

**Notice No. 4/2025****Privacy Notice for Customer & Customer Service**

**NS-Siam United Steel Company Limited** (hereinafter referred to as "Company", "we", "our" or "us") takes our responsibilities regarding personal data protection of customer or service recipient of the Company seriously, and we commit to respect your privacy rights and concerns in accordance with Personal Data Protection Act B.E. 2562, including the Royal Decree, Rules, Announcements, Regulations, Regulations, Practices, Measures, Guidelines, Orders issued under the Personal Data Protection Act B.E. 2562 (2019) ("Personal Data Protection Laws"). We have prepared this privacy notice for employees and related persons (the "Notice") to determine our policies and procedures in relation to collection, use, and disclosure of your personal data (hereinafter referred to as "process" or "processing"), as well as outlining your rights under applicable Personal Data Protection Laws and the channels to contact us as follows:

**1. Sources of Personal Data Collection**

We collect and use various types of personal data. The types of personal data that we collect depend on different situations and events. We collect your personal data from various sources, including, without limitation to:

1.1 We may directly collect your personal data from you from the following sources:

- 1.1.1 From the execution of the business contracts and accompanying documents;
- 1.1.2 From the coordination between you and other employees or other persons related to us;
- 1.1.3 From the use of our systems, data centers, servers, software, applications, platforms, or any or networks to coordinate business contacts;
- 1.1.4 From your participation in our activities or other privileges and benefits that we provide to you;
- 1.1.5 From your communication with us through our contact channels, such as telephone, email, our website, LINE, Facebook or other related channels.

1.2 We may indirectly collect your personal data from other following sources:

- 1.2.1 From the Company's affiliates;
- 1.2.2 From reference persons who recommended that your contact
- 1.2.3 From the public channels where you disclose your personal information
- 1.2.4 From government agencies

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**NS-Siam United Steel Co.,Ltd.**

สำนักงานใหญ่/โรงงาน : 12 ซอย จี 2 ถนนปิ่นเกล้าสงครามจักรวรรดิ ตำบลบางตลาด อำเภอเมือง จังหวัดระยอง 21150 โทรศัพท์ 0 3868 5144 / 0 3868 5155  
Head Office/Factory : 12 Soi G2, Pakorn Songkrohraj Road, Maptaphut, Muang, Rayong 21150 Thailand Tel : +66 3868 5144 / +66 3868 5155  
สำนักงานขาย : 695/1 หมู่ที่ 12 ตำบลบางแก้ว อำเภอบางพลี จังหวัดสมุทรปราการ 10540 โทรศัพท์ 0 2700 4400-4  
Sales Office : 695/1, Moo 12, Bang Kaeo, Bang Phli, Samut Prakan 10540 Thailand Tel: +66 2700 4400-4



## 2. Personal Data that We Collect

We collect your personal data which can be classified by the following types of personal data:

### 2.1 General Data

- (1) Identifying Information such as prefixes, first name, last name, signature;
- (2) Employment Information such as job position;
- (3) Contact Information such as telephone number, email, address;
- (4) Copies of documents that can be used to identify oneself, such as national identity cards, passports, household registrations, and other documents issued by government agencies;
- (5) Photographs, videos, audio recordings.

### 2.2 Sensitive Data

We may collect and process your sensitive data for the purposes stated in this Privacy Notice, such as using the information on your national ID card, which contains religion, to verify your identity or conduct tax procedures, etc.

Where necessary, we will process your sensitive data only with your express consent or for other purposes as required by law. We will use our best efforts to provide adequate security measures to protect your rights and freedoms. In the event that we collect and process personal data based on your consent, you have the right to withdraw your consent given to us at any time. Such withdrawal of consent will not affect the collection, use, disclosure or processing of personal data that you have already consented to. In addition, if you withdraw your consent given to us or refuse to provide certain information, we may not be able to achieve some or all of the purposes specified in this Notice.

In addition, we will seek your explicit consent in the following cases:

(1) In the case of analysis, research, statistics, including development or improvement of our or our affiliates' services or products. Where we cannot rely on legal basis, we will request your explicit consent.

(2) In the case of marketing, delivery of product and service offers, news, useful advice, marketing strategy development, offering privileges to participate in activities by us, business partners or other legal entities that have a legal relationship with us in selling products or providing services and/or contacting you to offer products, services and benefits that are suitable for you specifically.

If you have provided personal data of related persons for the purposes specified in this Notice, you are responsible for informing those related persons of the rights of the data subject according to the content of this Notice. You are responsible for obtaining necessary consent from those related persons and ensuring that you have the right to provide their personal data to us.

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### 3. Purposes and Lawful Basis of Processing

We may process your personal data for the following purposes:

Lawful Basis	Purpose of Processing
Contract Interest	<ul style="list-style-type: none"> <li>○ To fulfill contractual obligations under any agreement you have with us or to take necessary steps to initiate or enter into such an agreement.</li> <li>○ To process and complete your requests or transactions.</li> <li>○ To communicate with and provide services to you.</li> <li>○ To use for making payments</li> <li>○ To send requisition orders and documents, along with delivery procedures, to the warehouse.</li> <li>○ To issue credit and debit notes for you.</li> <li>○ To approve and release purchase orders that exceed credit limits or overdue payments.</li> <li>○ To notify outstanding balances and confirm overdue amounts between you and us.</li> <li>○ To manage relationships with customers and potential customers.</li> <li>○ To handle and process your complaints</li> <li>○ To notify about products that does not comply with requirements</li> <li>○ To report outstanding balances</li> <li>○ To receive payments from you and summarize payment reports made via check or bank deposit.</li> <li>○ To follow up with debtors for payment when due and notify outstanding balances and overdue amounts</li> <li>○ To prepare invoices and pair them with billing documents for invoicing/receiving customer checks, including collecting and depositing checks issued by you into the bank</li> </ul>
Legal Obligation	<ul style="list-style-type: none"> <li>○ To fulfill our legal duties assigned to us and/or cooperate with courts, regulatory authorities, government agencies, and law enforcement agencies.</li> </ul>
Legitimate Interests	<ul style="list-style-type: none"> <li>○ To manage, develop, and carry out any necessary actions to operate our business, including the management and development of products and/or services (including websites and applications).</li> </ul>

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Lawful Basis	Purpose of Processing
	<ul style="list-style-type: none"> <li>○ To prevent and investigate violations or suspected violations of contractual terms between you and us, fraud, illegal activities, misconduct, or omissions, whether related to the sale of our products or services or any other activities arising from your relationship with us.</li> <li>○ To maintain security within our premises or event locations.</li> <li>○ To record images within our buildings, event locations, or branches using CCTV cameras, if applicable.</li> <li>○ To store, host, and back up your personal data (whether for disaster recovery or other reasons), whether within or outside our jurisdiction.</li> </ul>
Consent	<ul style="list-style-type: none"> <li>○ To request your feedback for analysis, research, statistical purposes, and the development or improvement of our services or products, as well as those of our business partners.</li> <li>○ To carry out marketing activities, including delivering product and service offers, news, useful recommendations, developing marketing strategies, and offering special privileges for participating in activities organized by us, our business partners, or other entities with legal relationships with us in selling products or providing services. Additionally, to contact you with tailored product, service, and benefit offers.</li> </ul>
Vital Interest	<ul style="list-style-type: none"> <li>○ To prevent and mitigate dangers to your life, body, or health, or that of others, such as emergency contact situations and the control and prevention of communicable diseases.</li> </ul>

If you are unable to provide the personal data we request, we may not be able to deliver our services to you (such as processing your request for our services).

#### 4. Disclosure to Third Parties

We may disclose or transfer your personal data to external parties for them to process your personal data as follows:

##### 4.1 Disclosure of Personal Data to Individuals or Entities Within the Country

To achieve the purposes specified in this notice, we may disclose your personal data to our affiliates, financial institutions, auditors, business partners or alliances, information system developers, government agencies, and other necessary parties to enable us to carry out any actions related to the collection and processing of personal data as specified in this Notice.

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## 4.2 Transfer of Personal Data Outside of Thailand

4.2.1 We may transfer your personal data to our affiliates or other entities in foreign countries if necessary to fulfill a contract to which you are a party, to perform a contract between us and another person or entity for your benefit, to process your request before entering into a contract, to prevent or mitigate harm to your life, body, or health or that of others, to comply with the law, or as necessary to carry out a significant public interest mission.

4.2.2 We may store your information on computer servers or clouds provided by other parties and may use programs or applications of other parties in the form of ready-made software and ready-made platform services to process your personal data, but we will not allow unrelated persons to access your personal information and will require those other parties to have appropriate security measures.

4.2.3 In the event that your personal data is transferred outside of Thailand, we will comply with the Personal Data Protection Laws and take appropriate measures to ensure that your personal data is protected and that you can exercise your rights related to your personal data in accordance with the Personal Data Protection Laws. We will also require those who receive the data to take appropriate measures to protect your data and process such personal data only as necessary and take steps to prevent others from using or disclosing your personal data without authorization.

## 5. Retention of Personal Data

5.1 We will retain your personal data for the period necessary to comply with data protection laws and/or other applicable laws. We will securely delete or anonymize your personal data as soon as there is reasonable justification to believe that:

5.1.1 The purpose for which the personal data was collected is no longer aligned with its retention.

5.1.2 The personal data is no longer required for legal or business purposes.

5.1.3 There is no longer a legitimate basis for retaining the personal data.

5.2 If your business relationship with us is revoked or terminated, we may continue to retain, use, and/or disclose your personal data in accordance with data protection laws and/or other applicable laws. However, we may securely destroy your personal data without prior notice.

## 6. Data Subject Rights

You have rights over your personal data in accordance with the Personal Data Protection Laws. We will respect your rights and will promptly take action in accordance with laws, rules or regulations related to the processing of your personal data under certain circumstances. You have the following rights regarding your personal data:

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### 6.1 Right to Access

You have the right to request access to and receive a copy of your personal data that we hold, or request that we disclose the source of such personal data that you have not given consent to.

### 6.2 Right to Portability

You have the right to request your personal data that you have provided to us based on your consent, contractual necessity, or request, or as specified by the Personal Data Protection Committee. If we have made such personal data available in a commonly readable and usable format through automated tools or devices, and it can be used or disclosed through automated means, you also have the right to: (1) request that we send or transfer personal data in such format to another data controller when it can be done by automatic means and (2) request to receive your personal data in the same format that we have sent or transferred directly to another data controller, except where technical conditions are not possible.

### 6.3 Right to Object

You have the right to object to our collection, use, or disclosure of your personal data in the following cases:

(1) When we collect your personal data for the necessity of performing a public interest task, exercising governmental rights, or for our or a third party's legitimate interests;

(2) We collect, use or disclose your personal data for direct marketing purposes; or

(3) We collect, use, or disclose your personal data for scientific, historical, or statistical research, except when necessary to perform a mission for our public interest.

### 6.4 Right to Erase or Destroy

You have the right to request us to erase, destroy or anonymize your personal data in the event that (1) your personal data is no longer necessary for us to keep for the purposes; (2) you withdraw your consent and we have no legal authority to continue to collect, use or disclose such personal data; (3) you object to our collection, use or disclosure of your personal data collected by it due to the necessity to perform its mission for the public interest or the exercise of government rights or for the legitimate interests of us or other persons or juristic persons, and we cannot reject such objection; (4) you object to the collection, use or disclosure of your personal data for direct marketing purposes; or (5) your personal data has been unlawfully collected, used or disclosed, unless we are required to keep your personal data for compliance with the law, the establishment of legal claims, or the exercise or defense of our claims.

### 6.5 Right to Restrict

You have the right to request a restriction on the use of your personal data if: (1) we are in the process of verifying your request to correct your personal data; (2) Your personal data has been collected, used, or disclosed unlawfully; (3) we no longer need to collect, use, or disclose your personal data for any purpose, but you wish us to retain it for your legal benefit; or (4) you wish for us to temporarily restrict the use of your personal data while your objection is being reviewed or investigated

### 6.6 Right to Rectify

You have the right to request that we correct, update, and complete your personal data to ensure accuracy and prevent misunderstandings.

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## 6.7 Right to Withdraw Consent

If you have given your consent to the collection, use or disclosure of your personal data, whether before or after the effective date of the Personal Data Protection Laws, you have the right to withdraw your consent given to us at any time while your personal data is stored by us, unless restricted by law or you are still under an effective contract. However, your withdrawal of consent will not affect the collection, use or disclosure of personal data that you have previously given your consent to us in accordance with the law. In addition, your withdrawal of consent may prevent us from performing the contract or your request. We may therefore have to terminate the existing relationship and/or contract that you have with us.

## 6.8 Right to Lodge a Complaint

You have the right to lodge a complaint with the relevant agency or legal authority in the event that we or the data processor, including our employees or contractors or the data processor, violates or fails to comply with the Personal Data Protection Laws.

If you wish to exercise any of the rights mentioned in Sections 6.1 to 6.7, you may submit a request to us as specified in our procedures. Upon receiving your request, we will review it based on the legal requirements and conditions and will complete your request and notify you of the outcome within 30 days from the date we receive your complete request and supporting documents.

Exercising these rights may temporarily prevent you from accessing some of our services while we process your request.

We will not charge you a fee for the exercise of such rights, except if we deem that your request to exercise your rights is an excessive exercise of rights or without any other reasonable cause, we may charge a fee for the exercise of your request at the rate announced by us. You may request to exercise your rights of the data subject from the date the Personal Data Protection Act comes into force onwards.

In the event that you request us to delete, destroy, restrict the processing of personal data, temporarily suspend use, convert personal data into a form that cannot identify the data subject, or withdraw consent, this may prevent us in the performance of duties under the employment contract or related laws. In exercising the rights mentioned above, we reserve the right to charge the costs related to and necessary for processing personal data as requested by the data subject

## 7. Security Measures

7.1 We will store your personal data in a controlled and secure environment, protecting it from unauthorized access, use, or disclosure. We maintain administrative, technical, and physical safeguards to prevent unauthorized or unlawful access, use, alteration, or disclosure of personal data under our control.

7.2 We will implement various security measures to ensure the safety of your personal data in our possession or control. Your personal data will be stored in a secure server which is controlled by authorized personnel with confidentiality. Your personal data and sensitive personal data will be encrypted in our server which only authorized personnel with the password can access.

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*Signature*



# NIPPON STEEL

## 8. Use of Personal Data for the Original Purpose

We have the right to continue collecting and using your personal data that was collected before the effective date of the Personal Data Protection Law in relation to the collection, use and disclosure of personal data for the original purposes. If you no longer wish for us to collect and use such personal data, you may notify us to withdraw your consent at any time.

## 9. Amendment of Notice

In compliance with the Personal Data Protection Laws, this Notice may be amended from time to time we will post the most current version on the our website.

## 10. Contact Us

If you have any questions, concerns or wish to exercise your rights related to your personal data, please contact us at:

### Data Protection Officer

### NS-Siam United Steel Company Limited

**Address :** 12 Soi G2, Pakorn Songkrohraj Road, Maptaphut, Muang Rayong, Rayong 21150

**Telephone Number :** 038-685155

**Email Address :** [privacy\\_info@ns-sus.com](mailto:privacy_info@ns-sus.com)

Issued on March 1, 2025  
NS-Siam United Steel Company Limited

(Mr. Mansaung Klaimanee)  
Data Protection Officer

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