

Privacy Policy for LINE e-CRM Service

September 22, 2025

Thai Secom Security Co., Ltd. ("the Company") is committed to protecting your personal data collected via our LINE Official Account and related platforms. This policy explains how we collect, use, and disclose your personal data.

1. Data We Collect

We collect data that you provide directly to us, which may include:

- **Identity and Contact Information:** First name, last name, phone number, email address.
- **Information Related to You:** Such as the company you represent, business type, your product and service interests, and records of our interactions.

2. Why and How We Use Your Data

The Company processes your data for different reasons and in different ways as follows:

- **To Fulfill Your Request**
We use your data to contact you, conduct site surveys, estimate prices, and prepare service proposals as requested. This processing is based on the Contract Basis, as it is essential for initiating our services to you.
- **To Inform and Offer (Only with Your Consent)**
We will send you news, promotions, and marketing offers only after receiving your explicit Consent. You have the full right to give or withhold your consent and can withdraw it at any time.
- **To Improve Our Services**
We may analyze aggregated, non-identifiable data to enhance the quality of our products and services. This is done for our Legitimate Interest.

3. Disclosure of Personal Data

To efficiently provide our e-CRM services, we may need to disclose your personal data to our trusted third-party service providers (Data Processors), such as marketing agencies and software developers, who will operate solely under our instructions and within the scope of a Data Processing Agreement.

4. Cross-Border Data Transfer

Your personal data may be transferred, stored, and processed on cloud computing systems, which may have data centers or servers located outside of Thailand. We will ensure that appropriate data protection measures are in place as required by law.

5. Privacy Policy of LINE Corporation

Your communication and provision of data through the LINE application are also subject to the privacy policy and terms of use of LINE Corporation, over which the Company has no control.

6. Your Rights as a Data Subject

You have rights under the Personal Data Protection Act to access, rectify, request erasure or suspension of the use of your data, as well as the right to withdraw any consent you have given to us at any time.

If you have any further questions regarding our terms and conditions or this privacy policy, you may contact our Data Protection Officer (DPO) at: secomth_dpo@secom.co.th