

Privacy Notice of Hitachi Elevator (Thailand) Co., Ltd. for a customer, a general person, and those who are related to the company

Hitachi Elevator (Thailand) Co., Ltd. (“the Company”) values the importance of the protection of personal data for a customer, general persons, and those who are related to the company. This Privacy Notice describes practices regarding the collection, usage, and/or disclosure of personal data including the rights of a personal data subject under the Personal Data Protection Act B.E. 2562.

1. Scope of the Entry into Force

1.1. Person who makes the announcement comes into force

This announcement applies to customers, a general person of the Company or is related to the Company either directly or indirectly (“you”), which can be divided as follows

Article No.	Person Type	Detailed and an example
1.1.1	Individual Customers	Refers to a person who is/will be/was Buyers, service users, beneficial, or any other similar action from the Company, affiliated companies including but not limited to the Company has hired another person/ a juristic person to act on behalf of the Company or other similar persons such as <ul style="list-style-type: none">● Buyers, renter, hirer.● Visitors/inquiries about receiving the services of the company or related to the company, etc.
1.1.2	Corporate Customers	Refers to a person, representative including but not limited to an authorized person from a juristic person who is/will be/was buyer, dealers, retailers, service users, beneficial from the Company, affiliated companies including, but not limited to, that the

Article No.	Person Type	Detailed and an example
		Company has hired other persons/ a juristic persons to act on behalf of the Company or other similar persons such as <ul style="list-style-type: none"> ● Shareholders ● Chief Executive Officer ● Managing Director ● General Manager ● Coordinator ● Employees or officers authorized or assigned, etc.
1.1.3	Natural person or juristic person who is related or has any other relationship with the Company	Refers to a natural person or juristic person including but not limited to representatives, agents, authorized person, Coordinator of the natural person or juristic person which is relevant or have any other relationship with the Company , affiliated companies including but not limited to the Company has hired another person/ a juristic person to act on behalf of the company or other similar persons such as <ul style="list-style-type: none"> ● Employees, officers, internal personnel, and those who work for the company. ● Children, parents, spouses, family members ● Reference or endorsement ● Guarantor, pledge, mortgage ● Debtor, Creditor ● Representatives, coordinators, authorized person, etc.

Article No.	Person Type	Detailed and an example
1.1.4	General Person	Persons other than the persons under Clause 1.1.1 – 1.1.3 who are related or have any relationship with the Company, affiliated companies including but not limited to the Company have hired another person/ a juristic person to act on behalf of the Company or other similar persons whether directly or indirectly

2. Collected Personal Data

2.1 Source of Personal Data

2.1.1 Receive Personal Data Directly from You

The Company receives personal data from you directly through procedures for any operations between you and the Company. including but not limited to those related to the Company through various channels provided by the Company such as website, e-mail, application, Facebook, Line application, telephone, fax, text message (SMS), questionnaire, registration form, service application, delivery note, or any other channels.

2.1.2 Obtain Personal Data from Other Sources

The Company may obtain your information from other sources, such as the person you refer, guarantor, affiliated companies, dealer, business partner, or by checking your background and qualifications, for example from the university you graduated from. the agency or organization where you work or have worked, government agencies, etc.

2.1.3 Personal data of third parties

The Company may obtain information from third parties associated with you where you provide such information to the Company, such as spouse , children, parents, family members, shareholders, delegates, references, guarantors, emergency contacts, etc., by which the Company collects personal information related to you for the benefit of you.

In this regard, you must notify any third party related to you of this Privacy Notice, and you must also notify rights as a Personal Data Subject under the Protection Act. Personal Information B.E. 2562

3. Types of Personal Data the Company Collects

The Company will collect, use and/or disclose your personal data only as necessary to achieve the

objectives of the Company in Article 6.

However, the personal data that the Company collects will be based on the relationship between you and the Company on a case-by-case basis. The personal data collected by the Company is divided into two types as follows:

3.1 General Personal Data includes the following data:

3.1.1 Personal data of a natural person; a natural person who is related to the Company or a guest

Article No.	Personal Data Type	Example of Data
3.1.1.1	Personal Data	<ul style="list-style-type: none">- Name, surname- Signature- Photograph- Gender, age, date of birth- Nationality, country of residence- Document data issued by government agencies are used for identification and verification, such as a copy of an ID card, copy of passport, copy of house registration, copy of driving license etc.
3.1.1.2.	Contact detail	<ul style="list-style-type: none">- Address according to important documents, address according to the current document, place of work- Phone number, email- Photos of residence/place of delivery- Username or account for various electronic/social communication such as ID Line, Facebook, etc.
3.1.1.3.	Financial Data and Assets Detail Data	<ul style="list-style-type: none">- Bank account number- Income Information- Taxpayer Identification Number

Article No.	Personal Data Type	Example of Data
		<ul style="list-style-type: none"> - Subscription information for channels, products and/or services - Information relating to the use of products/services such as customer code, product code number, vehicle information, photo of vehicle registration, check information, information displayed on the product receipt, bill of exchange information, reward point, trade information, purchase order, suretyship contract, etc.
3.1.1.4.	Technical Data	<ul style="list-style-type: none"> - Other technical data from the usage of the Company's applications - IP address - Cookies ID - Login information (Log-in), period of access Use and duration of use of the application and website, search history, browsing data - CCTV footage
3.1.1.5.	Other Information	<ul style="list-style-type: none"> - Record any communication or retaliation between you and the Company. in providing details of services, satisfaction questions, evaluating the results of management, and complaint investigation. - Registration information for company activities

3.1.2 Personal information of a juristic person; a natural person who is related to a juristic person, which juristic persons are related to the Company, such as directors, shareholders, chief executive officer, authorized agent, etc.

Article No.	Personal Data Type	Example of Data
3.1.2.1	Personal Data	<ul style="list-style-type: none"> - Name, surname - Signature - Photograph - Gender, age, date of birth - Nationality, country of residence - Marital status - Document information issued by government agencies are used for identification and verification, such as a copy of an ID card, copy of passport, copy of house registration etc.
3.1.2.2	Contact detail	<ul style="list-style-type: none"> - Address according to important documents, address according to the current document, place of work - Phone number, email - Shop or office photos
3.1.2.3	Work detail	<ul style="list-style-type: none"> - Career and career field - Position - Job description, type of business
3.1.2.4	Information that appears in the transaction documentation	<ul style="list-style-type: none"> - Company certificate - List of shareholders - Power of Attorney - Commercial registration certificate - Certified Copy of VAT Registration Certificate (Por Por 20 or 01 or 09) - Tax ID card - Certificate of condominium juristic person registration
3.1.2.5	Other Information	<ul style="list-style-type: none"> - Information collected, used, and/or disclosed in connection with the relationship between the Company and the juristic person, such as information that the legal entity provides to the Company in contracting/use of the

Article No.	Personal Data Type	Example of Data
		service, details of complaints or comments on opinion, poll evaluation results, registration information to participate in activities with the company, etc.

3.2 Sensitive Personal Data

Sensitive Personal Data means personal data that is defined under Section 26 of the Personal Data Protection Act B.E. 2562. The Company has no purpose for collecting your sensitive personal data except only to achieve the objectives in Article 6, such as health data from coronavirus (Covid-19) test results, body temperature data, vaccination result data, etc.

If the event that the Company asks to collect a copy of your ID card except in the case where the Company keeps a copy of your ID card with the need for religious and/or blood group data. The Company asks you to make the following personal data invisible by asking you to cross out the religious and/or blood group personal data that appears on the page of the ID card copy due to the Company does not have the purpose for collecting such personal data which is sensitive personal data from you. If you do not cross out, the Company will assume that you consent to the Company to cross out that data.

4. Collection of Personal Data of Minors, Incompetent Persons, or Quasi-incompetent Persons

If the event that you are a minor, an incompetent person, or a quasi-incompetent person, the Company has no purpose for collecting personal data of minors, incompetent persons, or quasi-incompetent persons except with the consent of a user of parental power or a guardian depending on the case. If the event that the Company collects personal data of minors, incompetent persons, or quasi-incompetent persons without the consent of such person, the Company will immediately delete or destroy such personal data. Unless there is a legal basis to empower the Company to collect, use and/or disclose personal data without obtaining consent. The Company will only collect, use and/or disclose necessary personal data to achieve the objectives related to you and the Company.

5. Methods of Retention of Personal Data

The Company maintains personal data in document and electronic formats, and keeps your personal data as follows :

- 5.1. Servers of the Company in Thailand
- 5.2. Servers of the Company in foreign countries

6. Purposes for Collecting, Using, and/or Disclosing Personal Data

The Company has the purpose of collecting, using, and/or disclosing your personal data and the following legal basis:

However, the purposes and legal basis will be under the relationship between you and the Company. Therefore, the purposes and legal basis are chosen on a case-by-case basis.

Article No.	Purpose	Legal Basis
6.1	For communication and/or contact you in consulting, recommending products, providing services, activities organized by the Company and/or related to the Company that may interest you or meets your needs, such as offering products, services, projects, or activities that may be of interest to you via email, by phone, by letter, by text message (SMS), via the LINE application (Line Official Account) etc.	Legitimate Interests
6.2	For consideration and/or examination of qualifications, history, references, certificates. When you wish to purchase the product, receive the service, participate in any projects, or activities organized by the Company and/or related to the Company, such as <ul style="list-style-type: none">● Issuing sales orders, ordering products, preparing a sale contract, and checking the attachments to the contract.● Verification of the power of attorney. and supporting documents for making a	Contractual Basis Legitimate Interests

Article No.	Purpose	Legal Basis
	<p>power of attorney such as an identity card, house registration</p> <ul style="list-style-type: none"> ● Verification of the company's certificate/list of shareholders. ● Verification of the validity of the guaranteed contract by various methods such as placing a letter of guarantee issued by the bank. ● For confirmation of your identity when you are the winner of the prize from participating in the company's activities. 	
6.3	<p>For consideration, examination, risk assessment, and/or consider approval product purchase, receive service, participate in projects, any activities you have organized by the Company and/or related to the Company such as</p> <ul style="list-style-type: none"> ● To create an account on the website for you to access the company's services. ● To analyze and evaluate the products or services that are suitable for your needs/requests. etc. 	<p>Contractual Basis Legitimate Interests</p>
6.4	<p>For the performance of the contract and/or permission to participate in product purchase, receive service, participate in projects, receive benefits, any activities of you that the Company has made and/or related to the Company to occur all the time, such as</p> <ul style="list-style-type: none"> ● To create a new customer account. ● To consider credit for you. 	<p>Contractual Basis Legitimate Interests</p>

Article No.	Purpose	Legal Basis
	<ul style="list-style-type: none"> ● Authorization of your account to access the Company's services through the application. ● For installation and delivery of products. ● To explain how to use the product. ● To store the history of your purchases/services. ● For repairing defective products or maintaining products ● For issuing a certificate that the product is safe or meets the standards set ● For notifying the date of service/maintenance, such as notifying the list of coordinators in the installation of elevators and escalators, informing customers of the preparation of electrical systems for testing elevators and escalators, informing the customer requests approval to test the elevator/escalator system with temporary electricity, etc. ● For follow-up requests for payment of debt ● etc. 	
6.5	To advise after purchasing the product, receive service, participate in projects, any activities of you that the Company has made and/or related to the Company for the greatest benefit to you, such as	Contractual Basis Legitimate Interests

Article No.	Purpose	Legal Basis
	<ul style="list-style-type: none"> Guidance on how to use the product via the LINE application (Line Official Account) upon customer request etc. 	
6.6	For various actions in the operation of transactions and payments, such as issuing an invoice, billing/ bill of payment, money transfer, fee payment, debt payment, making a receipt, receipt preparation of tax invoices, withholding tax, writing off accounts receivable as bad debts, making a record of account payable in the country/abroad, sales/purchase making tax/input tax reporting, making a credit note/debit note, making delivery order, etc.	Legal Obligation Contractual Basis Legitimate Interests
6.7	For making a customer survey after purchasing the product, receiving service, participating in any activities such as sending a customer satisfaction survey after receiving services via email, by phone, letter, text, etc.	Legitimate Interests
6.8	For Marketing activities that do not require your consent by law, such as <ul style="list-style-type: none"> Collection of information for use in campaigns/analysis of benefits that customers will receive if they continue to use the company's services. Offering products that are close to your needs when the original contract is about to expire, etc. 	Legitimate Interests
6.9	For relevant internal operations such as <ul style="list-style-type: none"> Cooperation between internal and external departments The preparation of the history files. 	Legitimate Interests

Article No.	Purpose	Legal Basis
	<ul style="list-style-type: none"> ● To ask the authorized person in the company to approve the request. ● Making reports within the company, etc. 	
6.10	For governance internal audit, company and/or affiliated companies risk assessment, for achieve company's objectives to assess and improve the effectiveness of risk management process, control, and governance processes in a systematic and orderly manner.	Legitimate Interests
6.11	To manage the Company's information technology, such as processing your request when you request to exercise your rights as a personal data subject, keeping your personal data accurate and up to date, etc.	Legal Obligation Legitimate Interests
6.12	For security purposes within the company, including but not limited to surrounding areas, the company may record your video via CCTV systems.	Legitimate Interests
6.13	For the safety, and protection of your life and health and/or your property including but not limited to the assets of the Company or related to the company	Legitimate Interests
6.14	For the various actions in considering, examining, and investigating, including but not limited to collecting evidence when there are complaints or disputes related to the Company that needs to rely on your data	Legitimate Interests
6.15	Establish legal claims, compliance with the law, and exercise or defense against the Company's legal claims.	Legal Obligation Legitimate Interests
6.16	To send or use for the preparation of documents for government organizations, government	Legal Obligation

Article No.	Purpose	Legal Basis
	agency, government officials or other agencies assigned or appointed by the state in the case of a lawful order	
6.17	To engage in litigation in court until the completion of the process	Legal Obligation Legitimate Interests
6.18	To comply with laws relating to public interest in public health such as health protection from dangerous communicable diseases or epidemics that may be transmitted or spread into the Kingdom, etc.	Legal Obligation
6.19	For your health and safety management	Vital Interests

The Company collects, uses, and/or discloses your personal data on the legal basis that the Personal Data Protection Act B.E. 2562 grants the power without asking for consent. However, there are cases where the Company may require your explicit consent because the law requires, The Company will ask for your consent for the collection, usage, and/or disclosure of your personal data via the “Consent Form for the Processing of Personal Data” and if third party related to you and there is a case in which explicit consent is required, you must be the one who requests consent for the processing of such person's personal data to the Company.

The Company will seek your consent for activities that, in consideration of your relationship with the Company, require consent, which has the following purpose.

Article No.	Purpose	Legal Basis
6.20	For marketing activities which the Company which requires your consent	Consent

The Company would like to inform you if you must provide personal data to the Company for the performance of a law or contract, or if it is necessary to provide personal data to enter that contract. If you do not wish to provide personal data to the Company, it may result in the Company’s failure to perform certain legal, contractual, or service provision with you due to your personal data being necessary for that process.

Any personal data that the Company has collected before June 1, 2022, which is the date the Personal Protection Act B.E. 2562 came into force, the Company can continue to collect and use such personal data under its original purpose. However, if you do not wish to let the Company collect and use personal data obtained from you before June 1, 2022, unless otherwise required by law, you can withdraw your consent by contacting the Company's personal data protection officer according to the channels that the Company provided in Article 12 of the Announcement.

7. Disclosure of Personal Data

The Company may disclose your personal data to others under your consent or as permitted by law to disclose as follows:

7.1 Management within the Organization

The Company may disclose your personal data within the Organization to the extent that it is necessary for your administration under this notice to benefit you and others.

7.2 Law Enforcement

If the law or government agency requests it, the Company must disclose your personal data as necessary to government agencies such as courts or other government agencies.

7.3 Business Partners

The Company may disclose certain personal data to its business partners for contact and coordination purposes stated in this notice.

7.4 Affiliated Companies

The Company may disclose certain personal data to companies within its affiliates for working on projects related to you.

7.5 Service Provider

The Company may disclose certain personal data to service providers for operations such as

7.5.1. Training, seminar

7.5.2. Transport service

7.5.3. Document preservation and destruction service

7.5.4. Marketing service

7.5.5. Technology service

7.5.6. Installation service

7.5.7. Business consulting company, auditor, legal or tax advisors, etc.

7.6. Business Transfer

The Company may disclose personal data including your personal data for reorganization, merger, divestiture, or other transfers of property, whereby the receiving party will consistently treat your personal data with this notice including the Personal Data Protection Act.

8. Personal Data Storage Period

The Company will keep your personal data for the period necessary to achieve the purposes related to this notice. However, it may be necessary for the Company to keep it afterward if otherwise required by law or to complete the performance of the contract.

The Company will delete, destroy, or make your personal data non-identifiable when it is out of necessity or at the end of such period.

9. Rights of Data Subject

You being the subject of personal data have the right to perform the following actions:

9.1 Right to Withdraw Consent

If you have given your consent, the Company will collect, use and/or disclose your personal data. Either the consent you have given before the date on which the Personal Data Protection Act comes into force or afterward. You have the right to withdraw your consent at any time.

9.2 Right to Access

You have the right to request access to your personal data, which is the responsibility of the Company, ask the Company to make copies of such personal data for you including requesting the Company to disclose how the Company obtains your personal data.

9.3 Right to Portability

You have the right to obtain your personal data if the Company has provided that personal data is in a form that is readable or usable using an automated tool or device and that personal data can be used or disclosed by automated means; including the right to request the Company send or transfer personal data in such form to another data controller if it can be done by the automatic means, and you have the right to obtain personal data that the Company send or transfer to other Data Controllers unless it is impossible to do so because of the technical circumstances.

9.4 Right to Object

You have the right to object to the collection, usage, and/or disclosure of your personal data at any time.

If the collection, usage, and/or disclosure of personal data is made to carry out necessary operations under the Company's legitimate interests or of another person or juristic person without exceeding the extent that you can reasonably expect or to carry out missions in the public interest, the Company will continue to collect, use and/or disclose your personal data only to which the Company can reasonably demonstrate by law that it is more important than your fundamental rights or it is for confirmation and compliance with the law or litigation on a case-by-case basis.

9.5 Right to Erasure/Destruction

You have the right to request removal or destroy your personal data or make the personal data non-identifiable if you believe that your personal data has been unlawfully collected, used, and/or disclosed under applicable law or that the Company has no need to keep personal data for the purposes related to this announcement or when you have exercised the right to withdraw your consent or exercised the right to object as stated above.

9.6 Right to Restriction of Processing

You have the right to request a temporary suspension of the usage of personal data if the Company is in the process of reviewing your request to exercise your right to correct your personal data or object or in any other cases that the Company is out of necessity and needs to delete or destroy your personal data according to the relevant laws, but you ask the Company to suspend the usage instead.

9.7 Right to Rectification

You have the right to request that your personal data be corrected, up-to-date, complete, and without causing misunderstandings.

9.8 Right to Lodge a Complaint

You have the right to complain with the relevant legal authority if you believe the collection, usage, and/or disclosure of your personal data is an act that violates or fails to comply with the relevant laws.

You can exercise your rights as the data subject by contacting the Company's personal data protection officer according to the details at the end of this announcement, the Company will notify the result of the operation within 30 days from the date the Company receives an exercise

request from you according to the form or method specified by the Company. If the Company refuses the request, the Company will inform you of the reason for the refusal via various channels such as text message (SMS), e-mail, telephone, mail, etc.

10. Sending or Transferring Personal Data Abroad

The Company may transmit or transfer personal data to individuals, organizations, or servers located in foreign countries only for the fulfillment of the objectives and legal basis specified in Article 6. However, the Company will use caution and consider your safety as important by sending or transferring personal data only as necessary. The Company will take various measures to ensure that the transfer of your personal data to the destination country has adequate personal data protection standards or other cases as required by laws.

11. Amendment to the Privacy Notice

To comply with the Personal Data Protection Act B.E. 2562 to effectively protect your personal data, the Company may review, amend, change, or cancel this personal data protection notice at any time and the Company will notify you after such change every time.

This announcement is the latest amendment and is effective from June 1, 2022.

12. Details of Personal Data Protection Officer

If you have any questions or want to ask more about the Company's privacy notice or want to exercise your rights as the subject of personal data, please contact the

Personal Data Protection Officer or Personal Data Protection Group of Hitachi Elevator (Thailand) Co., Ltd having address at No. 30 Soi Onnuch 55/1 Prawet Sub-district, Prawet District, Bangkok 10250, e-mail : het.pdpa.wq@hitachi.com and telephone number 02 320 5777.