

Privacy Policy for Personal Data of Customers in and Related to Thailand

Japan External Trade Organization (JETRO) Bangkok ("**JETRO Bangkok**") will carefully handle personal data of its customers (including directors, representatives, contact persons and shareholders of its corporate customers) (hereinafter collectively referred to as "**customer(s)**") and will strive for appropriate management and operation of the data so that customers can use the services provided by JETRO Bangkok (including JETRO Bangkok's website (hereinafter referred to as the "**Website**")) with security.

This privacy policy (hereinafter referred to as the "**Privacy Policy**") describes the processing of personal data of customers in Thailand and other countries in relation to the services provided by JETRO Bangkok.

1. When using the services provided by JETRO Bangkok, you may be required to provide your personal data. Personal data provided will be used within the scope necessary to achieve the purpose of use, and will not be used for any purpose other than the purpose of use without the consent of the customer or other legal basis as permitted by applicable laws. Among JETRO Bangkok's services, the following are examples of those for which JETRO Bangkok may require customers to provide personal data:
 - Websites
 - E-mail magazines, newsletters
 - Trade and investment consultations
 - Various seminars
 - Overseas briefing services
 - Support for participation in exhibitions, tradeshow and business conventions
 - Services for supporting businesses (e.g., coordination with support advisors or outside counsels for investors from Japan)
 - Other services provided by JETRO Bangkok, whether online or offline.
 - (Non-service) Inviting business partners from Thailand to Japan, including providing them with VISA application facilitation.
 - (Non-service) Conducting surveys (e.g., questionnaires on corporate trends) in Thailand
 - Examples of personal data you will provide:
 - Name
 - Company name and title
 - Postal code, address, telephone number, and fax number
 - E-mail
 - Information necessary for the provision of other services

2. JETRO Bangkok will use the personal data it has collected with respect to customers for the following purposes. JETRO Bangkok will use your personal data only to the extent necessary to achieve these purposes.
 - Accepting customers' opinions and inquiries, and responding to such opinions and inquiries;
 - Implementation and operation of services, events, seminars, etc., for which the customer has applied;
 - To conduct questionnaires concerning services, events, seminars, etc. in which customers participate, and to grasp the outcomes of such services, events, seminars, etc.;
 - To provide information on JETRO Bangkok's services, events, seminars, and other events related to regions/countries, sectors, and businesses that customers are interested in;
 - Review, development, and launch of new services provided by JETRO Bangkok to customers;
 - To improve JETRO Bangkok services to make them more user-friendly;
 - To analyze and collect statistics on customers using JETRO's services;
 - Activities related to the above;
 - To achieve other purposes of use that were clearly indicated at the time of acquiring the personal data of customers;
 - To invite business partners in Thailand to Japan;
 - For conducting surveys in Thailand (e.g., questionnaires on corporate trends, etc.)

3. When you visit our Website, we use cookies for purposes of user authentication, confirmation of the user's log-in status, and improvement of customer convenience. In addition, for purposes of improving the usability of the Website for customers, this Website may record access logs, such as the customer's IP address, date and time of access, link source, files accessed, browsers used, etc. We use log information automatically stored on the server and technology called "web beacons" to create such records. Services are provided using access data such as these cookies, access logs, and web beacons. In addition, social media plugins such as Facebook, Twitter, and LinkedIn have been installed on this Website.

4. You may disable cookies by changing the user's browser setting, but please note that in such case, the scope of the services you may use on the Website may be limited. JETRO Bangkok will only process your personal data within the scope permitted by law. JETRO Bangkok will process your personal data based on the following grounds:
 - **Performance of contractual obligations:** This is when JETRO Bangkok needs to process your personal data in order to perform a contract entered into with you.

- **Consent:** This is when JETRO Bangkok receives consent from the customer for processing personal data.
 - **Legal obligations:** This is when JETRO Bangkok needs to comply with legal obligations.
 - **Legitimate interests:** This is when processing of the customer's personal data is necessary for the legitimate interests pursued by JETRO Bangkok or by a third party, provided that the customer's fundamental rights in personal data are less important than the above interests.
5. JETRO Bangkok may share your personal data with the following categories of recipients. JETRO Bangkok requires that when personal data of a customer is received by a processor for processing, the data must be processed in accordance with contractual provisions stipulating that the information will be protected, processed in accordance with applicable data protection laws, including Thailand's Personal Data Protection Act B.E. 2562 (A.D.2019), and used only in accordance with JETRO Bangkok's instructions, and that the information shall not be used for the purposes of the processor itself.
- **JETRO Group entities:** this also include JETRO based in Japan.
 - **Service providers:** Service providers include service providers in the IT industry, such as internet service providers and cloud service providers.
 - **Subcontractors:** This is when the processing of personal data is necessary for the execution of operations relating to JETRO Bangkok's outsourcing of operations to a third party, such as questionnaire surveys in Thailand and inviting Thailand's business partners to Japan.
 - **Embassies of Japan and other Japanese government-affiliated organizations within Thailand:** This is when JETRO Bangkok needs to process personal data in order to fulfill its duties under the limited circumstances where the consent of the customer is granted, JETRO Bangkok's legitimate interests are justified, or legal basis as permitted by applicable laws.
 - **Co-organizers and supporters of events, seminars, etc. for which customers have applied:** These include government-affiliated organizations, chambers of commerce and enterprises, industry associations, and other businesses (both local and Japanese).
6. The personal data JETRO Bangkok has with respect to customers may be transferred to third parties outside Thailand and may be retained by such third parties. If JETRO Bangkok transfers your personal data to a third party outside Thailand, we will ensure the following:
- The region to which the transfer is to be made has been certified by the Personal Data Protection Commission of Thailand as ensuring an adequate level of protection for the rights and freedoms of the customers' personal data;

- The recipient of personal data has concluded a contract with JETRO Bangkok containing the standard contractual clauses approved by the Personal Data Protection Commission of Thailand or JETRO Bangkok has otherwise put in place appropriate safeguards for customers' personal data, in accordance with applicable laws;
- The transfer is on the basis of one of legal exceptions as permitted by applicable laws

By contacting us as set forth in Section 13 below, you can confirm further details of the protection provided when your personal data is transferred outside Thailand, when those details are available.

7. JETRO Bangkok will retain personal data collected with respect to you during the period we provide you with our services. Personal data related to customers that is no longer needed after the service provision period will be deleted. The retention period of personal data collected by JETRO Bangkok will vary for each category of personal data, and personal data will be retained only for the period necessary for purposes of use according to each type of data. However, this shall not apply to personal data that is required by law to be retained for a longer period, and such personal data will be retained for the period of time required by law.

8. JETRO Bangkok takes the following security measures when operating its Website and will take appropriate care to prevent unauthorized access to personal data, leakage, or falsification of personal data.
 - We limit access to the server from external sources only for those protocols that are strictly necessary to provide the service.
 - We protect against unauthorized access by means of a virus detection system, etc.
 - Communications are protected by SSL encryption protocols.For services other than the Website provided by JETRO Bangkok, necessary and appropriate organizational and technical measures are taken to ensure security for each type of service.

9. JETRO Bangkok will not be able to manage your personal data at websites that are not under JETRO's control, including those of enterprises, associations, or individuals that are linked to this Website. These websites linked to our Website may collect your personal data separately. We recommend that you handle your personal data carefully and check the privacy policy of each website.

10. In addition to this Privacy Policy, JETRO Bangkok may establish other individual privacy policies that provide for more detailed matters with respect to services provided by JETRO Bangkok. In the event that a privacy policy is established

separately from this Privacy Policy, if there is any difference between this Privacy Policy and the individual privacy policy, the individual privacy policy will prevail.

11. You have the following rights relating to the personal data JETRO Bangkok retains with respect to you.
- The right to acquire information related to the processing of the customer's personal data and the right to access or request copies of the personal data held by JETRO Bangkok with respect to the customer, including the disclosure of the acquisition of your personal data that is obtained without your consent, except as prohibited by law or court's order or the exercise of such right may cause damage to rights and freedom of other persons.
 - The right to request the correction of any inaccurate or incomplete personal data of the customer.
 - The right to request that JETRO Bangkok erase your personal data under certain circumstances, including, but not limited to, the following circumstances:
 - when JETRO Bangkok is no longer required to retain your personal data in the light of the purpose for which it collected the personal data;
 - when JETRO Bangkok may process personal data only with the consent of a customer and the customer withdraws the consent;
 - when you object to JETRO's processing of personal data based on legitimate interests and JETRO's legitimate interests do not prevail over your own interests, rights, and freedoms.
 - The right to require JETRO Bangkok to restrict its processing of personal data under certain circumstances, including, but not limited to, the following circumstances:
 - when you challenge the accuracy of your personal data (only for the period JETRO Bangkok needs to confirm its accuracy);
 - when JETRO Bangkok no longer needs the personal data but you need retention of the personal data for bringing, exercising or defending legal claims;
 - If you object to JETRO Bangkok's processing of personal data based on legitimate interests (only for the period necessary to determine whether the legitimate interests of JETRO Bangkok prevail over their own interests, rights and freedoms).
 - The right to object to JETRO Bangkok in relation to the processing of the customer's personal data under certain circumstances, including, **but not limited to, the following circumstances:**
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 - The right to receive personal data in a commonly used, and machine-readable form by automated means, except where it is not technically feasible, and/or to require JETRO Bangkok to transfer such personal data directly to the recipient to the extent feasible by automated means, when processing personal data is based on your consent, contract or other legal

grounds under applicable laws. Please be aware that this right is only permitted for personal data provided by you to JETRO Bangkok.

- The right to withdraw your consent to the processing of your personal data at any time, except where the withdrawal is restricted by law or contract which is beneficial to you. Please note, however, that JETRO Bangkok may continue processing your personal data if it can rely on another legal basis.

You may request exercise any of the above rights, subject to the conditions as prescribed by applicable laws, by contacting JETRO Bangkok as described in Section 13. If you believe that JETRO Bangkok has infringed your rights, you may file a complaint with a data protection authority.

12. If this Privacy Policy is changed, JETRO Bangkok will publish the changed Privacy Policy on our Website and update the revision date.

13. If you have any questions regarding this Privacy Policy, the exercise of your rights, or any other matters related to the protection of personal data, please contact the following contact address:

Japan External Trade Organization (JETRO) Bangkok (JETRO Bangkok):

Address: 1st and 16th Floors, Nantawan Bldg., 161 Rajadamri Road, Bangkok
10330 Thailand

E-mail: 