

PERSONAL DATA PROTECTION POLICY

This privacy policy is to let you know how the Company collects, uses and discloses personal data, and the reason of such collection, usage and disclosure of your personal data, as well as to identify your rights as a data subject.

1. WHO ARE WE?

This privacy policy applies to personal data collected by Wire & Wireless Co., Ltd. and Ananda Technology Co., Ltd. (collectively, "**the Company**"). If you have any questions or concerns about our privacy policy, we welcome you to contact us via

- Address:
Wire & Wireless Co., Ltd.
240/64-67, 26th Floor, Ayodhaya Tower, Ratchadaphisek Road,
Huay Kwang, Bangkok 10310,
Thailand
- Contact channel: Tel. 0 2034 4500

2. WHAT IS PERSONAL DATA?

"Personal Data" means any information relating to an identified or identifiable natural person, directly or indirectly, but not including the information of the deceased persons in particular.

3. WHAT PERSONAL DATA WE WILL COLLECT

The personal data that we will collect related to our services, whether now or in the future, includes but is not limited to:

- Identification information (e.g., name, date of birth, gender, nationality, photograph, citizen card and identification number, unique device identifiers, geo-location, etc.);
- Contact information (e.g., home address, telephone number, email address);
- Certain information required to comply with law, or requests from law enforcement agencies and/or court orders.

4. THE SOURCES OF PERSONAL DATA

The Company may obtain your personal data through one of the following means:

- Information that you provide to the Company:

- When you sign up for one of our services or when you receive one of our services, this includes processes of filling the request to exercise your rights;
- When you voluntarily respond to our survey or email or any other means (e.g., Short Message Service - SMS, etc.);
- When you use products and services of the Company;
- When you visit the Company's website through your browser's cookies;
- Information that the Company collects from other sources:
 - The Company may receive personal data about you from third parties, including but not limit to business partners, sub-contractors that help the Company to process the application and provide services, which are allowed to disclose your personal data under applicable law or by your consent, by email, phone, or documents received from the person allowed to lawfully disclose such personal data. These third parties.

5. THE PURPOSES OF PERSONAL DATA PROCESSING

The Company may collect, use, disclose and/or process your personal data for one or more of the following purposes:

- to fulfill the service agreement, enforce our terms of service and provide the services per your request before entering into such agreement;
- to inform the information, news, marketing and promotional activities and any offer in connection with the goods purchase or the services of the Company, including any juristic person or person;
- to conduct research, analysis and development activities (including, but not limited to, data analytics, surveys, technology development and/or profiling), to offer you with better services and/or benefits;
- to prevent or suppress a danger to a person's life, body or health;
- to comply with or as required by any applicable law, governmental or regulatory requirements of any relevant jurisdiction and/or any other necessity for the legitimate interests of the Company;
- to legally collect, use or disclose the personal data without prior consent of the data subject;
- to use for identification and/or verification of the subscriber for registration and apply for our services;
- to facilitate a payment of services and fee in relation to our goods and services;

- to provide aftersale services, respond to your questions/concerns, facilitate any enquiries, suggestions, requests, complaints, indemnification and solve any problem and obstacle;
- to analyze your requirement and satisfaction;
- to inform you with the information and announcement of the regulatory authorities and government sector;
- to deliver the invoice, the purchase order, the notice for payment of goods and services and to prepare the receipt and tax invoice for collection.

6. HOW WE PROCESS YOUR PERSONAL DATA

After receiving personal data from various data sources, the Company will collect, use or disclose your personal data for the purposes specified in the previous session. The Company may disclose your personal data, your service usage data to our subsidiaries and affiliated companies including True Group of companies*, Charoen Pokphand Group (CP Group) of companies, government agencies, legal services, information technology service providers, banks and payment service providers, customer support providers, service providers, marketing and advertising management, business consultants, and legal persons or any other person in which the Company and/or you are a party or having legal relations. In addition, the Company may have to send your personal data to the regulatory authorities for investigation and may use the results of such data audits to prevent fraud.

In some circumstances, the Company may need to transfer your personal data to another person, foreign branch offices, or international organizations in some countries that may not have appropriate safeguards.

7. HOW AND HOW LONG WE KEEP YOUR PERSONAL DATA

- The Company keep your personal data either in printed paper (hard copy) or in electronic document system (soft copy) with appropriately secured measures to prevent the loss, unauthorized access, change, and disclose of your personal data.
- The period of personal data keeping: the Company will collect and keep your personal data on a necessary basis pursuant to the objective of collection of such personal data , or within the effective period of contract or legal obligations between you and the Company, or within the period of the legal right exercise of the contractual parties.
- When your personal data for which we collect, use and process it, is no longer required for the purposes and by applicable laws, the Company will erase or destroy or anonymize your personal data to an extent that it no longer identifies the data subject within a reasonable time.

8. YOUR RIGHTS AS A DATA SUBJECT

You, as the data subject, have the rights to your data in accordance with the Personal Data Protection Act B.E. 2562 as follows:

- Right to withdraw consent
 - When you give the Company your consent for the specific purposes, you have the right to withdraw the consent for your specific purposes at any time, unless there are restrictions on legal rights or in connection with the contract that benefits to you;
 - You have the right to withdraw the consent about processing your personal data at any time that your personal data is with the Company.
 - If exercise the right to withdraw consent prevents the Company from delivering products or providing some services to you, the Company will inform you about the effect of withdrawing the consent.
 - In the exercise of the right to withdraw consent, you must exercise the rights only in-person by yourself in accordance with contact channels provided by the Company.

You may contact the staff of the Company to file a request to proceed with the above rights, as detailed in section 1, or contact designated channels specified by the Company. The Company has the right to refuse unreasonable requests, requests that are not provided by law and/or requests that cannot be fulfilled. In addition, the Company has the right to reject your request in accordance with the guidelines of the laws.

9. IF YOU REFUSE TO GIVE US YOUR PERSONAL DATA

The Company is legally obligated to collect personal data or in order to make a contract between you and the Company. If you choose not to provide personal data, the Company may not be able to provide services to you.

Besides the case that the Company processes personal data for performing of the contract and complying with the laws, in case that you do not give consent to process personal data, you may be still able to use the Company's services. However, you may get less convenience from using service, because the Company doesn't obtain consent to process personal data for providing the service effectively.

10. MARKETING ACTIVITIES AND CAMPAIGNS

During the period you are using our services, the Company will send you information about marketing activities and campaigns about products and services of the Company, True Group companies*, advertisers as well as business partners which you will be interested in. If you want to withdraw the consent for being informed marketing communications, please contact our designated channels described in section 1 or specified by the Company.

11. PERSONAL DATA PROTECTION POLICY OF OTHER WEBSITES

This personal data protection policy is only applied to our products, services, and our websites. However, it may contain links to third party websites and services. We have no control over how third party websites and services process your personal data, and we are not responsible for such third party websites and services or their personal data protection practices. Please read the personal data protection policies of any third party websites or services that you access from such websites or services.

12. CHANGES TO OUR PERSONAL DATA PROTECTION POLICY

We may update this personal data protection policy from time to time according to our personal data protection practices and compliance with the relevant law. The Company reserves the right to update this personal data protection policy on our websites without prior notice.

*** LISTS OF TRUE GROUP COMPANIES**

The lists of the True Group companies are True Corporation Public Company Limited, True Move H Universal Communication Co., Ltd., True Move Co., Ltd., True Distribution and Sales Co., Ltd., True Music Co., Ltd., Telecom Asset Management Co., Ltd., True International Communication Co., Ltd, BFKT (Thailand) Limited., Clearing House for Number Portability Co., Ltd., True Visions Group Co., Ltd., True Visions Public Company Limited, Cineplex Co., Ltd., True Visions Cable Public Company Limited, Satellite Service Co., Ltd., Panther Entertainment Co., Ltd., AP&J Productions Co., Ltd., True Media Solutions Co., Ltd., True United Football Club Co., Ltd., SM True Co., Ltd., Thai News Network (TNN) Co., Ltd., True4U Station Co., Ltd., True CJ Creations Co., Ltd., True GS Co., Ltd., True Touch Co., Ltd., Asia Wireless Communication Co., Ltd, True Voice Co., Ltd., True Multimedia Co., Ltd., True Internet Corporation Co., Ltd., True Life Plus Co., Ltd., True Axion Interactive Ltd., Internet Knowledge Service Center Co., Ltd., KSC Commercial Internet Co., Ltd., True International Gateway Co., Ltd., True E-Logistics Co., Ltd., True Icontent Co., Ltd., True Digital Park Co., Ltd., True Internet Technology (Shanghai) Co., Ltd., True Digital Group Co., Ltd. (formerly "True Digital & Media Platform Co., Ltd."), Crave Interactive Limited, Crave Interactive B.V., Crave Interactive Inc., PT True Digital Indonesia, True Digital Philippines Inc., Telecom Holding Co., Ltd., Bangkok Inter Teletech Public Company Limited, K.I.N. (Thailand) Co., Ltd.(Foreign), MKSC World Dot Com Co., Ltd., True Incube Co., Ltd., True Trademark Holdings Company Limited, Gold Palace Investments Limited, Golden Light Co., Ltd., Goldsky Co., Ltd., Transformation Films Co., Ltd., Queue Q (Thailand) Co., Ltd., True-Kona Cayman GP, LINE Games-True-Kona Global Fund Limited Partnership.