

(Translation)

Privacy Notice for CCTV

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, the Company has established this Privacy Notice for CCTV (“**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 explains the methods we use to collect your personal data and notifies you the purposes of collection, use and disclosure (“**Processing**”) of personal data, the retention period of personal data, and your various rights as a data subject. In this regard, we reserve 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:

1. What personal data do we collect?

We will collect still images and videos of you recorded by the CCTV camera when you walk past or enter our office, building, or premises, which is an area equipped with and using CCTV cameras.

2. How do we use your personal data?

We may use still images and video recorded from the CCTV cameras for various purposes (“**Specified Purposes**”), as follows:

- To control access to our office, building, and premises, and to ensure that our office, building, and premises are secure, as well as to protect our employees, visitors, and the general public, along with the assets and information stored within our office, building, and premises, thorough security measures are in place.
- To monitor and check access to the office, building, and premises, as well as the areas under strict security or the area where our information technology or operational data infrastructure is located, which are limited-access areas accessible only to authorized individuals.
- To maintain order, prevent, examine and investigate incidents related to safety, such as the incursion at the Company’s office, building or premises, the unauthorized access to areas, theft, fires, various crimes.
- To comply with the announcements and/or lawful orders from relevant government agencies and officials.
- For establishment, compliance, exercise or defense of legal claims.

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3. What lawful basis do we use for the Processing of your personal data?

We may use still images and video recorded from the CCTV cameras for the Specified Purposes under following lawful basis.

- 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.
- It is necessary for our legitimate interests or any other persons or juristic persons other than us.
- It is to prevent or suppress danger to life, body or health of the person.
- 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.
- It is necessary for establishment, compliance, exercise or defense of legal claims.
- The consent you have given to us when none of the aforementioned exceptions or lawful bases apply.

4. Who are the individuals that can access your personal information?

The individuals who can access and use the still images and video recorded from the CCTV cameras for the Specified Purposes are as follows:

- Internal personnel of the Company, to the extent relevant and necessary for the Processing of your personal data.

In this regard, accessing the data recorded by the CCTV cameras will be extremely restricted, and unauthorized individuals will not be able to access it without prior written permission from the Company's administrative manager or higher.

In addition, we may disclose the data recorded by the CCTV cameras under the Specified Purposes and according to the criteria stipulated by law to the following individuals and agencies.

- Police officers, 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 (“**Government Officials**”).
- The Company’s employees, visitors, or general public who need to investigate incidents related to security within the Company’s office, building, and premises or who need to use the data from the Company’s CCTV cameras as evidence for such incidents, and

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- Individuals or other entities to whom you have consented to disclose your personal data.

5. How long will we retain your personal data?

The Still images and video recorded from CCTV cameras will be retained for a period not exceeding 30 days. After this period, the data will be automatically deleted from our system. However, we may retain your personal data for longer than this period as necessary and/or as permitted by law. Once the need to retain the data is no longer present, we will immediately delete it from our system.

6. Maintaining the security of personal data.

We will store the still images and video recorded from CCTV cameras in a secure environment accessible only to our personnel or authorized individuals with a legitimate reason for accessing such data. Furthermore, please be assured that we have implemented various technologies and security measures to prevent unauthorized or unlawful loss, access, use, alteration, modification, or disclosure of personal data, and we will review these measures as necessary or as our technology changes.

7. As the data subject, what rights do you have?

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.

- 7.1. **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.
- 7.2. **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.
- 7.3. **Right to Object** You are entitled to object the Processing of your personal data as stipulated by Personal Data Protection Law.
- 7.4. **Right to Erasure** You are entitled to request us to erase, destroy or anonymize your personal data as stipulated by Personal Data Protection Law.
- 7.5. **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.
- 7.6. **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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- 7.7. **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.
- 7.8. **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 8 (How to Contact Us) below.

8. 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 7 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 Thesratnavong)

Chief Executive Officer