

Notification of the TLAA (TLAA)

Re: Policy and Guidelines for the Personal Data Protection

And

Data Security Policy

In the operation of the TLAA, it is necessary to collect, store, use, and disclose the personal data of those who come to contact, coordinate or make use of services rendered by the Thai Life Insurance Association. Those people are government authorities, members, and the general public, and in some cases, it is necessary to conduct the transaction via electronic so as to able the services and coordination with the government authorities, members and general public to be convenient, fast and efficient.

Therefore, in order to enable the standard of personal data protection to be the same in all respects to the service users of the Thai Life Insurance Association, who contact or coordinate with the Thai Life Assurance Associations, The TLAA, with the approval of the Board of the TLAA, hereby issues a policy for the personal data protection to lay down the scope of the personal data protection, the operation of the TLAA to the personal data that the TLAA collects, store, use, or disclose to third parties to be only in accordance with the purpose or objective as given. This information also includes information provided by service users to the TLAA. Personal data mean to include all personal data which can identify the identity of the service users, as well as the name, surname. ID Nos., telephone number and email address of the service user. Personal data herein shall not include those information publicly accessible.

Further, the scope of such policies shall not be applicable to the policy of the personal data protection of other entities that the Thai Life Insurance Association does not relate to or has no control, and does not apply to the practices of individuals who are not officials or employees of the TLAA or those to whom the TLAA has no control/supervision.

In the event of any changes to the purpose or personal data protection policy, the TLAA will keep you notified thereof and shall obtain your consent thereto for a period of not less than 30 days in advance.

TLAA reserves the right to update or amend this personal data protection policy without prior notice for the suitability and efficiency of the Services. The TLAA hereby recommends that the service users should read the personal data protection policy carefully at each time you use the services of the TLAA.

Policy and Guidelines for the Personal Data Protection of the TLAA are as follows:

A: Personal Data Protection Policy

(1) Limitation in Personal Data Collection

The TLAA shall collect, store the personal data of the service users to be used for the purposes of operation and administration of the TLAA as set out in the Regulations of the TLAA. In the event that the TLAA wishes to use or disclose the service user's personal data for other purposes, it will keep you advised thereof and will obtain your consent therefor.

(2) Quality of the Personal Data

The TLAA collects and stores the personal data for the purpose of operation and administration of the TLAA by focusing on accuracy, true and being the present.

(3) Objective of Data Collection

Personal data of the service user given to the TLAA shall be collected and stored in accordance with the rules and procedures as prescribed by the TLAA. The relevant staff will record the purpose as expressly given by the service users and the TLAA shall also record any amendment of the objective, if the objective for the data collection is changed.

(4) Restrictions on the Use of Personal Data

The TLAA does not disclose the personal data in such way which is not conform with the purpose of collection and storage, unless it has obtained the consent of the data subject or being disclosure as required by law or as prescribed in the policy regarding disclosure relating to the operations/administration of the personal data protection policy and guidelines.

(5) Cyber Security

The TLAA has a standard cyber security system to protect and maintain the security of personal data in order to prevent any data loss or leakage to be used incorrectly, or change and modify the data without any authorization.

(6) Disclosure Related to Handling of Personal Data Guidelines and Policies

The TLAA will use the Personal Data of the service user only as necessary for contacting the public relating to service providing, public relation, or as requested by the governmental authorities by virtue of the laws or others as per the business activities of the TLAA only. The TLAA shall proceed in accordance with the personal data protection policy and guidelines. If the service users has any questions thereto, please contact the TLAA as per the contact address as mentioned herein.

(7) Participation of Data Subject

In case that TLAA has received an inquiry of the data subject, it will disclose the details of the personal data to the data subject, the successors, the heirs, or the legal representative, or curator (ผู้พิทักษ์) under the law within a reasonable timeframe after the TLAA has verified the reliable evidence as submitted by the data subject to the TLAA. However, in the event that the TLAA refuses to provide any personal data, the TLAA will notify the data subject of the clarification statement and recording an objection as evidence thereof.

(8) Responsibility of Data Controller

The TLAA has emphasized to all of its officers who handles the persona data must play attention to and responsible for collections and protection of the personal data as collected by them to be in accordance with the personal data protection policies and guidelines as prescribed .

B. Guidelines for Personal Data Protection of Service Users are as follows:

(1) Preliminary data According to the personal data protection policy of the TLAA, it sets the scope that this personal data protection is for any handling of personal data collected or received by the TLAA only. Such data shall include the data of the usage by the service users of services of the TLAA, that is, the identity of the service users like name, address, email address, telephone number etc. This data will not include the public information that can be generally accessible. However, this personal data protection policies and guidelines will not be applicable to other entities that the TLAA does not relate to or cannot control. It also will not apply to those who are not the official or employees of the TLAA or those who are not under the supervision of the TLAA

(2) Collection, Classification and Use of Personal Data

2.1 Personal data collected by the TLAA will be done via registration or filling out the form. The information required to fill out is name, surname identification number, e-mail address, telephone number. This information is necessary for the data processing and operation to enable the TLAA to provide the services. Other information, the service users shall have the option to provide or not to provide such information. Such information will be used by the TLAA to improve its services further.

2.2 A service user may be requested to provide his or her personal data at any time when contacting with the TLAA, and the TLAA may use such personal data internally in accordance with this personal data protection policy and may also use that personal data with other data in the operation of such department. The information as combined thereto shall all be deemed as the personal data as long as it is still combined thereto.

2.3 The TLAA shall collect the personal data that the service users who submitted the complaint/contact via website. The department will collect such information, such as the name of the complaint, email address, contact number, the IP address of each of the service users who visit the website of the TLAA for further reference-

2.4 The TLAA will only use the personal data of the user as necessary, such as the name, surname, email address, telephone number, for the purpose of contacting, the public relations service or provision of the TLAA.

2.5 In the event that the TLAA outsources other entities to handling the personal data protection of the service use, i.e. data conversion to be electronic data , making duplicate documents in the business or activities of the TLAA etc., the TLAA will require the third parties to handle various activities as mentioned above, keeping the confidential and safeguarding the personal data of the service users and will also require them not to use the said personal data other than those business or activities of the TLAA.

2.6 The TLAA encourages the service users to review the personal data protection privacy policies of other websites linked to the TLAA's website to understand as to how other websites collects, use or handle your personal data. The TLAA, however, will not endorse the message or warrant the operation as stated therein and shall not be held responsible for any such website if they are not in compliance with nor operate in accordance with the personal data protection policy as announced by the TLAA.

2.7 Communication with a member and/or with a government agency.

The TLAA will contact the service user by sending email to new members to verify their user name and password. However, the service users may request the TLAA to contact him or her through other means at the time of registration or at the initial period when contacting with the TLAA.

2.8 Cookies

The TLAA will use cookies to facilitate the user's access to the TLAA's services. A cookie is a small data file provided by the web service system of the TLAA that is sent to the service user's browser program when the service user visits the TLAA's website or uses the service in the TLAA's website. These cookies make it possible to communicate between the service user's computer and the system of the TLAA as normal. The cookie does not collect the personal data of the service user's website of the TLAA. However, the cookies will enable the service users to benefit from the services in various aspects as provided by the TLAA. It is recommended that the service user should leave the cookie as normal.

2.9 Demographic Information

In the event that a service user subscribes or use any serviced provided by the TLAA, the TLAA may collect additional personal data, i.e. gender, age, profession, favorite stuff. Interest, or the credit card number and contact address details for the internal purpose of TLAA such as checking and analyzing the data, analysis in order to improve the service and communicate with the service user, or to sending any important notices regarding changes of the terms, conditions and/or any policies of the TLAA.

2.10 Log Files

The TLAA requires to record all accesses to the TLAA's website, such as the IP Address of all service users who visits the TLAA's website etc. must go through the IT security system in order to use it as a reference in the future.

2.11 Rights to Provide the Data by the Service Users

In collection of the data via the website, the web page will specifies the right to provide the service user's information into 2 parts – one is the information required to be provided by the service user and the other part is the information that the service user will have the option to provide or not to provide. In addition, there shall be another way to communicate to the service users who wish to provide information through other channels such as e-mail, fax, postal (fax), or submitting information directly to the competent official responsible directly for collection of information.

3. Showing a Linkage to Provide the Personal Data to Other Units or Organization.

Apart from the website of the TLAA, the TLAA has also linked its website to members of the TLAA, such as life insurance companies and/or related government authorities, such as the Office of the Commission etc., for sharing of the data (according to the mission of the TLAA) and the TLAA has also linked its website with the other governmental units or organizations for storage, collection and safeguard of the said data in which the TLAA shall comply with the personal data protection policies and guidelines as announced. The TLAA wishes to encourage the service users also to review the personal data protection policies and guidelines of other units as it may be different from that of the TLAA.

4. Collection of Data from Other Sources

In some cases, the TLAA may also bring the personal data provided by the service users via the website to combine with those from other sources, i.e. data related to the current address of the service users etc., in order to make it more complete and accurate and to enable the TLAA to provide the services in accordance with its mission and duties to be more efficient.

5. Use of Personal Data by or Disclosure of Personal Data to the 3rd Parties

The TLAA does not allow anyone to access or use information that the TLAA collects from the website unless it is required by laws or court's summons or order in which the TLAA is obliged to comply with.

6. Collection, Storage, Use and Disclosure of Data of Subject Data.

In the event that the TLAA makes use of the personal data provided for any purpose other than those specified, the service user shall have the right to object (Opt-out) at the stage where the service user's personal data is requested for any other purpose that is not directly related to the TLAA so that service users do not have to give such personal data to the TLAA to use for other purpose than those of the TLAA. However, in the

case that the service user has already provided the information, he or she shall have the right to send a notice for withdraw the consent or email to notify the TLAA of his or her intention thereto.

(7) Access, Amendment, and Improvement of Data for Correction and Updated.

In the event that the service user has provided information to the TLAA through its website and would like to correct or update such information to be accurate or current,. You can contact the Thai Life Insurance Association via the channels listed on the Transit Authority site of the TLAA.

C. Data Security Policy

The TLAA has developed a sense of responsibilities in data security to its officer and staff by dissemination of data, training and seminars from time to time. In addition, the TLAA implements the data control by allowing only the officers who are required to use such data in the operational functions in each level. The TLAA will also record and arrange backup on access or working on the data within a reasonable period of time or as required by law. In some cases, the TLAA may use SSL code for data transmission security. The TLAA shall provide an audit and assessment of the security risks of the website or IT system at least once a year.

The TLAA also requires measures to maintain confidentiality and security of sensitive personal data or data that may affect the public order and good morals of the service users and or public that may use the service of the TLAA. The TLAA does not have intention to collect the data of minors who do not become sui juris upon marriage or does not have the same capacity as a person sui juris under Section 27 of the Thai Civil and Commercial Code unless the consent of the holder of the parental responsibility over the minor is obtained. In case that the service user is the data subject and incompetent person, the TLAA will request consent from the guardian of such person or in case that the service user is the data subject who is a quasi-incompetent person, the TLAA will request consent from the curator of such person

The withdrawal of consent of the data subject, the deletion of data, notification to the data subject, the exercise of right of the data subject, the complaint of the data subject and other act related to the service users who is the data subject and being minor, incompetent person or quasi incompetent person, the parental holder, guardian, or curator shall be the person who act on their behalf as the case may be. The website of the TLAA is a website for general public, members and related government authorities, and it is not specifically designed for or having the objective for personal data collection of the minor, incompetent person or quasi incompetent person. The TLAA is highly recommended for the parental holder, guardian or curator to exercise due care. The website of the TLAA will record the access thereto automatically that is able to link to personal identifiable information of such person, such as an IP Address of such website that accesses thereto before and after, and the browser classification etc. The TLAA will comply with the Computer Crime Act, B.E. 2550 (2007)

Contact:

In the event that the service user has any questions or any suggestion or feedback regarding the personal data protection policy and guideline and data security policies, please contact us at:

The Thai Life Insurance Association
No. 36/1 Soi Saphan Koo, Rama IV Road,
Thungmahamek, Sathorn, Bangkok 10120

Tel: 02-679-8080

Fax: 02-679-8082

Email tlaa@tlaa.org

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Note:

The TLAA is the central organization of Thai life insurance companies and related career groups. In driving the life insurance business to excellent for the benefit of the public, society and the nation with a mission to promote life insurance business in Thailand to become sustainability and prosperity by rendering the service via electronic mean, the TLAA issues the personal data protection policies and guidelines for the service users who contact the TLAA via website and register to use the said service electronically, including issuing the data security policy to safeguard the personal data of the service user.

TLAA gives priority to the rights of personal data and personal data protection of the service user who registered with the TLAA for use of service via electronic means for the purpose of the operation or contact, or notify of the information under the objective as declared and having the data security standard as generally acceptable. The TLAA will not disclose or distribute any personal data to anyone unless the person who accesses the data has the legal authority or obtaining the consent of the data subject, thus the TLAA issues the personal data protection policies and guidelines, and data security policy in order for the service users to transact the business via electronic mean with the TLAA and also prohibit the use of such Personal Data for purpose other than the business or activities of the TALL. In addition, the TLAA also appoint a person who is responsible for the data controlling.