Processing of your personal data as stipulated by Personal Data Protection Law.
- 6.4. **Right to Erasure** You are entitled to request us to erase, destroy or anonymize your personal data as stipulated by Personal Data Protection Law.
- 6.5. **Right to Restrict the Processing** You are entitled to request us to restrict the Processing of your personal data as stipulated by Personal Data Protection Law.
- 6.6. **Right to Rectification** You are entitled to request us to rectify your personal data if your personal data is inaccurate, not up-to-date, incomplete or misleading.

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- 6.7. **Right to Withdraw the Consent** In the event that we rely on your consent to proceed with the Processing of your personal data, you are entitled to withdraw your consent for the Processing of your personal data that you have given to us, unless there are legal or contractual restrictions on the right to withdraw consent that benefit the data subject.
- 6.8. **Right to Lodge a Complaint** In the event that you believe that we violate or do not comply with any obligations according to the Personal Data Protection Law, you are entitled to file a complaint with the data protection regulatory agency according to the regulations and methods stipulated by Personal Data Protection Law.

If you wish to exercise your rights as stated above, you can contact us through the contact details provided in Article 7 (How to Contact Us) below.

7. **How to Contact Us**

If you have any questions or concerns regarding this Privacy Notice, or if you wish to exercise your rights as stated in Article 6 above, please contact the Data Protection Officer through the details provided below.

- **Our office** 126/2 Krungthonburi Road, Banglamphulang, Klongsan, Bangkok 10600
- **Email** dpo@ergo.co.th
- **Telephone** 02 820 7000 or 1219

Updated on 22nd December 2025

- signature -

(Isorasak Thesratavong)
Chief Executive Officer