

Privacy Policy

Bangkok Chain Hospital Public Company Limited (“BCH”), together with its affiliated companies as listed in Annex 1, and any other affiliated companies that may be established in the future (which will be notified accordingly) (collectively referred to as the “Affiliates”), which provide healthcare services under the following groups: (a) World Medical Hospital Group, (b) Kasemrad International Hospital Group, (c) Kasemrad Hospital Group, and (d) Karunvej Hospital Group, including polyclinics and other related businesses (collectively referred to as the “Group”), recognize the importance of your privacy and are committed to maintaining high standards in operational practices and personal data protection.

Accordingly, the Group has established this Privacy Policy (“Privacy Policy”) to ensure that the collection, use, and disclosure of personal data are conducted in accordance with the Personal Data Protection Act B.E. 2562 (2019) (the “PDPA”).

You are encouraged to read this Privacy Policy in conjunction with the specific Personal Data Protection Policies that have been prepared and provided by the Group for particular categories of data subjects, namely: (a) service recipients, (b) business partners, (c) personnel, and (d) shareholders, investors, and directors, as well as individuals related to the foregoing persons (collectively referred to as the “Personal Data Protection Policies”).

This Privacy Policy shall be deemed supplementary to the Personal Data Protection Policies and shall not serve to revoke, replace, or amend any provisions contained therein. In the event of any conflict or inconsistency between this Privacy Policy and the Personal Data Protection Policies, the provisions of the applicable Personal Data Protection Policies shall prevail, as the Group has provided them for your specific consideration and for the purpose of obtaining your explicit consent.

1. Types of Personal Data

“**Personal Data**” refers to any information relating to an individual that enables the identification of such individual, whether directly or indirectly. This excludes information of deceased persons and other types of personal data as may be specified under the Personal Data Protection Act B.E. 2562 (2019) (“PDPA”).

The Group may collect and use your personal data as follows:

1.1 Identifiable Information

Such as first name, last name, nickname, gender, age, date of birth, nationality, photographs, video recordings, national ID number or passport number, marital status, position, company name, organization of employment,

vehicle registration details, information about individuals related to you such as family members, or other information of a similar nature that may identify an individual.

1.2 Sensitive Personal Data

Such as facial scans, fingerprint scans, medical examination results, religion, ethnicity, sexual orientation, health data, disability status, mental health data, genetic data, biometric data, criminal records, or any other data of a similar nature as prescribed by the Personal Data Protection Committee of Thailand.

1.3 Contact Information

Such as residential address (as stated on ID card), personal phone number, personal email address, social applications (e.g., Line ID, Facebook account), or other similar contact details.

1.4 Membership Information

Such as membership number, type of membership, and membership start and end dates.

1.5 Employment Information

Such as position, salary or other compensation, benefits and entitlements under the employment contract, expense reimbursement history, records of attendance, performance evaluation results, complaints, grievances, investigations, and disciplinary actions.

1.6 Financial Information

Such as investment details in BCH and its Affiliates, bank account numbers, types of bank accounts, salary, compensation, tax-related information, deductions or expenses, and transaction details with the Group.

1.7 Preferences and Interests

Such as satisfaction levels or opinions regarding the Group's products and/or services.

1.8 Qualifications Information

Such as educational background, training history, work experience, skills, expertise, professional licenses, medical practitioner licenses, and other related qualification data.

1.9 Security Information

Such as CCTV footage or other data used for the purpose of safeguarding the Group's security.

1.10 IT and Technical Information

Such as IP address, cookies, and other similar information and digital identifiers.

In the event that you wish to use or purchase products and/or services, collaborate, become a member, participate in activities, enter into a contractual relationship, or otherwise engage with the Group, the Group may be required to collect your personal data. If you choose not to provide such personal data, the Group may not be able to enter into a contract with you, proceed with your requests, fulfill its obligations under any contract, agreement, or legal relationship, or comply with legal obligations applicable to the Group.

If you provide the Group with personal data of other individuals, you confirm that such individuals have reviewed this Privacy Policy and have provided their consent for the processing of their personal data in accordance with this Privacy Policy or the applicable Personal Data Protection Policy. You are responsible for providing the Group with a copy of the relevant consent form(s) upon request.

For personal data collected prior to 1 June 2022, the Group will process such data in accordance with the PDPA. If you do not wish for the Group to continue collecting or using such data, you may withdraw your consent at any time by contacting the Group or the Data Protection Officer as specified in Section 15.

2. Collection of Personal Data

The Group may collect your personal data directly from you or through other channels, including but not limited to the following:

2.1 Website Usage

The Group may collect your personal data when you use its websites and applications through cookies or similar technologies, including when you use services or access the Group's internet network.

2.2 Related Persons

The Group may collect your personal data from coordinators, secretaries, your contacts, or other individuals related to you, such as authorized representatives, legal representatives, family members, relatives, beneficiaries, close contacts, emergency contacts, referees, witnesses in various documents, or colleagues.

2.3 Associated Companies/Organizations

The Group may collect your personal data from companies or organizations associated with you, such as your employer, affiliated companies, or service providers who are business partners of the Group.

2.4 Public Sources

The Group may collect your personal data from public sources, including government agencies, state enterprises, regulatory authorities, public websites, or social media platforms.

3. Retention Period of Personal Data

The Group will retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy. The specific retention period will be as specified in the applicable Personal Data Protection Policies.

However, the Group may continue to retain your personal data for as long as:

- (a) permitted by the PDPA and/or any other applicable laws;
- (b) there remains an ongoing legal relationship between you and the Group;
- (c) the Group is legally obligated to retain the personal data;
- (d) you have given consent to the Group; and/or
- (e) it is necessary for the purposes of lawful processing under this Privacy Policy.

4. Purposes of Personal Data Processing

Your personal data will be collected, used, and disclosed for the purposes set forth below, as well as for any other purposes specified in the applicable Personal Data Protection Policies, those to which you have given consent, or as permitted or required under the PDPA and/or other applicable laws.

4.1 Compliance with Legal Obligations

(1) To carry out activities relating to BCH and its Affiliates' unitholder/shareholder meetings, including sending meeting invitations, identity verification, registration, conducting the meetings, and vote casting, as well as preparing relevant documents such as unit distribution reports, reviews of transactions deemed related-party transactions, and tax-related matters.

(2) To undertake corporate governance and management activities relating to BCH and its Affiliates, including dividend payments, capital increases, issuance and offering of debentures, and other related actions.

(3) To comply with applicable laws, including but not limited to:

1. Civil and Commercial Code B.E. 2535 (1992)
2. Medical Facility Act B.E. 2541 (1998)
3. Revenue Code
4. Emergency Medical Act B.E. 2551 (2008)
5. Public Limited Companies Act B.E. 2535 (1992)
6. Communicable Diseases Act B.E. 2558 (2015)
7. Securities and Exchange Act B.E. 2535 (1992)
8. Persons with Disabilities Empowerment Act B.E. 2550 (2007)
9. Anti-Money Laundering Act B.E. 2542 (1999)
10. Skill Development Promotion Act B.E. 2545 (2002)
11. Royal Decree on Electronic Meetings B.E. 2563 (2020)
12. Occupational and Environmental Disease Control Act B.E. 2562 (2019)
13. Accounting Act B.E. 2543 (2000)
14. Employment and Job Seeker Protection Act B.E. 2528 (1985)
15. Labour Protection Act B.E. 2541 (1998)
16. Civil Registration Act B.E. 2534 (1991)
17. Labour Relations Act B.E. 2518 (1975)
18. Computer-Related Crime Act B.E. 2550 (2007)
19. Social Security Act B.E. 2533 (1990)
20. National Health Security Act B.E. 2545 (2002)

21. Workmen's Compensation Act B.E. 2537 (1994)
22. Protection for Motor Vehicle Accident Victims Act B.E. 2535 (1992)
23. Occupational Safety, Health, and Work Environment Act B.E. 2554 (2011)
24. Medical Profession Act B.E. 2542 (1999)
25. National Vaccine Security Act B.E. 2561 (2018)
26. Medical Practice Act B.E. 2525 (1982)
27. National Health Act B.E. 2550 (2007)
28. Mental Health Act B.E. 2551 (2008)

This may include reporting your personal data to relevant government authorities as required by law, administering and maintaining the health and safety of personnel in accordance with legal requirements, and reporting patient data to government agencies as legally required.

(4) To comply with public health laws, including:

The reporting of service recipients' information to relevant government authorities as required by law; the registration and reporting of patient data, including individuals diagnosed with HIV; the screening of individuals entering the healthcare facility; the submission of reports to communicable disease control officers; the provision of standardized patient transfer and transportation services; and the implementation of standards related to Alternative Hospital Quarantine (AHQ) and Alternative State Quarantine (ASQ), as well as compliance with state-mandated criteria for quarantine facility designation and any other reporting obligations as required by applicable laws.

(5) To provide emergency assistance or coordinate with the Emergency Patient Rights Protection Coordination Center and the National Institute for Emergency Medicine, including cases involving the transfer of emergency patients or any actions taken under the Emergency Medical Act to prevent or mitigate harm to life, body, or health.

(6) To comply with court orders and/or orders issued by competent authorities such as the Legal Execution Department or the Student Loan Fund.

- (7) To use family members' health data for screening or diagnosis of the service recipient.
- (8) To use your data for processing medical reimbursement claims for service recipients eligible for statutory benefits, and to manage treatment costs and related expenses.
- (9) To prepare patient records, including treatment documentation and other legally required medical records.
- (10) To assess, screen, diagnose, treat, and care for you, including treatment planning, discharge planning, referral planning, scheduling appointments, communicating test results, and conducting follow-ups.
- (11) To use your data in the issuance of birth certificates and death certificates in accordance with the law.
- (12) To comply with laws applicable to shareholders, investors, and directors, including registration, disclosure and reporting to competent authorities, legal qualification checks, related-party transactions, and tax compliance.
- (13) To process matters relating to inheritance law and comply with court orders in the event of a shareholder's or investor's death.

4.2 Contractual Basis

- (1) For recruitment, hiring, selection, evaluation, and consideration of individuals and/or business partners to work with the Group, entering into employment contracts, and performing obligations under such employment contracts or scholarship agreements between you and the Group.
- (2) For entering into contracts or any transactions with you, as well as performing obligations under contracts between you and the Group or according to your lawful instructions regarding such contracts, such as payment of remuneration or reimbursement in case you have incurred expenses in advance.
- (3) For managing and monitoring work attendance, including clock-in/out times, absenteeism, tardiness, overtime work, and work on holidays.
- (4) For managing employee benefits, welfare, performance evaluation, and ensuring that employees meet contractual qualifications, including holding professional licenses, medical practice certificates, and meeting legal requirements.
- (5) For organizing training sessions or sending employees to training courses related to contractual duties, or sending personnel to provide lectures or knowledge-sharing to external organizations, including booking flights or hotels in case of work at different locations.

- (6) For creating and maintaining an intranet database to verify the identity of medical personnel involved in patient diagnosis.
- (7) For verifying diagnosis, treatment, or any medical services provided by medical personnel, including disclosing such information to external medical service providers for the purpose of carrying out such activities.
- (8) For workforce planning, organizational charting, and posting notices in all departments.
- (9) For entering into employment insurance contracts for certain employee positions.
- (10) For providing medical services and maintaining records related to service recipients and other medical documents, including disclosing your personal data to medical personnel or other medical service providers for activities related to medical services.
- (11) For coordinating and disclosing your information to affiliated healthcare facilities within the Group, such as beauty centers, anti-aging centers, dental centers, and dialysis centers, in order to provide medical services to you and coordinate related payment matters.
- (12) In case you use the infirmary service at your employer's workplace, the Group will process your data to provide medical services and disclose your information to the employer, as well as prepare and maintain medical records, reports, and statistics according to the contract between the Group and your employer.
- (13) In case you use clinics within the Group's network, the Group will process your data to provide medical services and maintain medical records.
- (14) For organizing board meetings, shareholder meetings, and other necessary meetings for the Group's operations, including sending invitations, identity verification, registration, conducting meetings, and voting.
- (15) For entering into legal acts or transactions on behalf of the Group, such as managing financial transactions with banks, signing contracts, contacting government agencies or any relevant authorities, and authorizing individuals appointed by the board to carry out legal acts or necessary transactions for the Group's operations.
- (16) For distributing dividends or paying interest to shareholders or bondholders of the Group or other benefits related to share or bond ownership.

4.3 Legitimate Interests of the Group

- (1) To verify your identity and/or authority to act on behalf of others.

- (2) To prevent, respond to, and manage risks, as well as to conduct audits and internal management within the Group, including consultation with legal, accounting, and tax advisors on relevant matters.
- (3) To retain data of job applicants for future employment opportunities.
- (4) To assess the qualifications and suitability of contractors under labor service contracts and to maintain a database during the period of contract performance.
- (5) To evaluate, analyze, and develop human resource management and hospital service quality, and to ensure that the Group's business operations meet established standards.
- (6) To respond to complaints and undertake disciplinary actions.
- (7) To disclose information for inspection and certification by relevant organizations, such as Joint Commission International (JCI) and the Institute of Hospital Quality Improvement and Accreditation (Public Organization).
- (8) To record images and videos of meetings for public relations purposes without disclosing your identity.
- (9) To disclose information related to mergers and acquisitions, business restructuring, bankruptcy or rehabilitation processes, capital increases, or similar processes.
- (10) To verify your information with references, such as previous employers or educational institutions, prior to employment.
- (11) To disclose information to external agencies for compliance with standards, such as the Thailand Labor Standard and Good Labor Practice standards by the Department of Labor Protection and Welfare.
- (12) To establish claims, prepare and maintain related data and documents as evidence in case of complaints, including legal proceedings or defense.
- (13) To provide you with benefits as an entitled recipient.
- (14) To use for emergency contact purposes.
- (15) To serve as evidence of contractual agreements.
- (16) To contact you as a reference person for verifying information about personnel before employment.
- (17) To manage expenses related to service recipients.

- (18) To disclose necessary information to payment service providers and/or financial institutions to verify the accuracy of transactions between you and the Group.
- (19) To establish, enforce, exercise, or defend legal claims, including responding to complaints, legal proceedings, and litigation, including court actions in the event of disputes.
- (20) To analyze and research activities and marketing promotions for the development of products, services, and other activities of the Group.
- (21) To record images or videos at events and disseminate for public relations purposes (excluding targeted advertising).
- (22) To maintain a database for future employment and to use for price comparison and expense management within the Group.
- (23) To verify qualifications of medical personnel at other healthcare providers when the Group utilizes external medical services.
- (24) In case you are a representative of a legal entity, the Group will collect your data to verify identity and authority for contract execution, and to coordinate regarding the legal relationship between parties.
- (25) To manage contractors under labor service agreements, assess qualifications, monitor and evaluate performance, and maintain a database during contract execution.
- (26) To conduct security checks and ensure safety within hospital buildings or premises, including risk assessment, access control, issuing and exchanging access cards, recording entry and exit data, and CCTV surveillance inside buildings, offices, or surrounding areas.
- (27) To maintain safety and security for employees, service users, and other persons entering the buildings and premises, as well as protecting company property from unauthorized access to restricted areas.
- (28) To protect the health, safety, and property of you and others.
- (29) To safeguard buildings, premises, and assets from damage, malfunctions, vandalism, and other crimes.
- (30) To support law enforcement agencies in preventing, deterring, detecting crimes, and pursuing legal actions when crimes occur.
- (31) To comply with laws and requests from authorized government agencies, or to serve as evidence in cases of crimes or accidents occurring within or around buildings and premises.

(32) To assist in the efficient resolution of disputes that arise.

(33) To support investigations or legal proceedings related to whistleblowing.

(34) To support establishing or defending legal rights in legal proceedings, including but not limited to civil and labor cases.

4.4 Consent Basis

(1) To verify your information from social media prior to employment.

(2) To confirm your status as personnel to external parties.

(3) To use your medical treatment information and feedback regarding the Group's services for public relations and disclosure through various channels of the Group.

(4) In the case you are medical personnel, the Group may disclose your information to the Group's insurance partner companies for professional insurance purposes.

(5) In the case you are medical personnel, the Group may disclose your information to service recipients for qualification verification.

(6) In the case you have a loan with a bank affiliated with the Group, the Group may deduct your salary to repay the loan.

(7) To verify sensitive personal information regarding health data, criminal records, and religion to assess and verify your qualifications, health information, and conduct before joining or during any employment with the Group.

(8) To collect job applicant data and forward it to affiliated companies within the Group for future employment opportunities.

(9) To assist, prevent, and protect personnel who may be subject to discrimination.

(10) To manage sick leave, healthcare benefits, and health checkups.

(11) To provide medical treatment and prepare meals according to your religious beliefs and health needs.

(12) To provide facilities for religious ceremonies.

- (13) To disclose information to government agencies for the purpose of registering health screening facilities for workers seeking employment abroad.
- (14) To collect, use, and disclose your identification documents, such as national ID cards (which include religious information).
- (15) To verify sensitive personal information related to your fingerprints and/or facial scans for attendance monitoring, access control to restricted areas, as well as for surveillance and security purposes.
- (16) To disclose service recipient information to other healthcare facilities or government agencies for medical service provision by other healthcare providers.
- (17) To coordinate with insurance companies related to your rights and claims for medical expense reimbursements (including embassies if you are a foreign national entitled by law).
- (18) To follow up and inquire about your condition in cases where you refuse inpatient treatment, and to encourage you to undergo inpatient care.
- (19) To follow up and inquire about your condition if you refuse medical procedures, and to encourage you to undergo such procedures.
- (20) To monitor your satisfaction with the received services.
- (21) To monitor your satisfaction with hospital referrals.
- (22) To organize training and provide guidance for health behavior modification.
- (23) To coordinate with hotel operators where you undergo legally mandated quarantine, including disclosing necessary service recipient information to such hotel operators.
- (24) To facilitate your civil registration processes, such as birth and death notifications.
- (25) In the case you use health screening and medical treatment services as an employee, the Group may report health screening results to your employer as per the contract and manage related expenses.
- (26) To promote products and/or services, including promotions and events that may be of interest to you.
- (27) To conduct interviews regarding your service experience and to disclose such information for publicity purposes.

(28) To handle referrals from companies, insurance agents, or agencies, including coordination with such persons.

(29) To manage relationships between the Group, service recipients, and insurance companies or agents, such as conducting visits and presenting gifts to service recipients on behalf of such companies or agents.

(30) To maintain health records in accordance with the Ministry of Public Health regulations on the protection and management of personal health information B.E. 2561 (2018).

(31) In case you contact the Group by phone, the Group may record conversations for service quality improvement purposes.

5. Individuals or Juristic Persons to Whom the Group Discloses or Transfers Personal Data

In accordance with the purposes specified in this Privacy Policy, the Personal Data Protection Policy, your consent letter, and other purposes as permitted or required by the Personal Data Protection Act and/or other applicable laws, your personal data may be disclosed or transferred to third parties and/or government agencies as follows:

5.1 Speakers and participants in training sessions, lectures, seminars, or other activities organized by the Group.

5.2 Affiliate companies of the Group, other healthcare facilities, affiliated healthcare providers, medical personnel, external medical service providers, certification bodies, and other external service providers related to business operations.

5.3 Medical service recipients of the Group.

5.4 The general public or visitors to the Group's websites, social media platforms, and social applications.

5.5 Government agencies and state enterprises, such as TOT Public Company Limited, The Stock Exchange of Thailand, The Securities and Exchange Commission Office, Revenue Department, Department of Business Development, The Thai Institute of Directors Association, including courts, police officers, and claimants.

5.6 Registrars, such as Thailand Securities Depository Company Limited.

5.7 Financial institutions, including banks providing financial services to you or managing financial transactions for the Group.

5.8 Provident funds, including registrars of provident funds.

5.9 Asset managers or trustees, or any persons who act as trustees for the Group's legal relations. Insurance companies, including insurance brokers and other similar service providers, as well as any insurance agents.

5.10 Service providers, suppliers, contractors, and subcontractors working with the Group to provide goods or services, such as media agencies, IT service providers, website and software service providers, airlines, hotels, travel agents, parcel delivery services, marketing service providers, market data analysis or research providers, payroll services, event organizers, venue and catering providers, and other contractors and organizations the Group interacts with.

5.11 Professional advisors such as accountants, lawyers and legal consultants, auditors, internal auditors, and actuaries.

5.12 Individuals related to you, such as contacts, secretaries, coordinators, family members, and references such as previous employers, educational institutions, training centers, professional councils, former colleagues, emergency contacts, and disciplinary complainants.

6. Transfer of Data Abroad

The Group may disclose or transfer your personal data to individuals or organizations outside the Kingdom of Thailand (if any), such as supporting organizations of the Group, organizations co-hosting events with the Group, or certification bodies such as Joint Commission International (JCI). Such disclosure or transfer will be conducted only to the extent necessary for the purposes specified in this Privacy Policy and the Personal Data Protection Policy.

The Group will implement necessary and appropriate security measures for transferring personal data outside the Kingdom of Thailand, such as verifying the credibility and personal data protection standards of the data recipients, or entering into confidentiality agreements with the recipients in the respective countries.

In cases where the destination country has insufficient standards, the Group will ensure that the transfer of personal data complies with the exceptions prescribed under the Personal Data Protection Act or other applicable laws.

7. Cookies

Cookies are small pieces of data sent from the Group's website to your computer when you visit the Group's website to store details of your computer's traffic logs, such as your preferred language, system user, or other settings. The Group may collect cookies and similar technologies when you interact or transact with the Group via the internet, including visiting the Group's websites or platforms controlled by the Group.

Cookies and similar technologies do not cause harmful side effects to your computer. The Group may use cookies and similar technologies for various purposes, including:

7.1 To allow you to use services and/or access various functions on the Group's websites or applications.

7.2 To improve the performance of the Group's websites or applications in delivering online services.

7.3 To help the Group remember and respond to you more efficiently, such as remembering your username, password, or settings from previous visits to the website or application.

7.4 To analyze, improve, and develop the website's operations.

You may delete cookies or refuse to allow cookies to operate by visiting www.bangkokchainhospital.com. However, deleting or refusing cookies may cause some or all functions of the services to not operate smoothly.

8. Minors, Persons Lacking Legal Capacity, and Persons of Quasi-Incompetence

For obtaining consent to collect, use, and disclose personal data of minors for any purposes that the minors are unable to perform by themselves under the Civil and Commercial Code, the Group must obtain consent from their legal guardians. However, if the minor is under 10 years old, the Group must obtain consent from all legal guardians without exception.

For obtaining consent to collect, use, and disclose personal data of persons lacking legal capacity, the Group must obtain consent only from their legal representatives authorized to act on their behalf.

For obtaining consent to collect, use, and disclose personal data of persons of quasi-incompetence, the Group must obtain consent only from their guardians authorized to act on their behalf.

The Group cannot verify whether visitors to the Group's website are minors, persons lacking legal capacity, or persons of quasi-incompetence, and does not intend to collect data of such persons. If the Group becomes aware that you are a minor, person lacking legal capacity, or person of quasi-incompetence, the Group will promptly seek consent from your legal guardian, legal representative, or guardian, as applicable.

9. Closed-Circuit Television (CCTV)

The Group has installed CCTV cameras to record the activities of individuals entering and exiting the Group's premises for the purposes of security, prevention of danger and accidents, and investigation in case of criminal incidents. Access to the CCTV recordings is restricted to authorized personnel only.

10. Measures and Policies Related to Personal Data

The Group recognizes the importance of compliance with relevant laws, including the Personal Data Protection Act. To protect and ensure the security of your personal data, the Group implements the following measures and policies to safeguard your data:

10.1 Policy on implementing security measures for personal data protection.

10.2 Policy on responding to requests or orders to access personal data from government agencies.

10.3 Policy on disclosure of information within companies of the Group.

11. Data Subject Rights

You have rights as specified under the Personal Data Protection Act (PDPA), subject to the criteria and conditions set forth by the PDPA and other relevant laws. The Group has prepared request forms for exercising these rights and published them on the Group's website at www.bangkokchainhospital.com, allowing you to access and submit requests to exercise your rights in accordance with the PDPA and related laws protecting your rights as a data subject.

You may exercise your rights by contacting the Group or the Data Protection Officer (DPO) as detailed in Section 15.

11.1 Right to Access and Obtain Copies: You have the right to access or request a copy of your personal data collected, used, or disclosed by the Group, and to request disclosure of any personal data obtained without your consent.

11.2 Right to Data Portability: You have the right to receive your personal data in a commonly readable and usable electronic format and to request the Group to transfer your data to a third party, or to receive personal data transferred by the Group to a third party, unless technically infeasible. This applies only to personal data collected, used, or disclosed based on your consent, contractual basis, or other lawful grounds.

11.3 Right to Object: You have the right to object to the collection, use, or disclosure of your personal data when the Group processes it based on public interest, legitimate interests, direct marketing, or for scientific, historical, or statistical research purposes.

11.4 Right to Erasure: You have the right to request the Group to delete or destroy your personal data or anonymize it when applicable.

11.5 Right to Restrict Processing: You have the right to request the Group to suspend the use of your personal data during the investigation of correction requests, objections to processing, or when you request suspension instead of erasure, especially when the data is no longer necessary but is retained for legal claims or defenses.

11.6 Right to Rectification: You have the right to request correction of your personal data to ensure it is accurate, current, and not misleading.

11.7 Right to Lodge a Complaint: You have the right to file a complaint with the Personal Data Protection Committee of Thailand if the Group or its employees or contractors violate the PDPA.

11.8 Right to Withdraw Consent: You have the right to withdraw your consent given to the Group at any time, either partially or fully, according to procedures set by the Group. Withdrawal of consent will not affect the legality of data processing done before the withdrawal.

You may exercise these rights by contacting the Group or the Data Protection Officer as specified in Section 15.

Withdrawal of consent may affect the Group's ability to fulfill certain requests or provide services smoothly. Any withdrawal does not affect data processed lawfully before the withdrawal.

To protect data subjects, the Group may refuse requests if (a) the requester cannot prove ownership or authority, or insufficient information is provided for processing; (b) the request is unreasonable or not legally entitled; (c) the request is excessive or repetitive without reasonable cause; or (d) the Group has the right to refuse under the PDPA or other applicable laws.

12. Privacy Policy of Other Websites

This privacy policy applies only to the activities of the Group and the use of its websites. The Group's websites or applications may contain links to other websites or applications. If you access other websites or applications via these links, you should review their privacy policies separately before providing any personal data. The Group is not responsible for the processing of personal data or use of cookies on such external websites.

13. Review and Amendment

The Group regularly reviews this privacy policy to ensure compliance with amendments to the PDPA and other relevant laws and updates it as necessary or when technology changes, to maintain appropriate security measures. Any changes or amendments will be published promptly on the Group's website.

14. General Provisions

This privacy policy is governed by and interpreted in accordance with the PDPA and laws of Thailand.

15. Contacting the Group

If you have any questions or wish to inquire further about this Personal Data Protection Policy or other activities of the Group, including exercising your rights as specified in Section 11, you may contact:

- (a) The Group's Data Protection Officer using the contact details below, and
- (b) The Group, as detailed in Attachment 1.

Data Protection Officer

To: Data Protection Officer

Address: 44 Moo 4, Pak Kret Subdistrict, Pak Kret District, Nonthaburi 11120, Thailand

Contact Number: 02-836-9999

Email: dpo@bangkokchainhospital.com

This Privacy Policy was reviewed and came into effect on May 14, 2024.

Attachment 1

List of Bangkok Chain Hospital Group Companies and Contact Addresses

Bangkok Chain Hospital Public Company Limited

Head Office

Address: 44 Moo 4, Pak Kret Subdistrict, Pak Kret District, Nonthaburi Province 11120

Phone: 02-836-9999

World Medical Hospital

Address: 44 Moo 4, Pak Kret Subdistrict, Pak Kret District, Nonthaburi Province 11120

Phone: 02-836-9999

Kasemrad Bangkae Hospital

Address: 586, 588 Phetkasem Road, Bangkae Nuea Subdistrict, Bangkae District, Bangkok 10160

Phone: 02-804-8959

Kasemrad Prachachuen Hospital

Address: 950 Prachachuen Road, Wongsawang Subdistrict, Bang Sue District, Bangkok 10800

Phone: 02-910-1600

Kasemrad Rattanathibet Hospital

Address: 58 Moo 15, Bang Rak Pattana Subdistrict, Bang Bua Thong District, Nonthaburi Province 11110

Phone: 02-921-3400

Kasemrad Ramkhamhaeng Hospital

Address: 99/9 Ramkhamhaeng Road, Saphan Sung Subdistrict, Saphan Sung District, Bangkok 10240

Phone: 02-339-0000

Kasemrad International Aranyaprathet Hospital

Address: 885 Moo 5, Ban Mai Nong Sai Subdistrict, Aranyaprathet District, Sa Kaeo Province 27120

Phone: 037-640-000

Rattanathibet Hospital Co., Ltd.

Kasemrad International Rattanathibet Hospital

Address: 60 Moo 6, Sao Thong Hin Subdistrict, Bang Yai District, Nonthaburi Province 11140

Phone: 02-594-0020



Siburind Medical Co., Ltd.

Kasemrad Sriburind Hospital

Address: 111/5 Moo 13, San Sai Subdistrict, Mueang Chiang Rai District, Chiang Rai Province 57000

Phone: 053-910-999

Kasemrad Maesai Hospital

Address: 952 Moo 1, Wiang Pang Kha Subdistrict, Mae Sai District, Chiang Rai Province 57130

Phone: 053-731-391

Kasemrad Sriburind Clinic, Chiang Saen Branch

Address: 339 Moo 6, Wiang Subdistrict, Chiang Saen District, Chiang Rai Province 57150

Phone: 053-777-213

Saraburi Medical Co., Ltd.

Kasemrad Saraburi Hospital

Address: 2/22 Mittraphap Road, Pak Priao Subdistrict, Mueang Saraburi District, Saraburi Province 18000

Phone: 036-315-555

Navanakorn Medical Co., Ltd.

Karunvej Pathumthani Hospital

Address: 98 Moo 13, Phahonyothin Road, Khlong Nueng Subdistrict, Khlong Luang District, Pathum Thani Province 12120

Phone: 02-529-4533

Karunvej Ayutthaya Hospital

Address: 61/9 Moo 4, Khlong Chik Subdistrict, Bang Pa-In District, Phra Nakhon Si Ayutthaya Province 13160

Phone: 035-315-100

Sothornvejkit Co., Ltd.

Kasemrad Chachoengsao Hospital

Address: 29 Moo 3, Suwinthawong Road, Na Mueang Subdistrict, Mueang Chachoengsao District, Chachoengsao Province 24000

Phone: 038-812-702

Kasemrad Prachinburi Hospital

Address: 766 Moo 10, Tha Tum Subdistrict, Si Maha Phot District, Prachinburi Province 25140

Phone: 037-627-000



Bangkok Chain Management Co., Ltd.

Head Office

Address: 44 Moo 4, Pak Kret Subdistrict, Pak Kret District, Nonthaburi Province 11120

Phone: 02-836-9999

Branch (1)

Address: 223/2 Moo 4, Pak Kret Subdistrict, Pak Kret District, Nonthaburi Province 11120

Phone: 02-836-9999

Bangkok Chain Laboratory and Pathology Clinic

Address: 141 Moo 12, Bang Rak Pattana Subdistrict, Bang Bua Thong, Nonthaburi 11120

Phone: 02-080-9445

Bangkok Chain International (Lao) Co., Ltd.

Kasemrad International Vientiane Hospital

Address: 999 450th Anniversary Road, Ban Don Nok Koom, Xaysetha District, Vientiane Capital, Lao PDR

Phone: +85621 833333

Kasemrad Aree Radiation Oncology Center Co., Ltd.

Kasemrad Aree Specialized Radiation Oncology Clinic

Head Office

Address: 223/2 Moo 4, Pak Kret Subdistrict, Pak Kret District, Nonthaburi Province 11120

Phone: 02-836-9983

Health Chain Innotech Co., Ltd.

Head Office

Address: 44 Moo 4, Pak Kret Subdistrict, Pak Kret District, Nonthaburi Province 11120

Phone: 02-836-9912

Bangkok Chain Dental Co., Ltd.

Head Office

Address: 44 Moo 4, Pak Kret Subdistrict, Pak Kret District, Nonthaburi Province 11120

Phone: 02-836-9985