

## Privacy Notice for CCTV

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 Privacy Notice for CCTV (“Notice”) in order to comply with the Personal Data Protection Act B.E. 2562, delegated legislation, 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”)

This notice explains about processes of collection, using or disclosure (“Processing”) of your Personal Data, Period of retention of personal data, as well as your legal rights. The company reserves the right to amend, add, change or update this notice at any time as permitted by the law on personal data protection. Please see more detail as follows:

### 1. What kind of personal data where we collect

We will collect your still or moving images from CCTV when you walk through or enter into our office, building, or any area where the CCTV be installed.

### 2. Purposes of using your personal data

- To control access to the office, building, and premises and to ensure the security of the office, building, and premises, the safety of our staff, visitors, and any persons as well as property and information located or stored on the office, building, and premises
- To monitor and inspect access to the office, building, and premises as well as restrict area or any area that we put our information infrastructure or operational information which the access be limited
- To maintain order, check and investigate any events related to safety
- To perform as notification and/or orders of related government agency and officers
- For the purpose of establishment, compliance, exercise, or defence of legal claims

### 3. Which is the legal basis for this personal data processing?

- where it is necessary to comply with the laws which including but not limited to achieving the purpose of public health or public interested
- where it is necessary to legitimate interests of us or any other persons or any other juristic person
- for preventing or suppressing danger to a person’s life, body or health
- 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
- when necessary for the establishment, compliance, exercise, or defence of legal claims
- your consent that you have gave us when unable to rely on exemption or refer to base of legal as specified above

### 4. Who can access to your personal data?

- Involved internal personnel of the company as the necessary of data processing

However access to recording is highly limited and the data cannot be accessed without the authorization of company's administration manager by writing

Moreover we may disclose recording from CCTV under the specified purposes and regulations as required by law to persons or agencies as follows:

- Polices, 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 ("Government officer")
- Company's employees, visitors, or any persons who need to investigate the event that related to security in office, building, and premises or need to use it as evidence for those event
- Any person or agency who be consented by you

## 5. How long we keep your personal data

Still or moving images from CCTV will be retained for 30 Day After those period, the data will be automatically deleted. However we may retain your personal data more than those period as necessary and/or as required by law and when we are no longer to use those data, we will suddenly remove it from our system.

## 6. Security of personal data keeping

We will retain still or moving images from CCTV in secure environment which it will be accessed by our personnel or authorized and have a legitimate reason to access to those data only. We use security technologies to help us to protect your personal data from missing, accessing, using, changing, correction, disclosure by unauthorized or conflict of the law. We will review those measures when necessary or when the technologies changed.

## 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**

If you require to use the rights as above, you can contact us as detail in clause no. 8 (how to contact us).

**8. 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

Update on April 10, 2024



( Dr.Till Boehmer )

Chief Executive Officer