

TotalEnergies Company in Thailand PRIVACY NOTICE FOR CUSTOMERS

Pursuant to the Personal Data Protection Act B.E. 2562 and other related laws, including any further amendments thereof (“**Personal Data Protection Laws**”), **TotalEnergies Company in Thailand**¹ (the “**Company**”) hereby provide this Privacy Notice (“**Notice**”) to inform you the details regarding the collection, use and disclosure of your Personal Data, as you are a **Customer or Relevant Person of Customer**.

1) DEFINITION

“**Personal Data**” means any information relating to a natural person, which enables the identification of such person, whether directly or indirectly, but not including the information of the deceased persons.

“**Sensitive Personal Data**” means Personal Data pertaining to racial, ethnic origin, political opinions, cult, religious or philosophical beliefs, sexual behavior, criminal records, health data, disability, trade union information, genetic data, biometric data, or of any data which may engender the unfair discrimination against the data subject or affect the data subject in the same manner as prescribed by data protection laws.

“**Customer**” means a person who purchase products and/or use services from the Company and/or may purchase products and/or use services from the Company, or any other persons with similar nature, such as the person who contacts to obtain information or request services from the Company, and shall include the Relevant Persons of Customer.

“**Relevant Persons of Customer**” means a person relevant or representing the Customer e.g. executive, shareholder, employee, representative or any persons representing or acting on behalf of the Customer.

“**Process**”, **Processes**”, “**Processed**” or “**Processing**” means any operation or set of operations towards Personal Data or set of Personal Data regardless of whether it conducts automatically, for instance, collection, recording, systematizing, structuring, preserving, rectifying or modifying, obtaining, determining, using; disclosing via sending, disseminating or any other actions which stimulate the readiness, composition or combination, constraint, erasure or destruction.

“**Legal Basis**” means the lawful grounds to collect Personal Data as prescribed in the Personal Data Protection Law.

2) CATEGORIES OF PERSONAL DATA WHICH THE COMPANY COLLECTS

The Company shall collect all or part of your Personal Data as specified in this Privacy Notice, as necessary for proceeding with the purposes of the Company which informed in this Privacy Notice.

- **Identity information**, such as prefix, name, surname, nickname, age, sex, date of birth, nationality, picture, signature etc.
- **General contact information**, such as address, phone number, personal e-mail address, Line ID, information on contact persons, etc.
- **Information regarding work**, such as position, department, workplace, e-mail address etc.
- **Information related or contained in the supporting documents for registration of Customer’s account and/or payment process**, such as customer’s account code, information appears on name card, copy of ID card, copy of passport, copy of tax identification card, copy of Customer’s company affidavit, contract or service agreement, purchase order, withholding tax certificate, and other documents etc.
- **Sensitive Personal Data**, such as religious, blood group as appeared on copy of identification card etc.

¹ “**TotalEnergies Company in Thailand**” means (1) TotalEnergies Marketing (Thailand) Co., Ltd. and/or (2) TotalEnergies Renewables (Thailand) Co., Ltd.

- **Other information**, such as photo or video recorded by CCTV, date and time of visiting the Company, etc.

3) SOURCE OF PERSONAL DATA

The Company will collect your Personal Data directly and indirectly from the following sources:

- **From you directly; via verbally**, such as through face to face interactions, telephone or other online communication channels; **via documents**, such as in the case that you delivers the documents to the Company in person and where the documents appear your Personal Data; **via other communication channels**, such as in the case where you send the information or documents to the Company via e-mail, fax or other online communication channels, etc.
- **From other sources or third party**, such as juristic person or individual person who is your employer (including other personnel of your employer), other Company's Customers, Company's business partners, distributors, or service providers of the Company, including public source (e.g. websites of data searching or business information provider), etc.

4) PURPOSE OF PERSONAL DATA COLLECTION

The Company shall collect, use, disclose and/or Process your Personal Data in compliance with the purposes and legal basis provided under this Notice. In case the Company is required to collect additional Personal Data or Process your Personal Data for the purposes other than stipulated in this Notice, the Company will inform you on the Personal Data collection and/or notify the new collection purposes respectively. In addition, if required by laws, the Company will request for additional consent on collecting, using, disclosing and/or Processing of your Personal Data according to the Personal Data Protection Laws.

PURPOSE OF COLLECTION	LEGAL BASIS
1. For communication and other proceedings for negotiation prior to entering into a contract (e.g. meeting appointment, bidding, pitching and negotiation on scope of agreement, etc.).	General Personal Data <ul style="list-style-type: none"> - For performance of contract or entering into the contract (in case you are a direct contracting party) - For the legitimate interests of the Company and the Customer (in case you are either representing or acting on behalf of the Customer)
2. For entering into a contract, registering new Customer's account as well as performing the contract (e.g. communication, providing services under the contract, including changing in condition or other details, etc.), including sending gifts or premiums under the contract	General Personal Data <ul style="list-style-type: none"> - For performance of contract or entering into the contract (in case you are a direct contracting party) - For the legitimate interests of the Company and the Customer (in case you are either representing or acting on behalf of the Customer) Sensitive Personal Data <ul style="list-style-type: none"> - Request for explicit consent
3. For requesting of service payment under the contract, issuing of invoice, and other proceedings for debt collection, etc.	General Personal Data <ul style="list-style-type: none"> - For performance of contract or entering into the contract (in case you are a direct contracting party) - For the legitimate interests of the Company and the Customer (in case you are either representing or acting on behalf of the Customer) Sensitive Personal Data <ul style="list-style-type: none"> - Request for explicit consent

PURPOSE OF COLLECTION	LEGAL BASIS
4. For conducting marketing activities, e.g. sending newsletter or promotions, sending gifts or premiums (out of the contract)	General Personal Data <ul style="list-style-type: none"> - Request for explicit consent
5. For compliance with the laws applicable to the Company, e.g. taxation laws, personal data protection law, and for the fulfillment of lawful orders of government agencies and related authorities, e.g. preparation of accounting documents, storage and disclosure of accounting information to the Revenue Department, etc.	General Personal Data <ul style="list-style-type: none"> - For compliance with the law applicable to the Company.
6. For maintaining safety and sanitary within the Company, e.g. monitoring the Company's premises by surveillance camera (CCTV), body temperature check.	General Personal Data <ul style="list-style-type: none"> - For the legitimate interest of the Company. - For compliance with the laws applicable to the Company. Sensitive Personal Data <ul style="list-style-type: none"> - For the necessity of legal compliance to achieve the objectives required by law (e.g. laws on public interest of public health)
7. For protecting the legitimate rights of the Company or dispute allegations against the Company, such as legal action, initiation of legal proceeding, litigation, alternative dispute resolution and other proceedings to protect the legitimate rights of the Company or dispute allegations against the Company as permitted by law.	General Personal Data <ul style="list-style-type: none"> - For the legitimate interest of the Company. Sensitive Personal Data <ul style="list-style-type: none"> - To establish rights to a legal claim, compliance or exercise of rights to claim as permitted by law; or for dispute allegations.
8. For other purposes necessary and useful to you or directly related to the foregoing purposes.	General Personal Data <ul style="list-style-type: none"> - For the legitimate interest of the Company. Sensitive Personal Data <ul style="list-style-type: none"> - Request for explicit consent

5) IMPACT FROM THE REFUSAL IN PROVIDING PERSONAL DATA

The Company will collect your Personal Data for communication purposes in respect of entering into contracts or proceeding to fulfil the contract made with you, or a natural or juristic person which you are either representing, or acting on behalf, or being an employee thereof. This shall also include complying with relevant legal requirements. In the event you do not provide your Personal Data to the Company, you or a natural or a juristic person which you are either representing, or acting on behalf may be inconvenienced with regard to communications of entering into contracts or abiding with the contract. In some cases, the Company may not be able to perform or fulfil the contracts entered with you, or a natural or a juristic person which you are either representing, or acting on behalf, or an employee thereof and subsequently be unable to comply with applicable laws.

6) DISCLOSURE, SENDING OR TRANSFERING OF PERSONAL DATA

To achieve the objectives of Personal Data collection as stated in this Notice, the Company may in some cases be required to disclose your Personal Data to persons or organizations including but not limited to the following:

- Company's affiliates, both in and outside Thailand, including their executives, directors, staffs, employees and/or relevant personnel, to the extent necessary on a need-to-know basis for the Processing of Personal Data;

- Business partners, service provider of the Company, including the persons or entities that the Company has assigned to execute or Process the Personal Data by order or on behalf of the Company, such as service providers on IT system or other databases, website and application, digital media service, delivery service, or other services which may be useful to you or related to the Company's business operations, e.g. commercial banks, etc.
- Consultants, such as legal consultants, lawyer, auditors, business consultants, or other external expertise consultants;
- Government agencies, such as the Revenue Department, Ministry of Energy, Local Government Office, Court, Arbitration Bureau, Legal Execution Department, etc.;
- Other persons or entities to which you have provided your consent for disclosure of your information

Notwithstanding, the Company will disclose your Personal Data to third parties to the extent necessary for the purposes specified herein. In addition, in the case where the consent is required by law, the Company will request for your prior consent accordingly.

Further, upon disclosing of your Personal Data to third parties, the Company will arrange and implement appropriate safeguard to protect your Personal Data according to the Personal Data Protection Laws. However, in case the company is necessary to send or transfer your Personal Data outside Thailand or international organizations, the Company will ensure that the recipient country, the international organization or such overseas recipient has a sufficient standard for the Personal Data protection. In some cases, the Company may request your consent for the transfer of your Personal Data outside Thailand, subject to the requirements under the Personal Data Protection Laws.

7) RETENTION PERIOD OF PERSONAL DATA

The Company will collect and retain your Personal Data for no longer than 10 years after the end of the legal relationship with you or the persons which you are representing or acting on behalf.

After the specified period is expired, the Company will delete or destroy your Personal Data from our storage or system of the Company, or anonymous your Personal Data, unless the Company is able to retain your Personal Data in accordance with the Personal Data Protection Laws or other applicable laws.

8) RIGHTS OF DATA SUBJECT IN THE PROCESSING OF PERSONAL DATA

You have the following legal rights to your Personal Data collected by the Company:

1. **Right on withdrawal of consent** - You may withdraw some or all your given consent for the collection, use, and disclosure at any time throughout the period the Company keeps the Personal Data. Notwithstanding, the withdrawal of consent shall not affect the completeness or accuracy of the collection, use, or disclosure of Personal Data by the Company that the you have already given consent prior to the withdrawal;
2. **Right to access and request for a counterpart of Personal Data** – you are entitled to request access to and obtain a copy of the Personal Data related to you, or to request the disclosure of the acquisition of the Personal Data obtained without your consent;
3. **Right on the portability in sending or transferring of Personal Data** – you have the right to request the Company to send or transfer the Personal Data concerning you to another person pursuant to the condition prescribed by law;
4. **Right to object on the collection, use or disclosure of Personal Data** – you are entitled to object to the collection, use or disclosure of your Personal Data by the Company pursuant to the condition prescribed by law;
5. **Right on the erasure of Personal Data** – you have the right to request the Company to erase, destroy or anonymize the Personal Data to become anonymous data which cannot identify you pursuant to the condition prescribed by law;

6. **Right to restrict processing of Personal Data** – you have the right to request the Company to restrict the use of your Personal Data pursuant to the condition prescribed by law;
7. **Right on rectification of Personal Data** – you have the right to request the Company to rectify incorrect information or input data to any incomplete information;
8. **Right to complaint** – you are entitled to file a complaint with the personal data protection committee in the event that the Company or employee or contractor of the Company violates or does not comply with the PDPA.

In this regard, you can exercise your rights by notifying the Company in writing to the Company's contact information below. In the case where the Company may not make such request, the Company shall provide a reason on the refusal along with the response.

9) AMENDMENT OF PRIVACY NOTICE

The Company reserves the right to rectify this Notice as appropriate. This Notice was last updated on 31 May B.E. 2565 (2022).

10) CHANNEL AND CONTACT INFORMATION OF THE COMPANY

TotalEnergies Marketing (Thailand) Co., Ltd.
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South Sathorn Road, Thungmahamek,
Sathorn, Bangkok 10120 Thailand
Telephone number: 02 – 1636364
Email address: dpth@totalenergies.com