

## **PERSONAL DATA PROTECTION NOTICE (FOR EXTERNAL PARTIES)**

Piyavate Hospital (Piyavate Hospital Public Company Limited) and its affiliates including persons involved in the processing of personal data on order or on behalf of Piyavate Hospital (Piyavate Hospital Public Company Limited), hereinafter collectively referred to as “**Hospital**”, is committed to protecting the privacy of its users, partners, business partners. (Collectively, “**You**” or “**Data Subject**”) whether collecting, using and/or disclosing (collectively referred to as Data Processing in order to comply with the Personal Data Protection Act B.E. 2562, the hospital has issued this notification, to inform the service users about rights and duties as well as various conditions for collecting, using and disclosing personal information as follows:

### **O Personal data**

“**Personal Data**” means information about an individual by which an individual can be identified, whether directly or indirectly but does not include information of the deceased in particular.

“**Sensitive Data**” means personal information about race, ethnicity, political opinions, cult religious or philosophical beliefs, sexual behavior, criminal records, health information, disability, labour union membership, genetic data, biometric data, such as facial recognition data, iris recognition data or fingerprint recognition data.

### **O Personal data collected by the hospital**

To collect and keep personal information about the hospital only lawful means shall be used and limited to the extent necessary for the hospital's operational objectives, which consists of the following information:

- 1. Personal information** such as name - surname, date of birth, age, nationality, identification number, passport number, blood group, signature, photograph, occupation
- 2. Contact information** such as address, telephone number, e-mail address.
- 3. Government document information** such as a copy of your ID card, a copy of your house registration, a copy of your passport, an alien registration number.

**4. Financial information** such as a copy of the bank account page, credit card information.

**5. Information collected from the hospital or automated systems from various hospital devices** such as HN number, IP Address, Cookie, service behavior, service history, voice, photograph, motion, images, social media account name, chat, geolocation.

The hospital shall collect personal data with the consent of the personal data subject first. except in the following cases:

1. To perform the contract, in the case of collecting, using or disclosing personal information for the purpose of providing services or performing a contract between the data subject and the hospital.

2. To prevent or suppress danger to life, body or health.

3. To comply with the law.

4. For the legitimate interests of the hospital, in the case that it is necessary for the legitimate interests of the hospital operation, the hospital shall consider the rights of the data subject as important, for example to prevent fraud, network security protection of rights and freedom and the interest of the data subject, etc.

5. For research studies or statistics, in the case of the preparation of the historical documents or the archives for the public interest or related to research or statistics in which the suitable measures to safeguard the data subject's rights and freedom are put in place.

6. To carry out government missions, in the case that it is necessary to carry out the mission for the public interest or performing duties under the powers of the state that the hospital has been assigned by the government.

#### **0 Sensitive Personal Data**

The hospital may be required to collect sensitive information such as ethnicity, medical information, disability data, religion, biometric data, the hospital shall always ask for your consent for collecting, using and/or disclosing, unless:

1. To prevent or suppress a danger to a person's life, body or health.

2. It is a legitimate activity with appropriate protection by the foundations, associations or non-profit organizations with political, religious, philosophical, or trade union purposes for its members, former members, or person having regular contact with such foundations, associations or non-profit organizations for such purposes without disclosing Personal Data outside such foundations, associations or non-profit organizations.

3. It is information that is disclosed to the public with the explicit consent of the personal data subject.

4. It is necessary for the establishment of legal claims. Compliance or exercise of legal claims or raising the defense of legal claims.

5. It is necessary to comply with the law in order to achieve the purposes relating to

5.1. Preventive medicine or occupational medicine, employee competency assessment, medical diagnosis, the provision of health or social care, medical treatment, health management or the social care systems and services.

5.2. Public health interest such as health protection from dangerous communicable diseases or epidemics.

5.3. Labor protection, social security, national health security, social health welfare of the entitled person by law, the road accident victim's protection or social protection.

5.4. For the scientific, historical, or statistics research purpose, or other public interests.

5.5. The substantial public interest.

#### **0 Data source**

1. Information directly from the owner of the information that you have provided in activities such as receiving treatment, answering surveys, subscribing to information, participating in marketing activities through the website, application or other channels of the hospital, in-hospital admission, training, procurement, electronic correspondence (e-mail) or filling/providing information for applying for a job or other communication channels between the hospital and you.

2. Information from related third parties such as relatives, family members.

3. Information from automated systems such as CCTV footage, information from the application, information from medical devices.

4. Information from other sources such as public information, information from partner agencies government agencies or affiliated hospitals as well as other personal information that users have given to the hospital.

#### **0 Purpose of processing personal data**

The hospital may use personal data for the following purposes or for other purposes stated at the time of collection or when you have given consent after the hospital has collected the data.

1. Provide or deliver medical services.
2. Create and store your medical history.
3. Appointments, reminders, coordination between you and the doctor or give advice about health.
4. Coordinate and forward information to affiliated hospital and other medical facilities in the case that the patient is referred to another location.
5. Carry out any accounting and financial activities such as auditing, notification and collection of debts, the exercise of various welfare rights, taxes and evidence of transactions as required by law.
6. For the legitimate interests of the hospital, such as recording complaints through the Call Center system, recording images through CCTV cameras.
7. To investigate and comply with laws, regulations, protocols or legal duties of the hospital.
8. Use the information to verify the identity of the patient.
9. To evaluate and improve business, in order to improve the quality of products and services.
10. Respond to your requests, such as receiving complaints.
11. Other purposes with your explicit consent.

## **0 Personal Data Transfers and Disclosure**

The hospital shall not disclose and transfer your personal information to external entities, unless with your explicit consent or in accordance with the following cases:

1. To achieve the purposes stated in this Privacy Policy, the hospital may be required to disclose or share specific information as necessary to their partners, service providers or external entities as follows:

1.1 Business partners and business alliances.

1.2 Agents or partners who provide services to the hospital or take any action as a representative of the hospital such as a transport service provider, document storage and destruction service provider, marketing events and media advertising provider, developing and monitoring security and information technology systems provider, auditors, lawyers, legal or tax advisors, etc.

1.3 Business Partners.

1.4 Banks and payment service providers such as credit or debit card companies, etc.

The hospital shall enter into a personal data processing agreement as required by law.

2. The hospital may disclose or share personal information with affiliated hospitals. It shall only process the data for the purposes stated in this Privacy Policy.

3. The law or legal process requires disclosure to the official government officials or a competent authority to comply with a lawful order or request.

#### **0 Personal Data Transferors Abroad**

The hospital may transmit or transfer personal information abroad. This shall ensure that the destination country or the destination authority has adequate privacy protection standards and policies.

#### **0 Protection of Personal Data**

The hospital has established and/or has chosen a system for collecting personal data with appropriate mechanisms and techniques, as well as having security measures in accordance with the law on personal data protection and related laws including limiting access to your personal data from staff, employees and hospital representatives, to prevent your personal information from being used, disclosed, destroyed or accessed without permission.

#### **0 Storage period**

The hospital shall only collect your personal data for as long as it is necessary for the processing for the purposes of this policy. Unless it is necessary to keep personal data for any other reason, such as to comply with a law or to investigate a dispute, the hospital may need to retain it for a longer period than stated.

#### **0 Privacy Policy Changes**

The hospital may amend the privacy policy by posting on the website [https:// www.piyavate.com](https://www.piyavate.com) with the date of the last amendment. The hospital recommends you to review this policy regularly. By using the products or services of the hospital website, any further changes to this Privacy Policy shall constitute your acceptance of the changed Policy.

#### **0 Rights of Personal Data Subject**

You can apply for various rights as required by law and as stated in this announcement are as follows:

1. Right to withdraw consent. You have the right to withdraw your consent at any time, unless there is a limitation of rights by law or contract to your benefit. Withdrawal of consent shall not affect the processing of personal data for which you have given consent to the hospital in the previous time by law

2. The right to request access and obtain a copy of personal data, except in the case of the hospital have the right to refuse your request by law or court order or in the case that your request shall have an effect that may damage the rights and freedoms of others

3. The right to request the amendment of personal information to be current, accurate, complete and does not cause misunderstanding. However, such amendment can be done by the hospital even if you do not request it.

4. The right to request deletion or destruction or make personal data non-personally identifiable in the following cases:

4.1. When personal data is no longer necessary to keep for the purposes of collecting, using or disclosing personal data.

4.2. When you withdraw your consent to the collection, use or disclosure of personal data and the hospital has no legal authority to continue collecting, using or disclosing personal information.

4.3. When you object to the collection, use or disclosure of personal data and the hospital has no legal authority to refuse it, except in the case of the hospital has legitimate grounds for denying your request.

5. The right to obtain or request the transmission or transfer of your personal data in the case of the hospital has made personal data in a form readable or generally usable by means of automated tools or devices and that personal data can be used or disclosed by automated means, except where technical conditions are not feasible, or performing duties for the public interest or performing duties under the law or the exercise of rights that violate the rights or liberties of others.

6. Right to object. You have the right to object to the collection, use or disclosure of personal data at any time in the following cases:

6.1. In the case of personal data which hospital operate under a legitimate interest except the hospital has demonstrated more important legitimacy, or to establish legal claims compliance or exercise of legal claims or raising the defense of legal claims.

6.2. For direct marketing purposes.

6.3. For scientific research, historical or statistical studies, unless the hospital is necessary to carry out its mission in the public interest of the hospital.

7. The right to request the suspension of the use of personal data in the following cases:

7.1. When the hospital is in the process of verification as you have requested the personal data to be corrected, updated, completed and does not cause misunderstanding.



7.2. When it is personal data that must be deleted or destroyed.

7.3. When such personal data is no longer necessary because you are obliged to request that your personal data be retained in order to establish a legal claim, compliance or exercise of legal claims or raising the defense of legal claims.

7.4. When the hospital is in the process of proving the right to refuse a request to object to the collection, use or disclosure of personal data.

8. You have the right to lodge a complaint with a committee of experts under the Personal Data Protection Act B.E. 2562 (2019) if the hospital violates or fails to comply with the Personal Data Protection Act B.E. 2562.

If you have questions or wish to correct, delete information, exercise your rights or inquire about other matters related to your information. Please contact the hospital via the contact channels below.

#### **0 Contacts**

Piyavate Hospital (Piyavate Hospital Public Company Limited)

998 Rimklongsamsen Road, Bangkapi Subdistrict, Huaykwang District, Bangkok 10310

Tel. 0-2129-5555

Fax. 0-2129-5599

E-mail: [dpopyh@piyavate.com](mailto:dpopyh@piyavate.com)

#### **● By providing the following information for the exercise of the rights of the personal data**

##### **subject**

- ◆ Name, surname, ID card number/passport number
- ◆ Inquiries about personal data or rights that are required by law
- ◆ Telephone number, address and e-mail address where you can be reached.

Announced on 1 June B.E. 2022



(Mr. Witit Artavatkun)

Authorized Director

Piyavate Hospital

(Piyavate Hospital Public Company Limited)