

PRIVACY STATEMENT
Bangchak Corporation Public Company Limited

1. Introduction

Bangchak Corporation Public Company Limited (“Bangchak,” “we,” “us,” or “our”) has established and disclose this Privacy Statement as its approach to explain how we collect, use or disclose personal information and how we protect personal information and properly handle such information according to the Personal Data Protection Act B.E. 2562 (“PDPA”).

This Privacy Statement is for our customers: General customers, Bangchak member card customers, and directors, agents or authorized representatives or persons acting on behalf of juristic person customers.

In this regard, Bangchak does not collect personal information of minors who are under 10 years old. In the case where a minor who is under 10 years old wishes to inquire, use our website or application, use our services, or enter into any agreement with us by which the minor is required to provide his/her personal information to Bangchak, the minor’s parents or legal guardian have to take such action on behalf of the minor. In the case where a minor is over 10 years old but has not reached the legal age and cannot take legal actions which the minor has to provide the personal information (e.g. name, address, e-mail) to Bangchak, Bangchak may ask for consent from the minor’s parents or legal guardian directly or may ask the minor to inform his/her parents or legal guardian to give consent for such action(s) to Bangchak.

2. Details of Collection, Use or Disclosure of Personal Information

2.1 Customers

2.1.1 Personal information we collect, use or disclose and sources of information

(1) Personal information we collect, use or disclose

Bangchak collects several types of personal information, including:

- Identity Data (for example, name, surname, identification card number, passport number, birthdate, gender, age, nationality, marital status, photos, and in some cases we may process sensitive data such as race, religion, fingerprint only with your explicit consent or when permitted by law)
- Contact Data (for example, address, telephone number, e-mail, LINE ID, Facebook account)
- Financial or transaction data (for example, credit card number, cash card number, income information, transactions related to our products or services)
- Communication data (for example, images or voice recordings when communicating with us)
- Geolocation data (for example, IP address or GPS Location)

(2) Sources of information

Bangchak may collect your personal information from various sources as follows:

(a) Collect information directly from you, for example:

- Procedures for applications for using our services, contract signing, form filling, questionnaires, registrations or submission of claims or requests for exercising your rights
- Your communication with us via our contact channels, e.g. telephone, e-mail, LINE, Facebook Messenger, etc.
- Information on participating in activities held by us, e.g. static images or videos
- Automatic data storage system, e.g. when you use our website or application, etc.

(b) Collect information from other sources, for example:

- Our customers, agents or service providers
- Bangchak Group or our business partners
- Government authorities or other publicly available sources such as company website, information made available on the internet or social media platforms, e.g. Facebook, etc.

2.1.2 Purposes of Collection, Use or Disclosure of Personal Information

Bangchak collects, uses or discloses your personal information for various purposes depending on relationship between you and Bangchak as follows:

Processing purposes
(a) To consider applications for using our products or services or to enter into an agreement between you or legal entity which you are an authorized representative and Bangchak
(b) To use products, benefits or services of Bangchak, including products, benefits or services of Bangchak Group and our business partners which are jointly launched with Bangchak, to perform contractual obligations, to comply with our internal procedures, receipt or delivery of information or documents between you and Bangchak including to comply with any regulations of government authorities which are necessary for the performance of contract between you and Bangchak
(c) To participate in activities of Bangchak and Bangchak Group which are operated by Bangchak, Bangchak Group or third parties (e.g. lucky draw, prize trivia quizzes, trainings, seminars, or field trips, etc.)
(d) To assess, improve and develop our products, services and sales promotion
(e) To comply with legal obligations and law enforcement requests, and to report or disclose information to government authorities as required by laws
(f) To establish, verify, comply or exercise the rights to legal claims or defend against the rights to legal claims
(g) To conduct business planning, reporting and forecasting
(h) To prevent fraud or undertake detection, investigation or other legal actions
(i) To monitor security in our building or premises including I.D. card deposit before accessing such areas and using CCTV to collect images of those who contact us at our building or premises
(j) To manage risks and undertake internal audit and administration
(k) To manage our relationship with you, for example to communicate on any information enquiry, to manage your feedbacks, to offer benefits, and to inform you of any notification without marketing purposes
(l) To inform you of any information about products or services, benefits, sales promotion, marketing activities, activity invitation, and to offer products or services of Bangchak and Bangchak Group
(m) To survey your needs, satisfactions and suggestions about our products and services and to analyze your member card usage behavior, and spending or service using records, including your interests in order to offer products or services and develop our products and services to meet your needs.
(n) To disclose to our agencies, contractors/subcontractors and service providers for any operations of Bangchak
(o) To disclose to our group companies and business partners in order to improve our services and offer benefits and current products or services of Bangchak, Bangchak Group and our business partners including products or services to be jointly launched in the future, and to inform any benefits and sales promotion

2.1.3 Data Retention Period

Bangchak retains your personal information for as long as is considered necessary for the purpose for which it was collected, used or disclosed as set out in this Privacy Statement. The criteria used to determine our retention periods include: we retain the personal information for the duration we have an ongoing relationship with you and provide the services to you; or we may retain the personal information for a longer period as necessary to comply with applicable laws, or to be in accordance with legal prescription, or to establish, comply with or exercise the rights to legal claims or defend against the rights to legal claims, or to be comply with, for any other cause, our internal policies and regulations.

2.1.4 Data Disclosure

Bangchak may disclose your personal information in certain circumstances, for the purposes set out in this Privacy Statement to:

- (1) Subsidiaries and any related companies (“Bangchak Group”) (i.e. (1) a company that holds shares in Bangchak and/or a company whose shares are held by Bangchak, and/or (2) a company whose shares are held by the company/companies indicated in (1) herein above whether directly or indirectly) for business purposes, internal management, offering for sale of other products and services which you may be interested in, including undertaking any other activity as set out in this Privacy Statement.
- (2) Government authorities, supervisory authorities or other authorities as stipulated by laws, including competent officials.
- (3) Agencies, contractors/subcontractors and/or service providers for any operations of Bangchak such as
 - Carriers, providers of card issuing or destruction, document storage and destruction service providers, printing house, marketing agency, research companies, IT development and maintenance companies, travel and accommodation services companies
 - Auditors, lawyers, tax and legal advisers and any consultants
 - Call center service providers
 - Gas station design service providers
- (4) Our business partners or other third parties as per your consent or contractual requirements or legal requirements, as the case may be

3. Lawful Basis for Processing of Personal Data

Bangchak only processes your personal information as it is necessary for the scope set out in this Privacy Statement, as follows:

- To take steps at your request prior to entering into a contract and to perform contractual obligations between you and Bangchak;
- Where it is necessary to comply with legal or regulatory obligations which Bangchak is subject to;
- Where it is necessary for legitimate interests of Bangchak, except where such interests are overridden by the interests or fundamental rights and freedom of an individual;
- Where we obtain your explicit consent (as required by law only); or
- Where it is necessary for establishment, compliance, exercise or defense of the rights to legal claims.

In the case where the personal information collected by Bangchak as stated above is necessary for Bangchak's performance of contract or compliance with applicable laws and you do not provide us with such necessary personal information, Bangchak may be subject to legal liabilities and/or may not be able to manage or administer the contract or give any convenience for you.

4. Personal Data Protection Security Measures

4.1 Implementation of Security Measures

Bangchak implements appropriate security measures for preventing unauthorized or unlawful loss, access to, use, alteration, correction or disclosure of personal information.

4.2 Disclosure of Personal Information to Data Processor

Bangchak properly supervises third parties to which Bangchak has appointed to process personal information pursuant to our orders or on our behalf.

5. Link to Third Party Websites via Bangchak Website

This Privacy Statement applies to the sales of products or provision of services and use of Website of Bangchak only. When you link to third party websites via Bangchak Website, the personal information protection shall be in accordance with the Privacy Statement of such third party websites which are not related to Bangchak.

6. Update to this Privacy Statement

Bangchak regularly reviews and, if appropriate, updates this Privacy Statement from time to time to ensure that your personal information is properly protected. In case of any significant update to this Privacy Statement, Bangchak will inform you through the appropriate channel(s).

You can read more detail about “Privacy Statement” at
<https://www.bangchak.co.th/storage/document/cookies-policy/privacy-statement-th.pdf>