

Personal Data Protection Policy

ERGO Insurance (Thailand) Public Company Limited (“the Company” or “we”) realizes the importance of your privacy rights and strictly comply to the protection of personal data. Therefore, we have created this Personal Data Protection Policy (“Policy”) in order to comply with the Personal Data Protection Act B.E. 2562 and any other laws related to the protection of personal data both in force at present and may be amended or added in the future (collectively referred to as “The Personal Data Protection Act”) and also to clarify to you, as the owner of personal data, about the details and how to manage your personal identifiable information whether directly or indirectly as required by the law on personal data protection (“Personal Data”), including the purposes of collection, using or disclosure (“Processing”) of your Personal Data, Period of retention of personal data, as well as your legal rights related to personal data as below details:

1. Who will we collect Personal Data

- (a) Personnel/Employee
- (b) Applicant
- (c) Involved person to applicant and personnel/employee

2. What kind of personal data where we collects

2.1 Directly, Our website, other electronic

- When you submit application form and reference document for job applying whatever by walk-in, at the booth, or on our website (<https://www.ergo.co.th/about-us/career/>)
- When you enter into contract with us such as Employment Agreement and/or Directorship Agreement (if any)
- When you deliver any documents that your personal data shown on it
- When you communicate with us whatever any parties start the communication by verbal, writing, telephone, electronic

2.2 Third parties

- We may receive your personal data from your reference, previous employer, your family, your school, your guarantor as you inform in your application form

- We may receive your personal data from application form or reference document of applicant or employee on behalf of you are a member of family, contact person in case of emergency, reference, guarantor
- We may receive your personal data from employment agency or website which providing employment service
- We may collect your personal data from government agency or public source such as national police station

2.3 Automatic

- When you visit and/or use our website, application, online services which has a cookie or similar technologies
- When you come to our office where CCTV be installed (for more information, please go to PDPA policy for CCTV using link as www.ergo.co.th)

3. What kind of personal data where we collects

3.1 Personal data

3.2 Contact data

3.3 Education data

3.4 Health data

3.5 Data related to job applying

3.6 Work experience and evaluation data

Financial data

3.7 Benefit and remuneration

3.8 Registered Statistical data

3.9 Reference data for contract making

3.10 Technical data

3.11 Others such as conversation recording and recording of CCTV

4. Purposes of collection, using, and disclosure your personal data

4.1 Purpose of personal data processing

(a) For the purpose of job applying candidate selection, job interviewing, and any action related to job applying

(b) For the purpose of employment

(c) To perform as the rights and duties in contract between company and you

(d) For the purpose of performing any related to director of the company

(e) For the purpose of salary payment, wage payment, bonus payment, remuneration payment, or any related benefits

(f) For the purpose of welfare and benefit management

(g) For the purpose of director performing on behalf of company and for the purpose of performing as personnel/employee as contract, agreement, appointment agreement, or any contracts

(h) For the purpose of performance evaluation

(i) For the purpose of training management for personnel/employee

(j) For the purpose of human resource management such as disciplinary punishment, termination of employment, retirement

(k) For the purpose of communication with applicant, personnel/employee and involved person to personnel/employee

(l) To perform as the laws related to our business

(m) To establish, comply with, exercise, or defence of legal claims

(n) To maintain order and secure of safety for personal and company asset

(o) To perform any necessary that be useful to you or directly related to above purposes

(p) For other purposes that we will inform you

4.2 We process your personal data as above purposes under the base of law as follows:

- (a) where it is necessary for the performance of a contract to which the data subject is a party, or in order to take steps at the request of the data subject prior to entering into a contract
- (b) where it is necessary to comply with any laws
- (c) where it is necessary to legitimate interests of us or any other persons or any other juristic person
- (d) where it is necessary for the performance of a task carried out in the public interest by the company, or in order to exercise the official authority vested in the company
- (e) when necessary for the establishment, compliance, exercise, or defence of legal claims
- (f) for preventing or suppressing danger to a person's life, body or health
- (g) for archives purposes relating to research or statistics, in which suitable measures to safeguard your rights and freedoms are put in place or
- (h) your consent that you have gave us when unable to rely on exemption or refer to base of legal as specified above

4.3 In case that your personal data that we will process as specified purposes is necessity data to achieve the purposes regarding to law compliance or necessity to enter into contract with you, we will collect, use or disclose your personal data to achieve those purposes however if you would not like to give your personal data to us, it may have legal effect or we may not be able to perform our duties under the contract that has entered into with you or unable to enter into contract with you (case by case) and we may need to refuse to enter into contract with you or cancel purchasing or using services from you either all or any

4.4 In case that we will process your personal data other than specified purposes, we will make additional privacy policies or notices and/or send a letter to you to explain about personal data processing. However you should study additional policy or notices that related to this policy

5. Who will we disclosure personal data to

5.1 We may disclose your personal data under specified purposes and criteria as required by law to the following persons:

(a) Business Partners, Service Provider, and a person who be assigned or employed by us to process or manage personal data

(b) Our consultants such as legal consultants, attorney, auditors, or experts

(c) Government agencies that having duty on compliance with legal or that request to disclosure personal data by virtue of law or related to legal process or be allowed by related law such as OIC, DBD, National Police and etc.

(d) Any agency that related to insurance

(e) Client, beneficiary, business partner, agent, broker, service provider, and/or representative of person who you communicate or person who related to your duties or position or any person who has similar character

(f) Any person or agency who be consented by you

5.2 We will only disclose your personal data under the specified purposes or other purposes that prescribed by law and if the law requires your consent for disclosure, we will request your consent.

5.3 We have appropriated measures to protect your disclosed personal data to comply with PDPA act. In case of we have to send or transfer your personal data to abroad, we will make sure that the destination, international organization, or data receiver of those country have an enough standard personal data protection or it be according with required PDPA law but except the exemption by PDPA law however we may request your consent for sending or transfer your personal data to abroad

6. How long we keep your personal data

6.1 We will retain your data as necessity to achieve the specified purposes for data processing only which it depends on specified purposes and the factors as follows:

(a) Period of time as required by related law (if any)

(b) Prescription as the law that related to personal data which we are processing

(c) Regulations of Non-life insurance business or related business

We will retain your personal data for a period of ten years after the end of the transaction or legal relation however we may retain your personal data more than those period if be required by law or it is necessary for establish of legal claims

6.2 We will erase or destroy those personal data and/or other's personal data who serve to us (if any) or anonymize the Personal Data to become the anonymous data which cannot identify except we are able to retain those personal data as prescribed by PDPA law or related laws

7. Rights on your personal data

7.1 Right to access data

You shall have the right to access your personal data and have a right to request copy of your personal data , or to request the disclosure of the acquisition of the Personal Data obtained without his or her consent as prescribed by PDPA law

7.2 Right to transfer data

You shall have the right to receive your personal data and request us to send or transfer your personal data to other personal data controller or your representative, unless it is impossible to do as prescribed by PDPA law

7.3 Right to object data processing

You shall have the right to object your data processing as prescribed by PDPA law

7.4 Right to erase data

You shall have the right to request us to erase or destroy the Personal Data, or anonymize the Personal Data to become the anonymous data which cannot identify the data subject as prescribed by PDPA law

7.5 Right to restrict the use of data

You shall have the right to request us to restrict the use of the Personal Data as prescribed by PDPA law

7.6 Right to correction data

You shall have the right to request us to correct your personal data if it is inaccurate, not up-to-date, incomplete, and misleading

7.7 Right to withdraw consent

You shall have a right to withdraw your consent on data processing if we requested your consent for processing, unless there is a restriction of the withdrawal of consent by law, or the contract which gives benefits to the data subject.

7.8 Right to file a complain

You shall have the right to file a complaint to compliance agency as the procedure that prescribed by PDPA law in the event that we violates or does not comply with PDPA act.

If you require to use the rights as above, we will check your request and you may provide us related information and documents to be a reference for consideration however we reserve a right to consider your request and perform as PDPA act.

8. Security of personal data keeping

We provide appropriate data keeping system and technical & management security measures for preventing using, disclosure, destroy, or access without consent and to make sure that the security level is accordance with criteria and procedures specified by PDPA act and other related laws

9. How to contact us

If you have any questions regarding this policy or would like to use your right as defined in clause no. 7, please contact data protection officer as below:

Address: 126/2 Krungthonburi Road, Banglamphulang, Klongsan, Bangkok 10600

Email: dpo@ergo.co.th

Telephone no. : 02-820-7000 or 1219

10. Change of Policy

We may sometime change this policy to according to any change related to your personal data processing and according to any change of PDPA law or related laws which we will inform you the correction or the change of any keys of this policy as well as the updated policy via appropriated channel however we recommend that you should sometime check the change of this policy.

Update on April 10, 2024



(Dr.Till Boehmer)

Chief Executive Officer