









## **Personal Data Protection Policy for Service Recipients**

Bangkok Chain Hospital Public Company Limited ("BCH") and its affiliated companies as listed in Attachment 1, as well as any other companies that may be added in the future (which will be notified accordingly) ("Affiliates"), are healthcare service providers within the following hospital groups: (a) World Medical Hospital Group, (b) Kasemrad International Hospital Group, (c) Kasemrad Hospital Group, and (d) Karunvej Hospital Group, including providers of multi-specialty clinics and other businesses (hereinafter collectively referred to as the "Group").

Considering your privacy and committed to maintaining high standards in operation and protection of your personal data, the Group has established this Personal Data Protection Policy for Service Recipients ("Personal Data Protection Policy") to ensure that the collection, use, or disclosure of personal data complies with the Personal Data Protection Act B.E. 2562 (2019) ("PDPA").

This Personal Data Protection Policy applies to the protection of your personal data in the capacity as:

- (1) Patient, service recipient, participant in activities, or contact person of the Group, including the general public ("Service Recipient")
- (2) Relatives, family members, or close persons of the Service Recipient, including witnesses in various documents ("Relatives")

#### 1. Types of Personal Data

"Personal Data" means any data relating to an identified or identifiable individual, whether directly or indirectly, excluding data of deceased persons specifically or other types of personal data as prescribed by the PDPA.

1.1 If you are a Service Recipient, the personal data that the Group may collect from you includes:

No.	Type of Personal Data	Datails
1.	"Identification Data"	(a) Full name
		(b) Date of birth
		(c) Age
		(d) Gender
		(e) Nationality
		(f) Photograph
		(g) Marital status
		(h) Place of birth











		(i) National ID number
		(j) Passport number
		(k) Driver's license number
		(1) Patient ID number
		(m) Workplace and position
		(n) Details of accidents
		(o) Voice recordings
		(p) Call time duration
		(q) Employee ID number
		(r) Airline ticket
		(s) CCTV video recordings
		(t) Video recordings
		(u) Vehicle registration number
		(v) Signature
2.	"Sensitive Personal Data"	(a) Religion
		(b) Ethnicity
		(c) Sexual behavior
		(d) Health information, such as medical treatment data, mental
		health data, chronic diseases, treatment history, illness history,
		pregnancy and menstrual history, substance abuse history, smoking,
		alcohol consumption, dietary habits, weight, height, body mass
		index, blood type, family medical history, medication use and
		allergies, adverse drug reactions, symptoms prior to current
		treatment, diagnosis, physical examination results, laboratory test
		results, pathology biopsy reports, physician orders, reports related to
		physical and mental health, radiology results, symptom tracking,
		disease progression, individual treatment plans, discharge plans,
		medical procedures, medication or medical supply usage, treatment
		outcomes, or any other information affecting the data subject as
		prescribed by the Personal Data Protection Committee of Thailand,
		etc.
		(e) Disability
		(f) History of illegal activities, e.g., accidents due to alcohol or











		substance abuse	
		(g) Genetic information	
		(h) Biometric information	
3.	"Contact Information"	(a) Address	
		(b) Email	
		(c) Phone number	
		(d) Line ID	
		(e) Workplace contact information	
4.	"Service/Visit Information"	(a) Date of admission and discharge	
		(b) Appointment information	
		(c) Treatment department	
		(d) Room number	
		(e) Satisfaction surveys and complaints	
5.	"Payment Information"	(a) Medical fees	
		(b) Details of treatment rights and insurance policies	
		(c) Credit/debit card information	
		(d) Bank account details	
		(e) Salary and compensation	
		(f) Tax information, deductions, or expenses	
		(g) Social security information, compensation fund, provident fund	
		(h) Professional insurance information	
6.	"Information Data"	Computer Traffic Data (Log files) including IP address and MAC	
		address, browser type, cookies data, time zone settings, operating	
		system, platform, and device technology used to access the website	
		and the Online Appointment System.	
7.	"Membership Information"	Examples include membership number, membership type, and the	
		start and end dates of membership.	

1.2 If you are a relative of the service recipient, the personal data that the Group may collect from you includes:

No.	Type of Personal Data	Details
1.	"Identification Data"	(a) Full name
		(b) National ID number
		(c) Passport number
		(d) Nationality
		(e) Date of birth











		(f) Gender	
		(g) Marital status	
		(h) Relationship to the service recipient	
		(i) Photograph	
		(j) Video footage from CCTV	
		(k) Vehicle registration number	
2.	"Sensitive Personal Data"	(a) Chronic diseases and medical history	
		(b) Religion	
		(c) Ethnicity	
3.	"Contact Information"	(a) Address	
		(b) Email	
		(c) Phone number	

If you wish to receive services, enter into a contract, or establish any legal relationship with the Group of Companies, the Group must collect your personal data. If you do not provide your personal data to the Group, the Group may not be able to enter into a contract with you, process any requests you make, or perform duties under the contract, agreement, or legal relationship, including complying with any legal obligations that the Group is required to follow.

If you provide personal data of another person to the Group, you confirm that the said person has reviewed this Personal Data Protection Policy and has given consent to the processing of their personal data according to this policy (in cases where there is no legal basis for processing). You must provide a consent letter from that person to the Group upon request.

#### 2. Data collected before the Personal Data Protection Act takes effect

For personal data collected before June 1, 2022, the Group will handle such data in compliance with the Personal Data Protection Act. If you do not wish the Group to continue collecting and using such personal data, you may withdraw your consent at any time by contacting the Group or the Data Protection Officer as detailed in section 9.

## 3. Collection of personal data

The Group may collect your personal data directly from you or from other sources as follows:

- 3.1 Group affiliated companies
- 3.2 Other medical facilities, partner hospitals, medical personnel
- 3.3 Relatives or service recipients











- 3.4 External service providers
- 3.5 Employers of service recipients
- 3.6 Insurance companies, agents, or insurance business agencies
- 3.7 Embassies
- 3.8 Agencies
- 3.9 Hotel operators
- 3.10 Government agencies

## 4. Retention period of personal data

The Group will retain your personal data only as long as necessary to achieve the purposes stated in this Personal Data Protection Policy, but not exceeding 10 years from the last time the service was used. However, the Group may retain your personal data for a longer period if:

- (a) permitted by the Personal Data Protection Act and/or other applicable laws;
- (b) you and the Group still have a legal relationship;
- (c) the Group has a legal duty to retain the data;
- (d) you have given consent to the Group; and/or
- (e) it is necessary under the law to achieve the processing purposes according to this policy.

## 5. Purpose of processing personal data

Your personal data will be collected, used, and disclosed for the purposes specified below, or as you have consented, or as required by the Personal Data Protection Act and/or other related laws.

No.	Objectives	Per	rsonal Data	Legal basis under	Legal basis under
				Section 24	Section 26
5.1	Service Recipient				
5.1.1	Collection and Use by the C	Group	o of Companies		
5.1.1.1	For the purpose of	(1)	Identification Data	(a) Contract	Law
	providing medical	(2)	Contact	(b) Law	
	diagnostic services, and		Information	(c) Legitimate	
	the preparation and	(3)	Service Utilization	interests	
	storage of evidence		Data		
	related to the service	(4)	Payment		
	recipients and other		Information		
	documents related to				
	medical treatment in				











	accordance with				
	applicable laws:				
	(a) To verify the identity of				
	the service recipients,				
	prepare medical histories,				
	medical records, and/or				
	documents related to				
	medical treatment, as well				
	as accounting documents,				
	in compliance with the law.				
	(b) For assessment,				
	screening, diagnosis,				
	medical treatment, and				
	patient care, including				
	treatment planning,				
	referral, and discharge				
	planning.				
	(c) To contact for				
	appointment scheduling,				
	inform test results, or				
	follow up on the patient's				
	condition.				
5.1.1.2	For the prevention or	(1)	Identification Data	(a) Law	(a) Law
	mitigation of danger to	(2)	Contact	(b) Prevention and	(b) Public interest
	life, body, and health,		Information	mitigation of harm	in public health
	including compliance	(3)	Service Utilization	to life, body, and	
	with laws related to		Data	health	
	emergency patients,	(4)	Payment		
	which includes but is not		Information		
	limited to:	(5)	Sensitive Personal		
			Data		
	(a) Providing assistance				
	and care to patients and/or				
	in cases of emergency				











	patient referrals according to the law.				
	to the law.				
	(b) Coordinating with the				
	Emergency Patient Rights				
	Protection Coordination				
	Center and the National				
	Institute for Emergency				
	Medicine to seek				
	consultation for screening				
	and diagnosing critical				
	emergency patients				
	according to the law.				
	(c) Monitoring,				
	maintaining security,				
	preventing accidents and				
	crimes, as well as				
	investigating illegal acts or				
	acts that cause harm.				
5.1.1.3	For the establishment	(1)	Identification Data	Legitimate Interests	Establishment of
	and exercise of legal	(2)	Contact Data		Legal Claims
	claims, including but not	(3)	Service Reception		
	limited to exercising legal		Data		
	rights, litigation, defense in	(4)	Payment Data		
	legal proceedings, and	(5)	Sensitive Personal		
	enforcement of judgments		Data		
5.1.1.4	For providing services	(1)	Identification Data	(a) Contract	Law
3.1.1.4	related to payment of	(2)		(b) Law	Law
	medical expenses, as well	. ,	Service Reception	(c) Legitimate	
	as the purchase of goods		Data	interest	
	and/or services both	(4)	Payment Data	interest	
		(5)	Sensitive Personal		
	online and offline,		Data		
	including any related				
	procedures concerning				
	medical fees and other				











	expenses.				
5.1.1.5	For the purposes of	(1)	Identification Data	Legitimate interests	Consent
	contacting individuals to	(2)	Contact		
	gather feedback and		Information		
	assess satisfaction	(3)	Sensitive Personal		
	regarding services		Data		
	received or products				
	used, as well as for				
	analyzing data to support				
	the development and				
	enhancement of products				
	and services. This also				
	includes marketing				
	planning and the				
	execution of marketing				
	activities related thereto.				
5.1.1.6	For the purpose of	(1)	Identification Data	Consent	Consent
	linking electronic medical		/ Contact		
	record databases between		Information		
	healthcare facilities and	(2)	Service Reception		
	providing medical		Data		
	services through mobile	(3)	Payment		
	applications and		Information		
	websites:	(4)	Sensitive Personal		
			Data		
	The personal data of				
	service recipients will be				
	entered into a computer				
	system in the form of a				
	mobile application and				
	website to facilitate				
	consultations (remote				
	medical services via online				
	channels) and to manage				
	information through the				
	application and website.				











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	Additionally, to maximize				
	benefits, the system will				
	link the electronic medical				
	record databases among				
	healthcare facilities within				
	the group of companies,				
	allowing service recipients				
	to access their personal				
	data held by any healthcare				
	facility in the group				
	through various electronic				
	devices. The group of				
	companies has established				
	agreements to protect the				
	personal data of service				
	recipients.				
5.1.1.7	For the purpose of	(1)	Personally	Consent	Consent
	conducting marketing		Identifiable		
	and related public		Information		
	relations activities,	(2)	Contact		
	including but not limited		Information		
	to:	(3)	Payment		
			Information		
	(a) To contact and offer	(4)	Sensitive Personal		
	products or services, or to		Data		
	provide information about	(5)	Membership		
	the company group's		Information		
	marketing campaigns.				
	(a) T 11:				
	(b) To publicize products				
	and/or services, medical-				
	related news, including				
	promotions and events that				
	may be of interest to the				
	service recipients.				
	(c) To interview for				
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	feedback regarding your			
	service experience and to			
	use the content in the			
	creation of promotional			
	materials and publications			
	through various media			
	channels.			
	(d) To record audio,			
	images, and/or video and			
	disclose them to the public,			
	to be used in the			
	production of promotional			
	materials and for public			
	dissemination through			
	printed media (e.g.			
	journals, posters, flyers,			
	brochures, banners) and			
	digital media (e.g. Website,			
	Facebook, Line, and			
	Instagram).			
5.2.1 Disc	closure of Personal Data by the C	Group of Companies to Th	ird Parties	
5.2.1.1	Disclosure of personal data	(1) Identifiable	Contract	(a) Law
	to healthcare professionals,	Information		(b) Prevention or
	other personnel within the	(2) Contact		Suppression of
	Group of Companies, and	Information		Danger to Life,
	external medical service	(3) Service Usage		Body, or Health
	providers located within	Information		
	Thailand, for the purposes of	(4) Payment		
	medical examination and	Information		
	diagnosis, screening of	(5) Sensitive Personal		
	critical emergency patients,	Data		
	and medical treatment of the			
	service recipients.			
5.2.1.2	Disclosure of Personal Data	(1) Identifiable	Contract	Consent
	to Professionals and Other	Information		











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	Personnel of the Company	(2) Contact		
	Group, as well as to	Information		
	External Medical Service	(3) Service Usage		
	<b>Providers Located in Other</b>	Information		
	Countries (e.g., the Lao	(4) Payment		
	People's Democratic	Information		
	Republic), for the Purpose	(5) Sensitive Personal		
	of Medical Examination	Data		
	and Diagnosis.			
5.2.1.3	Disclosure of Personal Data	(1) Identifiable	(a) Law	Law
	to Regulatory Authorities	Information	(b) Legitimate	
	or Entities with Legal	(2) Contact	interest	
	Authority, such as the	Information		
	Ministry of Public Health,	(3) Service Usage		
	the Subcommittee for	Information		
	Certification of Dialysis	(4) Payment		
	Treatment Standards, the	Information		
	Department of Health	(5) Sensitive Personal		
	Service Support (HSS), the	Data		
	Social Security Office, the			
	National Health Security			
	Office (NHSO), other			
	healthcare facilities, the			
	Court, the Police, the			
	Revenue Department, etc.,			
	for the purpose of			
	complying with laws			
	related to public health and			
	medical treatment, as well			
	as for exercising various			
	legal rights.			
5.2.1.4	Disclosure of Personal Data	(1) Identifiable	Legitimate	Consent
	to Insurance Companies,	Information	interest	
	Banks and Financial	(2) Contact		
	Institutions, and/or Other	Information		
	Relevant Organizations	(3) Service Usage		
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	(e.g., embassies in the case of	Information		
	foreign nationals) for the	(4) Payment		
	purpose of identity	Information		
	verification, billing, and	(5) Sensitive Personal		
	management of medical	Data		
	expenses.			
5.2.1.5	Disclosure of personal data	(1) Identifiable	Law	Law
	to relevant government	Information		
	agencies or organizations	(2) Contact		
	(e.g., Social Security Office)	Information		
	for the purpose of	(3) Service Usage		
	processing medical expense	Information		
	reimbursements from	(4) Payment		
	government agencies in	Information		
	cases where the service	(5) Sensitive Personal		
	recipient is a beneficiary	Data		
	under the law.			
5.2.1.6	Disclosure of personal data	(1) Identifiable	Legitimate	Consent
	to agencies responsible for	Information	interest	
	auditing and certifying	(2) Contact		
	medical treatment	Information		
	standards and medical	(3) Service Usage		
	service providers, such as:	Information		
		(4) Payment		
	- The Bureau of Hospitals	Information		
	and Medical Professions,	(5) Information Data		
	Department of Health	(6) Sensitive Personal		
	Service Support -	Data		
	Joint Commission			
	International (JCI)			
	- The Institute of Hospital			
	Quality Improvement and			
		ı	i e	i
	Accreditation (Public			
	Accreditation (Public Organization)			











	Certification of Dialysis			
	Treatment Standards			
	(TrorTor)			
	- The Cardiac			
	Electrophysiology Society of			
	Thailand			
	- The Heart Association of			
	Thailand			
	- The Department of Medical			
	Sciences			
	- The Council of Medical			
	Technicians			
	- The Office of Atoms for			
	Peace			
	for the purpose of obtaining			
	certification documents, as			
	well as developing and			
	complying with appropriate			
	standards for medical care			
	and treatment for service			
	recipients.			
5.2.1.7	Disclosure of personal data	(1) Identification data	Legitimate	Consent
	to insurance companies or	(2) Contact data	interest	0 5-20-20
	personal data processors of	(3) Payment data		
	the group of companies,	(4) Sensitive personal		
	such as companies	data		
	providing public relations			
	or marketing services, for			
	the purposes of marketing			
	and organizing			
	promotional activities or			
	giveaways for service			
	recipients.			
5.2.1.8	Disclosure of personal data	(1) Identification data	(1) Contract	Law
2.2.1.0	to various partner	(2) Contact data	(2) Legitimate	
	companies and affiliated	(3) Payment data	interests	
<u> </u>	companies and arimated	(- ) - aj data		











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	companies within the group	(4) Sensitive personal	(3) Law	
	for providing medical	data		
	services to you, including			
	coordination of related			
	payment processes such as			
	accommodation hotels,			
	partner medical facilities			
	(e.g., beauty centers, anti-			
	aging centers, dental			
	centers, dialysis centers,			
	etc.), affiliated clinics and			
	medical facilities.			
5.2.1.9	Disclosure of personal data	(1) Identification data	Legitimate	Establishment of
	to data processors who are	(2) Contact	interest	Legal Claims
	advisors of the group of	information		
	companies, such as legal	(3) Service usage data		
	consultants, accountants,	(4) Payment		
	auditors, tax advisors, and	information		
	internal auditors, for the	(5) Information data		
	purposes of compliance with	(e.g., informational		
	the law and seeking	records)		
	consultation for the group of	(6) Sensitive personal		
	companies' business	data		
	operations.			
5.2.1.10	Disclosure of service	(1) Identification	Law	Law
	recipient's information to	information		
	various partner companies	(2) Contact		
	within the group for the	information		
	purpose of communication			
	and presenting promotional			
	products and services.			
5.2 Relat	ive of the service recipient			
5.2.1	For the purpose of complying	(1) Identifiable	Law	Law
	with laws related to medical	information		
	treatment and issuing legally	(2) Contact		
	required certificates, which	information		
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	includes but is not limited to:	(3) Sensitive personal		
	(a) When it is necessary to	information		
	use health information of			
	family members of the			
	service recipient for			
	screening or diagnosing the			
	service recipient's illness.			
	(b) To assist in issuing birth			
	and death certificates			
	according to the law.			
	(c) To support the claim for			
	medical expense			
	reimbursement for the			
	service recipient who is			
	entitled to benefits under the			
	law.			
5.2.2	For the purpose of	(1) Identification	Legitimate interest	Establishment of
5.2.2	For the purpose of contacting in emergencies	(1) Identification Information	Legitimate interest	Establishment of Legal Claims
5.2.2			Legitimate interest	
5.2.2	contacting in emergencies	Information	Legitimate interest	
5.2.2	contacting in emergencies related to the medical	Information (2) Contact	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service	Information (2) Contact Information	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related rights:	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related rights:	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related rights:  (a) To verify the identity and	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related rights:  (a) To verify the identity and relationship with the service	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related rights:  (a) To verify the identity and relationship with the service recipient, in case the relative	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related rights:  (a) To verify the identity and relationship with the service recipient, in case the relative acts on behalf of the service recipient	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related rights:  (a) To verify the identity and relationship with the service recipient, in case the relative acts on behalf of the service recipient  (b) To contact in case of	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related rights:  (a) To verify the identity and relationship with the service recipient, in case the relative acts on behalf of the service recipient	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related rights:  (a) To verify the identity and relationship with the service recipient, in case the relative acts on behalf of the service recipient  (b) To contact in case of	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	
5.2.2	contacting in emergencies related to the medical treatment of the service recipient and related rights:  (a) To verify the identity and relationship with the service recipient, in case the relative acts on behalf of the service recipient  (b) To contact in case of emergency	Information (2) Contact Information (3)Sensitive Personal	Legitimate interest	











#### 6. Disclosure of Personal Data to External Parties

The Group of Companies may disclose your personal data to external parties and/or government agencies as follows:

# 6.1 Other medical facilities, affiliated service providers, medical personnel, and external medical service providers

(e.g., laboratory service providers, pharmaceutical and medical supplies providers, medical equipment providers, prosthetics providers, X-Ray service providers, occupational health service providers).

#### 6.2 External service providers

(e.g., IT service providers, marketing service providers, billing service providers).

#### 6.3 Professional service providers

(e.g., legal advisors, accountants or tax consultants, auditors, internal auditors).

#### 6.4 Accreditation organizations

(e.g., Joint Commission International (JCI), Public Organization for Hospital Accreditation, Thai Society of Cardiovascular Pathologists, Thai Heart Association, Medical Technology Council).

## 6.5 Government agencies

(e.g., Ministry of Public Health, Social Security Office, National Health Security Office, Emergency Medical Institute, Provincial Public Health Office, Health Information Office, Medical Practice Control Office, Department of Health Service Support, Department of Medical Sciences, Office of Atomic Energy for Peace, Department of Disease Control, Thai Heart Association, Subcommittee for Dialysis Standards, Department of Health Service Support, Embassies, Ministry of Foreign Affairs, Immigration Office, officials under the Computer Crime Act B.E. 2550, District Offices, Revenue Department, courts, police officers, and victims).

#### 6.6 Banks and payment service providers

(e.g., credit/debit card companies, insurance companies or agents).

#### 6.7 Affiliate companies within the Group

#### 6.8 Others

(e.g., relatives of the service recipient, employers, hotel operators, other company agents (agency), embassies, other persons related to the service recipient, victims).

#### 7. Your Rights

You have the rights as specified in the Personal Data Protection Act (PDPA) as follows:











#### 7.1 Right to Access and Obtain Copies:

You have the right to access or request a copy of your personal data that the Group has collected, used, or disclosed. You can also request disclosure of personal data obtained without your consent.

#### 7.2 Right to Receive and Transfer Personal Data:

You have the right to request your personal data in a format that is readable or usable by common tools or automated devices, and that can be used or disclosed automatically. You may also request the Group to send or transfer your personal data to a third party or to receive personal data that the Group has transferred to a third party, unless technically not feasible. This applies to personal data collected, used, or disclosed under your consent, contract basis, or other legal criteria.

#### 7.3 Right to Object:

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

#### 7.4 Right to Request Deletion:

You have the right to request the Group to delete or destroy your personal data or make it anonymous so that you cannot be identified.

## 7.5 Right to Request Suspension of Use:

You have the right to request the Group to suspend the use of your personal data while your request to correct or object to the collection, use, or disclosure is being reviewed. You may also request suspension instead of deletion if the data is no longer necessary but needs to be retained for legal claims, compliance, or defense.

#### 7.6 Right to Correction:

You have the right to request correction of your personal data to be accurate, current, and not misleading.

#### 7.7 Right to File Complaints:

You have the right to file complaints with the Personal Data Protection Committee of Thailand if the Group, its employees, or contractors violate or fail to comply with the PDPA.

## 7.8 Right to Withdraw Consent:

You have the right to withdraw any consent you have given to the Group at any time, either partially for some purposes or entirely, according to the procedures and methods specified by the Group. However, withdrawing your consent will not affect the lawful collection, use, or disclosure of your personal data that occurred prior to your withdrawal.











You may exercise these rights by contacting the Group or the data protection officer as detailed in section 9. Please note that withdrawing your consent may affect the Group's ability to fulfill certain requests or may reduce the convenience of the services provided to you. Nevertheless, withdrawing consent will not affect the personal data processing lawfully done before the withdrawal.

For the benefit and protection of your personal data, the Group may refuse your requests in the following cases:

- (a) The requester cannot provide evidence confirming they are the data subject or authorized to make the request, or the Group does not receive sufficient information to proceed, to strictly protect the personal data of the data subject.
- (b) The request is unreasonable, for example, the requester has no legal right or the personal data requested does not exist with the Group.
- (c) The request is excessive, such as repeated or identical requests without reasonable cause.
- (d) The Group has the right to refuse your request under the Personal Data Protection Act and/or other relevant laws.

#### 8. Privacy Policy

The Group has published a Privacy Policy which outlines general information regarding the collection, use, or disclosure of all types of personal data of data subjects, as well as other details such as cross-border data transfers, cookies, and personal data security measures. The provisions in the Privacy Policy shall apply in addition to the Personal Data Protection Policy and shall not cancel, replace, or modify any terms in the Personal Data Protection Policy.

In the event of any conflicting or inconsistent provisions, the terms of the Personal Data Protection Policy shall prevail, as the Group has provided it for your consideration and consent specifically.

Please review the Privacy Policy at <a href="www.bangkokchainhospital.com">www.bangkokchainhospital.com</a>

#### 9. 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 Aranya prathet 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