

Privacy Notice

We care about your personal data

Allianz Ayudhya General Insurance Public Company Limited (the “**Company**”/“**We**”), a part of the Allianz Group, is an authorised insurance company providing general insurance products and services in Thailand.

We appreciate your interest in our services and products. Your privacy is important to us and we want you to feel comfortable using our services and products. This privacy notice explains how and what type of personal will be collected, why it is collected, with whom it is shared and your rights in this regards. Please read this notice carefully.

1. Who is the data controller?

A data controller is the individual or legal person who controls and is responsible to keep and use personal data in paper or electronic files. We are the data controller as defined by relevant data protection laws and regulation.

2. What personal data will be collected?

When you use the Allianz website, our website server automatically records details about your visit including:

- IP address;
- the type of browser software used; and
- the date and duration of your usage of the Allianz website

We will collect and process various types of personal data about you as follows:

- Full name, Title
- Identification document number
- Address;
- Gender;
- Telephone numbers, Mobile number
- Email address;
- Date of Birth
- Location
- User Name

3. How will we obtain and use your personal data?

The Company will use your personal data for the following purposes:

- for technical administration, research and development of the Allianz website;
- for customer and user administration and marketing;
- to maintain business relationships;
- to conduct research and analysis with regard to our business relations;
- to inform you about our events, services, products and news when you use the Allianz website, when you visit our Website or when you subscribe to our newsletter or mailing lists;
- to facilitate compliance with securities law, public company listing requirements and related laws and regulations;
- for fraud prevention and detection;

- to comply with any legal obligations (e.g. tax, accounting and administrative obligations)

For the purposes indicated above, we will process personal data we receive about you from public and commercial databases.

We will inform you where we require your consent to process your personal data. Otherwise, we will process your personal data to meet our legitimate business interests (including maintaining contact with clients, providing updates and information about us, organizing and hosting events, and conducting market research and analysis) or where it is needed to comply with a legal obligation. In addition, we may also process your personal data to enter into a contract with you, or to perform our obligations under an existing contract with you.

We respect applicable laws and regulations in its use of personal data.

4. Who will have access to your personal data?

We will ensure that your personal data is processed in a manner that is compatible with the purposes indicated above.

For the stated purposes, your personal data may be disclosed to the following parties who operate as third party data controllers:

- Public authorities, other Allianz Group companies, other insurers, co-insurers, re-insurers, insurance intermediaries/brokers, and banks

For the stated purposes, we may also share your personal data with the following parties who operate as data processors under our instruction:

- Other Allianz Group companies, technical consultants, experts, lawyers, loss adjustors, repairers, medical doctors; and service companies to discharge operations (claims, IT, postal, document management); and
- Advertisers and advertising networks to send you marketing communications, as permitted under local law and in accordance with your communication preferences. We do not share your personal data with non-affiliated third parties for their own marketing use without your permission.

Finally, we may share your personal data in the following instances:

- In the event of any contemplated or actual reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in any insolvency or similar proceedings); and To meet any legal obligation, including to the relevant ombudsman if you make a complaint about the product or service we have provided to you.

5. Where will your personal data be processed?

Your personal data may be processed both inside and outside of the Thai jurisdiction by the parties specified in section 4 above, subject always to contractual restrictions regarding confidentiality and security in line with applicable data protection laws and regulations. We will not disclose your personal data to parties who are not authorized to process them.

Whenever we transfer your personal data for processing outside of Thailand by another Allianz Group company, we will do so on the basis of Allianz' approved binding corporate rules known as the Allianz Privacy Standard (Allianz' BCR) which establish adequate protection for personal data and are legally

binding on all Allianz Group companies. Allianz' BCR and the list of Allianz Group companies that comply with them can be accessed here

https://www.allianz.com/content/dam/onemarketing/azcom/Allianz_com/info/180917-Allianz-Group-Companies-ICA.pdf.

Where Allianz' BCR do not apply, we will instead take steps to ensure that the transfer of your personal data outside of Thailand receives an adequate level of protection as it does in Thailand. You can find out what safeguards we rely upon for such transfers (for example, Standard Contractual Clauses) by contacting us as detailed in section 14 below.

6. What are your rights in respect of your personal data?

Where permitted by applicable law or regulation, you have the right to:

- Access your personal data held about you and to learn the origin of the data, the purposes and ends of the processing, the details of the data controller(s), the data processor(s) and the parties to whom the data may be disclosed;
- Withdraw your consent at any time where your personal data is processed with your consent;
- Update or correct your personal data so that it is always accurate;
- Delete your personal data from our records if it is no longer needed for the purposes indicated above;
- Restrict the processing of your personal data in certain circumstances, for example where you have contested the accuracy of your personal data, for the period enabling us to verify its accuracy;
- Obtain your personal data in an electronic format for you or for your new insurer; and
- File a complaint with us and/or the relevant data protection authority.

You may exercise these rights by adjusting your privacy preference settings where you have created an online account with us. You can change privacy preferences by accessing online account and adjusting profile settings, or contacting us as detailed in section 14 below providing your name, email address, account identification, and purpose of your request.

7. How can you object to the processing of your personal data?

Where permitted by applicable law or regulation, you have the right to object to us processing your personal data, or tell us to stop processing it (including for purposes of direct marketing). Once you have informed us of this request, we shall no longer process your personal data unless permitted by applicable laws and regulations.

You may exercise this right in the same manner as for your other rights indicated in section 6 above.

8. How long do we keep your personal data?

We will retain your personal data ten (10) years from the date the insurance relationship ends, unless a longer retention period is required or as permitted by law.

We will not retain your personal data for longer than necessary and we will hold it only for the purposes for which it was obtained.

9. Are cookies used on the Company's Website?

The Company uses tracking technology such as cookies or tags to gather information to understand how visitors use the Company's Website.

Tracking technology helps us manage and improve the usability of the Company's Website, for example by detecting whether there has been any contact between your computer and us in the past and to identify the most popular sections of the Company's Website.

When you save your cookie settings, they should also apply to your future visits to the Company's Website. However, for technical reasons beyond the control of the Company, this cannot be guaranteed. For example, if you reset your browser, delete your cookies or access the Company's Website from another browser or device, your cookie settings may be lost. To comply with applicable laws and regulations, in some countries you may be asked to confirm your cookie settings when you first visit the Company's Website. If you are in a country where you are automatically required to set your cookie settings, you may be asked to set them again on a future visit.

In many cases you can also control tracking technologies using your browser. Please ensure that your browser setting reflects whether you wish to be warned about and/or accept tracking technologies (such as cookies) where possible. The specific capabilities of your browser and instructions on how to use them can usually be found in the manual or help file of your browser.

Refusing, disabling or deactivating tracking technologies may result in a reduced availability of the services provided by the Company's

Website, or parts of the Company's Website may no longer function correctly.

10. How are social media plug-ins used on the Company's Website?

The Company's Website uses the following social media plug-ins ("plug-ins"):

- Share button on Facebook, powered by Facebook Inc., 1601 S. California Ave., Palo Alto, CA 94304, USA;
- Tweet button, powered by Twitter Inc., 795 Folsom St., Suite 600, San Francisco, CA 94107, USA;
- Instagram Button, power by Instagram Co., 1 Hacker Way, Menlo Park, California, United States.
- YouTube Button, power by YouTube, San Bruno, California, United States.

All plug-ins are indicated with the brand names of the respective operators: Facebook, Google, Twitter, Instagram, YouTube ("Operator"). To increase the level of data protection and in accordance with applicable laws and regulations, we have implemented the additional programs by means of a so-called 2-click solution. This procedure ensures that when you visit the Company's Website, no direct connection of your browser to the servers of the Operator is established. Only if you activate the plug-ins by clicking on them and thereby grant your consent to the data transfer, your browser establishes a direct connection to the server of the respective Operator. The content of the plug-ins is then transmitted by the Operators directly to your browser and integrated by them into the website.

By accepting the plug-in, the Operator receives the information that your browser has accessed the Company's Website. If you logged in to your account when you visited the Company's Website, the Operator can connect your visit to your account directly. If you interact with the plug-in, e.g. by clicking on the Facebook button, the +1 button and the Tweet button, "Share" button, the data will be transferred directly from your browser to the Operator and saved by the Operator. In addition, the information will be published on the relevant social network or on your Twitter account and will be visible to your contacts. If you do not want this data transfer to the

Operators, you must log out of your respective account before you click on the plug-ins and activate them.

For more information on the purpose and scope of data collection, processing and use, please refer to the privacy statements below:

- Facebook: <https://de-de.facebook.com/about/privacy/>
- Google: <https://developers.google.com/+web/buttons-policy>
- Twitter: <https://twitter.com/privacy>
- Instagram: <https://help.instagram.com/>
- YouTube: <https://www.youtube.com/about/policies/>

11. What security measures have we implemented to protect your information collected through the Company's Website?

We have implemented reasonable technical and organizational security measures to protect your personal data collected by us via the Company's Website against unauthorized access, misuse, loss or destruction.

12. How do we treat electronic messages sent to and from the Company?

All electronic messages sent to and from the Company are protected by reasonable technical and organizational security measures and may only be accessed in justified cases in line with applicable laws and regulations (e.g. court order, suspicion of criminal conduct, violation of regulatory obligations) to specific persons in defined functions (e.g. Legal, Compliance, Risk). Every step of the process, as well as the search criteria used, are logged in an audit trail. All emails are disposed of after the applicable retention period has expired.

13. What should you consider when sending data over the Internet?

The Internet is generally not regarded as a secure environment, and information sent via the Internet (such as to or from the Company's Website or via electronic message) may be accessed by unauthorized third parties, potentially leading to disclosures, changes in content or technical failures. Even if both sender and receiver are located in the same country, information sent via the Internet may be transmitted across international borders and be forwarded to a country with a lower data protection level than in your country of residence.

The Company does not accept responsibility or liability for the security of your information whilst in transit over the Internet to the Company. In order to protect your privacy you may choose another means of communication with the Company, where you deem it appropriate.

14. How can you contact us?

If you have any queries about how we use your personal data, you can contact us by telephone, email or post as follows:

Allianz Ayudhya General Insurance PCL. (Head Office)

1st Floor (Zone B), Ploenchit Tower, Ploenchit Road, Bangkok 10330 or

Allianz Ayudhya Customer Care Center at 1292 or

Email: customercare@azay.co.th

15. How often do we update this privacy notice?

We regularly review this privacy notice. We will ensure the most recent version is available on our website [<http://www.gi.azay.co.th/>]

and we will tell you directly when there's an important change that may impact you.

This privacy notice was last updated on **1 November 2019**