

Privacy Notice for Customers

Grundfos (Thailand) Company Limited (hereinafter referred to as the “Company” “we” or “us”) values your privacy and strives to protect the personal data of our customers. 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 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

The Company may collect your Personal Data as follows:

1.1 In case of purchasing our products at our store

(1) Personal details: First name and surname, date of birth, marital status, address, personal identification number, passport, Facebook ID, Line ID, chat history etc.;

(2) Contact details, such as email address, telephone number, address, account in social media, place of work etc.;

(3) Information about your job, such as occupation, position, work experience;

(4) Information about the purchase of goods and/or services, such as purchase history, product claim history, complaint etc.;

(5) Financial information, such as bank account number, credit/debit card information, income information, your benefits you, payment history, income, bank account number, etc.;

(6) Information that you provide to us or after-sales services (if any) and marketing research, etc.

1.2 In case of purchasing via our online platform

In the event that you visit and/or purchase our products in our websites or our application, we will collect the following personal data:

(1) Information about subscription (Registration) such as name, surname, email, mobile number, password, address, telephone number, etc.;

(2) Your personal identification information and information retrieved from the system or device that you use, such as IP Address, Location Data, etc.;

(3) Behavioral information, such as your purchasing behavior, attitude, the facts about your purchase of goods or services, your feedback and opinion on our products or services, your complaints about your purchasing of our goods or services;

(4) Audio-visual information, or video recorded by the Company's closed-circuit television cameras (CCTV). Such information may identify your personal identification, but we do not collect audio via our CCTV. For your information, in addition, we will label the sign of CCTV before you reach the area where you have been captured by CCTV.

(5) Information that you contact with us at the Service Center, information for customer satisfaction survey, survey, or benefit activity, we will collect personal data such as your name, contact address, telephone number, e-Mail address, etc.

However, we may be required to collect and process your sensitive personal data for the purposes as stated in this Privacy Notice, for instance biometric data (facial recognition, fingerprint) to verify your identification for our security or to use your information on your identification card, which contains your religion, to identify yourself, or to carry out the tax payment, etc.

In case where is necessary, we will process your sensitive personal data with your explicit consent or for other purposes only as required by law. At the same time, we will use our best efforts to provide adequate security measures for protecting your rights and freedoms. In case where we collect and process personal data with your consent, you are entitled to withdraw your consent to us at any time. This withdrawal of consent will not affect the collection, use, disclosure, or processing of your personal data in which you have given consent. The withdraw of your consent given us or refusal of

providing the certain information, it may result in being unable to perform services, whether in whole or in part, as specified in this Privacy Notice.

2. Purpose of processing personal data and requirement

We need to collect, use and disclose your personal information for the following purposes;

Purpose	Legal Basis
2.1 To be used in the execution of a customer request for the purchase of goods and/or services. including participating in activities with the company including the purchaser registration process trading contract and/or pay for goods, etc.	Contractual Basis
2.2 For the benefit of the Company's internal management, management, development, facilitating the purchase of goods and delivery and any operations in order to be able to run a business, such as managing the trading and/or developing goods and services	Legitimate Interest
2.3 Identity verification and validation of the information received Analyzing and creating a database about history, contact, sending news and public relations. provision of facilities Information Security Creating a buyer account Identification for accessing the system and access to information systems security.	Contractual Basis Legitimate Interest
2.4 For the benefit of protection and security of both people and property	Legitimate Interest

Purpose	Legal Basis
2.5 For public relations communication of our activities such as meetings, seminars, recreational activities social assistance activities, booths and social media activities, etc.	Legitimate Interest
2.6 For the benefit of preventing the spread of communicable diseases or health, both self and collective	Legitimate Interest
2.7 Investigating and handling complaints and investigations including fraud prevention.	Legitimate Interest
2.8 To be able to comply with the provisions of the law, rules and orders of the legal authority.	Legal Obligation

3. Retention of Personal Data

3.1 We will retain the Personal Data for the period where is necessary to fulfill the purposes of each type of Personal Data unless the law is otherwise permitted for a longer retention period. In case that the retention period of Personal Data cannot be clearly stated, we will retain your Personal Data for a period that may be expected following the standard of collection (for example, 10 years for prescription under general principle of law).

3.2 We provide an audit system for the deletion or destruction of Personal Data when the retention period has expired or is unrelated to or is unnecessary for the purpose in which such Personal Data was collected.

3.3 In the event that we use your Personal Data under your consent, we will process your Personal Data until the withdrawal of your consent. However, we will continue retaining your Personal Data where is necessary for our record. In this regard, we will record that you have withdrawn your consent, so that we can respond to your request in the future.

4. Disclosure of Personal Data to Third Parties

4.1 The Company will disclose and share your personal data with our group of companies, our service providers and suppliers, and other persons and juristic persons that are not our group of companies (collectively called "Other Persons") for the purpose of collecting and processing personal data as set forth in this Privacy Notice, such as our distributors, our transportation service providers (e.g. Thai Post Company Limited, etc.), external service providers who provide services and perform its duties under our control, such as assisting in transaction processing, providing advertisements for our products and services, or assisting or offering you services, as well as financial and transaction service providers (e.g. bank or payment processor), service providers for technology (e.g. cloud, blockchain, SMS services, data analytics services), programmers and IT systems, auditors, insurance companies, consultants, government agencies (e.g. the Revenue Department, Anti-Money Laundering Commission) and Other Persons who are necessary to operate our business and provide services to you. Including, taking any actions for the purposes of collecting and processing personal data as set forth in this Privacy Notice.

4.2 The Company will require the recipient receiving your personal data to take appropriate measures for protecting your personal data and process your personal data only where is necessary and take steps to prevent other people from unauthorized use or disclosure of your personal data or use or disclosure your personal data inconsistent with the law.

5. Sending or Transferring of Personal Data Overseas

5.1 We may send or transfer your personal data to our affiliated company or third parties in a foreign country where it is necessary for the performance of a contract to which you is a party or a contract between us and third person or juristic person for your benefit; for taking steps at the request prior to entering into a contract; for preventing or suppressing a danger to a Person's life, body or health; for in compliance with the law; or for the performance of a task carried out in the public interest.

5.2 We may collect your personal data on a computer server or cloud provided by other persons and may use programs, ready-made applications or ready-made platforms to process your personal

data, however, we will not allow unrelated persons to access personal data. In addition, we will require those others to have appropriate security measures.

5.3 In the event that your personal data is sent to a foreign country, we will comply with the laws on personal data protection and take reasonable measures to ensure that your personal data is protected, and you can exercise your rights as a data subject in accordance with the law. We will also require the recipient to provide appropriate measures to protect your personal data and process such personal data only where is necessary and take steps to prevent other people from unauthorized use or disclosure of your personal data.

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. Improvement, Review or Amendment the Privacy Notice

The Company may update, review, or amend this Privacy Notice, whether in whole or in part or from time to time, to be consistent with the law, rules and regulations of authorized authorities, and the Company's operations; provided that, this policy is amended.

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 Chaloe 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