



Don Muang Tollway Public Company Limited

ISO 9001, ISO 14001, ISO 45001 & ISO/IEC27001 CERTIFIED

Announcement No. 56/67

Office of the Managing Director

Privacy Notice for Website Users

Don Mueang Tollway Public Company Limited (the "Company") respects the rights to personal data of data subjects in accordance with the Personal Data Protection Act B.E. 2562 (2019). Therefore, this Privacy Notice has been created to explain how we protect and process the collection, use, disclosure, and/or processing ("Processing") of your personal data, with the following details:

Section 1: To whom does this Privacy Notice apply?

"**Website User**" includes any natural person who contacts or visits the Company's website or application.

Hereinafter collectively referred to as "**you**" or the "**Data Subject**".

Section 2: Sources of Personal Data

2.1 Data the Company receives directly from you, such as through communications, system usage, or service usage.

2.2 Data the Company receives from other sources, such as government agencies, affiliated companies, business partners, or data providers.

2.3 Data the Company receives your personal data through automated systems, such as when you visit the Company's website or use its various applications.

Section 3: Types of Personal Data

Type of Personal Data	Details
1) Identity Data	e.g., Name, Surname, Facial Photograph, Gender, Date of Birth, Age, Nationality, Passport, National ID Card Number, or other identification numbers
2) Contact Information	e.g., Address, Phone number, Email, Document or Invoice delivery address, Line application ID
3) Financial Information	e.g., Bank account details, Documents for personal income tax filing, Personal data on invoices, tax invoices, receipts, and payment vouchers
4) Work-related Information	e.g., Position or status, Job title, Department, Occupation, Information appearing on a business card
5) Data Appearing in Transaction Documents	e.g., Personal data appearing on a National ID card, Passport, House Registration, various licenses.
6) Special Category Personal Data	e.g., Biometric data, Religion, Health data, Criminal record data
7) Recorded Data	e.g., Voice recordings of conversations, Closed-circuit television (CCTV) recordings
8) Technical Data	e.g., Computer traffic data (Log), IP Address, geographic location data via geolocation technology, login records, transaction logs, cookies, or other similar technologies.
9) Third-Party Data	e.g., Emergency contact information
10) Other Information	e.g., Service usage data, Opinions.

Section 4: Necessity of Collecting Personal Data

In cases where the Company is required to collect your personal data for the purpose of entering into a contract, performing contractual obligations, or fulfilling legal duties, failure to provide such data may result in the Company being unable to proceed with your request. This may cause legal implications or adverse consequences for either the Company or you.

If the Company receives a copy of your national identification card or other documents for the purpose of identity verification in relation to any transaction with the Company, such documents may contain special categories of personal data (e.g., religion, blood type). The Company does not intend to collect such sensitive data without a valid legal basis. The Company will handle this data in accordance with legal requirements and best practices, such as by redacting or masking the sensitive information.

The Company may also receive third-party personal data provided by you, such as information regarding executives, coordinators, or emergency contacts. You are kindly requested to inform such third parties of this Privacy Notice and obtain their consent where necessary, unless the disclosure of their personal data to the Company is legally permitted without consent.

Section 5: Legal Basis for Processing Personal Data

5.1 For General Personal Data (Section 24)

- (a) Consent (Sections 19 and 24)
- (b) Archival or Historical/Statistical/Research (Section 24 (1))
- (c) Vital Interest (Section 24 (2))
- (d) Contractual Necessity (Section 24 (3))
- (e) Public Interest (Section 24 (4))
- (f) Legitimate Interest (Section 24 (5))
- (g) Legal Obligation (Section 24 (6))

5.2 For Special Category Personal Data (Section 26)

- (a) Explicit Consent (Sections 19 and 26)
- (b) Prevention or Suppression of Danger to Life (Vital Interest) (Section 26 (1))
- (c) Data Made Public with Explicit Consent of the Data Subject (Section 26 (3))
- (d) Establishment, Compliance, Exercise or Defense of Legal Claims (Section 26 (4))
- (e) Necessity to Comply with the Law to Achieve the Following Purposes:

- Provision of health or social services (Section 26 (5) (a))
 - Public interest in public health (Section 26 (5) (b))
 - Labor protection and social security (Section 26 (5) (c))
 - Scientific, historical, or statistical research, or other public interests (Section 26 (5) (d))
 - Substantial public interest (Section 26 (5) (e))
- (f) Other bases as permitted by the personal data protection law.

Section 6: Purposes for Processing Personal Data

The Company will process your personal data in accordance with the legal bases for the following purposes:

6.1 To carry out your requests, such as for communication, service presentation, negotiation, and entering into contracts.

6.2 For pre-contract verification, such as for registration and checking information and qualifications.

6.3 To fulfill a contract, such as for operational performance, service provision, requesting payment, and resolving service issues.

6.4 To manage service provision, such as handling complaints, feedback, questionnaires, opinion surveys, creating statistics, and improving service quality.

6.5 To maintain the Company's security, such as for crime prevention, monitoring for irregularities, and monitoring usage.

6.6 For corporate management, such as for communication, report preparation, performance analysis, strategic planning, setting corporate policies, operational oversight, internal audits, and asset valuation.

6.7 For legitimate interests, such as contacting individuals, identity verification, improving service quality, developing work standards, organizing activities, public relations, marketing,

receiving whistleblowing reports, exercising legal claims, dispute resolution, exercising rights in court, and legal enforcement.

6.8 To comply with the law, such as for anti-money laundering, tax management, personal data protection, and management of occupational safety, health, and environment, as well as securities and exchange matters.

6.9 To protect the life, body, or health of an individual, such as for traffic control, accident management, assisting injured persons, transferring individuals to medical facilities, and preventing epidemics.

6.10 To carry out other purposes, such as marketing activities and managing your requests.

Section 7: Disclosure of Personal Data

The Company discloses your personal data to third parties for lawful purposes, as follows:

7.1 Government agencies, such as the Department of Highways, the Revenue Department, the Department of Business Development, the Expressway Authority of Thailand, the Office of the Personal Data Protection Committee, the Royal Thai Police, courts, or agencies exercising legal authority.

7.2 Private sector entities, including but not limited to:

- (1) Affiliated companies.
- (2) Service providers in various fields, such as logistics, security, marketing, applications, software, cloud services, and contractors.
- (3) Advisors, such as financial advisors and legal advisors.
- (4) Auditors, such as accounting auditors and ISO standard auditors.
- (5) Non-profit organizations, such as foundations and associations.
- (6) Business partners, such as insurance companies, financial institutions, medical facilities, business allies, and speakers.

The Company will have agreements or contracts regarding the sharing or processing of personal data and confidentiality agreements to protect your personal data.

Section 8: Retention Period of Your Personal Data

The Company will retain your personal data for a period necessary to fulfill the purposes notified to you, in accordance with legal requirements or the standards applicable to the Company. For example, your personal data will be kept for 10 years according to the legal statute of limitations.

At the end of said period, the Company will proceed to delete, destroy, or render the data unidentifiable, unless there is a necessity or other exception under the law.

Section 9: Your Rights as a Data Subject

You can exercise your rights by notifying the Company according to the contact details specified in this Privacy Notice. You have the following rights:

9.1 Right to Withdraw Consent: You have the right to withdraw the consent you have given to the Company at any time, unless the right is restricted by law or there is a contract that benefits you.

9.2 Right to Access, Obtain a Copy, and Be Informed of the Processing of Your Personal Data.

9.3 Right to Data Portability when the personal data is in a technical format that allows for transfer.

9.4 Right to Object to the Processing of Personal Data in the following cases:

When the Company processes for legitimate interests.

When the Company processes for public interest.

When the Company processes for direct marketing.

When the Company processes for research or statistical purposes.

9.5 Right to Request Erasure of Personal Data.

9.6 Right to Request Restriction of Processing of Personal Data.

9.7 Right to Request Rectification of Personal Data to be accurate, up-to-date, and not misleading.

Upon receiving your request to exercise your rights, the Company will respond to your request within the period prescribed by law. The Company may refuse to act on your request only in cases specified by law, such as the need to comply with the law or a court order, for the

public interest, or if exercising the right might violate the rights and freedoms of others. If the Company denies the request, it will inform you of the reason for the denial.

9.8 Right to Complain: You can complain to the expert committee appointed by the Personal Data Protection Committee according to the rules and procedures prescribed by the Personal Data Protection Act (PDPA).

Section 10: Security Measures and Sending or Transferring Personal Data Abroad

The Company will have measures to securely store your personal data, covering Organizational Measures, Technical Measures, and Physical Measures to prevent breaches of your personal data, in accordance with the criteria set by the Personal Data Protection Act (PDPA). The Company will regularly update these measures to be effective and compliant with the law.

In case of a necessity for the Company to send or transfer your personal data abroad, the Company will comply with the provisions of the Personal Data Protection Act (PDPA) and use appropriate measures to ensure that your personal data is protected and that you can exercise your rights regarding your personal data as prescribed by law.

Section 11: Contact Channels

If you wish to contact, have questions, or want to inquire about the processing of personal data, including the rights and the exercise of the data subject's rights under this notice, you can contact the Company at:

Data Protection Officer: dpo@tollway.co.th

Phone Number: 02-792-6500 ext. 6331

Don Mueang Tollway Public Company Limited 40/40 Vibhavadi Rangsit Road, Sanambin Sub-district, Don Mueang District, Bangkok 10210

Section 12: Changes to the Privacy Notice

The Company may update or amend this Privacy Notice, in whole or in part, from time to time to align with changing guidelines and legal principles. Therefore, you should always keep track of this Privacy Notice.

Announced on July 17, 2024

