

TotalEnergies Company in Thailand PRIVACY NOTICE FOR END USERS

Pursuant 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 regarding how the Company collects, uses, discloses or handles your Personal Data as you are the End User of the Company.

1) DEFINITION

“**Personal Data**” means any information relating to a natural person, in any forms, 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 law.

“**End User**” means a person who purchases or may purchase any products and/or services of the Company, or any other persons having similar characteristics, such as persons who participate in activities, website or application users, etc., irrespective of the direct End User of the Company or the authorized dealer of the Company.

“**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 justifiable ground to collect Personal Data as prescribed in the Personal Data Protection Laws.

2) CATEGORIES OF PERSONAL DATA WHICH THE COMPANY COLLECTS

The Company will collect and Process all or part of your Personal Data as specified herein to the extent necessary for proceeding with the purposes of which notified in this Notice.

- **Personal information** such as prefix, name, surname, nickname, age, sex, date of birth, nationality, identification number, picture, signature, etc.
- **Contact information** such as address, personal phone number, personal email address, Line ID, etc.
- **Social media and survey information** such as usernames, posts, comments, opinions, etc.
- **Other information in relation to the purchase of goods and/or services** such as purchase orders, quotations, withholding tax certificates, receipts, invoices, and other documents, etc.

Remark:

In the case that you are a minor, incompetent or quasi-incompetent person and the Company must obtain consent to process your Personal Data for the purposes specified in this Notice, the Company must obtain consent from the holder of parental responsibility, the custodian or curator who has the power to act on behalf of you. However, if you are above the age of ten years, you may give your own consent in the case where you can solely act by yourself.

3) SOURCE OF PERSONAL DATA

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

- **From you via online channel** e.g. Facebook, Lazada, website and other social media or online surveys, etc.

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

- **From other sources or third party**, e.g. service providers or business partners of the Company, etc. due to communication, inquiries, including cases where you have given consent to third parties to disclose your information to the Company, etc.

4) PURPOSE OF COLLECTING PERSONAL DATA

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 the purpose of administration of orders of the End User, such as communication, order preparation and delivery, complaint management, etc.	General Personal Data <ul style="list-style-type: none"> - For compliance with the agreement - For legitimate interests of the Company Sensitive Personal Data <ul style="list-style-type: none"> - Request for explicit consent.
2. For the payment of goods/services, issuance of invoice, and any undertaking for debt collection in the case of default in payment of goods or services, etc.	General Personal Data <ul style="list-style-type: none"> - For compliance with the agreement. Sensitive Personal Data <ul style="list-style-type: none"> - Request for explicit consent.
3. For the purpose of public relation and marketing and promotional activities, e.g. sending newsletter or notifications, organizing social media activities, prize delivery etc.	General Personal Data <ul style="list-style-type: none"> - For compliance with the agreement. - Request for explicit consent.
4. For analyzing and surveying the behavior of the End Users, such as analyzing the information from survey form, etc.	General Personal Data <ul style="list-style-type: none"> - Request for explicit consent.
5. To comply with the laws and any related regulations, including but not limited to tax laws, data protection laws as well as act in accordance to the legitimate order of relevant government officers and agencies, such as preparing accounting related documents, preparing and disclosing accounting information to the Revenue Department, etc.	General Personal Data <ul style="list-style-type: none"> - For compliance with the laws enforced on the Company.
6. To protect 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 interests 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.

5) IMPACT OF NOT 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 and for marketing and promotional purposes. In the event you do not provide your Personal Data to the Company, you 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. Furthermore, you may not receive promotional offers for activities, goods, or services in which you may be interested from the Company's marketing and promotional activities.

6) DISCLOSING, SENDING AND TRANSFERRING 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:

- Other companies within affiliated group, including executive managements, directors, personnel, employee, and/or internal personnel of such company as relevant and necessary for purpose of processing your Personal Data;
- The Company's business partners and service providers for the Company, including any persons or organizations that process the Personal Data by the instruction of the Company or on its behalf, such as delivery service, , marketing and promotional consultants. This also include other services beneficial to you or the business operation of the Company, such as commercial banks, etc.
- Consultants, for instance auditors, legal consultants, or other external expertise consultants, delivery agents, etc.
- Government agencies such as the Revenue Department, courts, arbitrators, the Legal Execution Department, etc.
- Persons or organizations that you have given consent to the Company to disclose Personal Data to.

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 the period necessary to fulfill the purposes for which such Personal Data was collected and processed. Once such purposed has been fulfilled, the Company will store your Personal Data for a period of not exceeding 10 years.

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 TO THE 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 of 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 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 Personal Data Protection Laws.

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
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Email address: dpth@totalenergies.com