

## Personal Data Protection Principles

### CIMB Thai Bank Public Company Limited

CIMB Thai Bank Public Company Limited (“**The Bank**”) realizes and places importance on privacy. We also protect the customers’ personal data or personal data of those related to customers’ businesses as well as personal data of all stakeholders, namely shareholders, employees, customers, and business partners according to the Bank’s Privacy Notice(s) which are disseminated via our channels to manifest the Bank’s operational transparency. The Bank has already appointed Data Protection Office to be responsible for overseeing personal data protection together with business units to manage personal data for the purpose of providing satisfactions to customers as well as our stakeholders, and complying with the Personal Data Protection Act, B.E. 2562 (2019) including regulatory compliance and operational frameworks which are related to personal data protection. (“Personal Data Protection Law”), covering our service provisions at branches, all online channels, and CIMB Thai Care Centre under the Bank’s business operation, with details as follows:

- Personal data must be lawfully processed with fairness and transparency
- The processing of personal data shall be limited to what is relevant and necessary for lawful purposes which have been notified to data subjects
- The purposes of collection, use and disclosure of personal data, shall be disseminated to data subjects through the Bank’s Privacy Notice(s) published via the Bank’s channels
- Established the exercise process of data subject right request according to Personal Data Protection Law
- Processes personal data under lawful bases to render products and services, as well as to offer products and services that suitably address the needs of customers for the purpose of providing satisfactions to customers

- Personal data which is collected, used, or disclosed must be accurate and complete and updated.
- Personal data shall not retain beyond it is necessary to carry out achieving the business purpose as otherwise required to ensure compliance with applicable laws and regulations
- There shall be a process for auditing and deleting or destructing personal data when its retention period has expired
- Proper security measures will be in place covering loss of, access to, use of, change/amendment to or disclosure of personal data, including implementation of the appropriate controls with third parties to maintain confidentiality of personal data.
- Ensure transferring personal data to the foreign countries where have an adequate level of personal data protection according to Personal Data Protection Law. In the event that such destination country may not have the adequate level of personal data protection, the Bank will ensure that the transfer has an appropriate safeguards of personal data protection and that the transfer is lawful
- Established the contacted channels and process to handle the complaint regarding personal data protection according to Personal Data Protection Law

Established response and report processes for personal data breach to supervisory authorities according to Personal Data Protection Law