

Privacy Notice for Customer Service

Grundfos (Thailand) Company Limited (hereinafter referred to as the “Company” “we” or “us”) values your privacy and strives to protect your personal data as our visitors or clients. In addition to ensure that the Company will protect and retain your personal data in accordance with the laws on Personal Data Protection, and also to inform and notify you about the collection, use and/or disclosure of your personal data (hereinafter referred to as “Data Processing” or “Personal Data Processing”), your rights as a data subject and our contact details, this Privacy Notice is therefore made as follows:

1. Collection of Personal Data

We may directly collect your personal data as follows:

- 1) Contact details: First name, surname, address, telephone number, email address or ID Line;
- 2) Personal details: Gender, nationality, occupation, date of birth, marital status, photographs, voice record, signatures, personal identification number, passport number, tax identification number, information on driving license or information on card issued by the government agencies;
- 3) Other information: information from CCTV or photos/video recorded in our areas.

2. Purposes and Legal Basis for Processing of Personal Data

Pursuant to the purposes, the Company collects, uses, or discloses your Personal Data as follows:

Purposes	Legal Basis
2.1 To perform a contract to which you are a party or to enter into a contract as required.	Contractual Basis
2.2 To verify your identification and process your request.	Contractual Basis or Legitimate Interest
2.3 For safety and our business security.	Legitimate Interest
2.4 To improve our businesses, products, and services.	Legitimate Interest
2.5 To perform our legal obligations and/or cooperate with a court, regulator, governmental agency, and law enforcement agency subject to the law.	Legal Obligation
2.6 To exercise or protect our interests where is necessary, for example for detecting and preventing of fraud, crime, infringement of intellectual property rights, or non-compliance with the law.	Legitimate Interest
2.7 For public interests to protect our customers or other persons in our areas or premises.	Legitimate Interest

Under circumstances where it is necessary for the Company to collect your Personal Data and you refuse to give your Personal Data to the Company, the Company may refuse to take other relevant actions (for example, to carry out your request at our lobby).

3. Disclosure of Personal Data to Third Parties

We may disclose your personal data to our group of companies, that are part of our business partners, service providers, consultants, law enforcement agencies, courts, officials, government agencies acting as regulators for the protection of personal data.

4. Transfer of Personal Data overseas

The Company may send or transfer your Personal Data to a foreign country, where its standards for personal protection is higher or lower than Thailand; the Company however will comply with measures and relevant laws.

5. Retention of Personal Data

The Company will collect your Personal Data for as long as it is necessary to carry out the purposes of processing such personal data. In addition, we may keep your Personal Data for a longer period in case that it is necessary subject to relevant laws.

6. The Right of Personal Data Subject

You are entitled to exercise the rights of data subject in accordance with the laws on Personal Data Protection, whereby the Company will respect your rights and proceed complying with the law, statute or regulation relating to the processing of your personal data under certain circumstances promptly. You have the rights to process your personal data as follows:

6.1 Right to withdraw consent

In the event that the company processes your personal data pursuing to your consent, you have the right to withdraw your consent for processing your personal data to the company at any time. The company may however continue to process your personal data on the ground of another lawful basis.

6.2 Right of access

You have right to request for a copy of your personal data from the company.

6.3 Right to rectification;

You have right to rectify your personal data to be accurate, up-to-date and complete.

6.4 Right to erasure

You have the right to request the company to delete, destroy, or anonymize your personal data in the circumstances that there is no reasonable reason for the company to continue processing your personal data. In addition, you can require the company to delete as well as exercise the right to object where is stipulated in the next Article. Nonetheless, the exercise of right hereof shall not be for the purpose of erasure all personal data, and the company shall carefully consider each request by the laws on processing your personal data.

6.5 Right to object

You have the right to raise an objection to the processing of your personal data in certain circumstances prescribed under the laws on personal data protection. Besides, you have the right to object to the processing of your personal data in the case that the company processes your personal data for marketing purposes, recording and analyzing the psychological and behavioral characteristics of individuals (Profiling).

6.6 Right to restriction

You have the right to request the company to restrict of processing of your personal data temporarily, for instance, when you wish the company to correct your personal data or when you request the company to justifying the lawful basis for processing under the laws on personal data processing.

6.7 Right to data portability

In some cases, you may request the company to transfer or transmit your general personal data to other data processor via electronics. However, this right is particularly in the case

of your personal data submitted to the company by consent basis, or where such personal data is required to be processed in order to fulfil the obligation under the contract.

6.8 Right to lodge a complaint

You have the right to lodge a complaint to the governmental agencies as well as the Personal Data Protection Committee in the case that you believe that the Company, its employees, or service provider violates or fails to comply with the law on personal data protection or other announcements issued by the virtue of such a law.

At any time, you may exercise your rights by contact the company following information provided in Article 8. of this privacy notice.

The Company may request some certain information from you to verify your identity and ensure your right to access personal data (or to exercise any other rights) to observe the security measures ensuring that your personal data will not be disclosed to any person, who is not entitled to access such information

The Company will endeavor responding to all legitimate requests within 30 days. In some cases, the Company may take more than 30 days if your request is complicated, or you are submitting more than a request.

Unless requesting to exercise your rights to complain about the performance of our personal data protection laws and directly to us. We reserve the right to charge a fee as a fee for processing other requests for rights from personal data subjects. as appropriate but we will notify you clearly which requests to exercise your rights as the subject of your personal data may be subject to such charges.

7. Modification of the Privacy Notice

In order to comply with the Personal Data Protection Act B.E. 2562 this Privacy Notice It may be amended from time to time and the Company will display the current version on the Company's website.

8. Contact Us

If there is reasonable reason to doubt or believe that there is any violation of personal data, complaint, or the exercise of Data Subject rights under this policy or the Personal Data Protection Act B.E. 2562, you can contact the company by:

Head of working group on Personal Data Protection Act

92 Chaloem Phrakiat Rama 9 Road, Dokmai Subdistrict

Prawet District, Bangkok 10250, Thailand

Telephone Number : (+66) 2 725 8999

Fax Number : (+66) 2 725 8998

e-Mail Address : vphraepriungam@grundfos.com