

Privacy Notice for Patients and Vendors
Bangkok Dusit Medical Services Public Company Limited

Bangkok Dusit Medical Services Public Company Limited (the “**Company**”) has consistently strived to protect your personal data as you are our customers receive diagnosis, treatment, and medical services, including other services provided by the Company. Your personal data shall be protected according to the Personal Data Protection Act B.E. 2562 (the “**Act**”). The Company, as the data controller, has the legal right to notify you with this privacy notice (the “**Notice**”) relating to reasons and procedures the Company has employed in the collection, use or disclosure of your personal data as well as to keep you informed of your rights as the data subject.

1. Definitions

“**Personal Data**” refer to data of a person that can identify such person, whether directly or indirectly, but do not include data of the deceased person.

“**Sensitive Personal Data**” refer to personal data relating to nationality, race, political opinion, creed, religion or philosophy, sexual behavior, criminal record, health record, data on Labor Union, genetic data, biological data (such as facial replica, iris replica, fingerprint replica) or any other data which may affect the data subject in the same manner announced by the Personal Data Protection Committee.

“**Treatment Data**” refer to the following data:

- Date-month-year receiving treatment
- Drug allergy and side effect record
- Food allergy record
- Name of disease under diagnosis, medical procedure and operation
- Blood test, test result from laboratory, biopsy result, radiograph and radiography report
- Doctor’s prescription
- Other information such as symptom, medical advice and details of diagnosis etc.

“**Process**” or “**Processing**” refers to the collection, use or disclosure

“**Data Controller**” refers to a person or a juristic person with the authority to make decision relating to the collection, use or disclosure of personal data

“**Data Processor**” refers to a person or a juristic person responsible for the collection, use or disclosure of personal data according to order or on behalf of the data controller. Nonetheless, such person or juristic person must not be the data controller.

“**BDMS Group**” refers to the companies under BDMS network, both currently and in the future, and whether listed in Thailand or abroad. This also includes Bangkok Dusit Medical Services Public Company Limited.

“**Network Hospitals**” refers to hospitals under BDMS Group or network whether operating in Thailand or abroad.

2. Personal Data Collected by the Company

Your Personal Data collected by the Company can be classified into the following:

Type of Personal Data	Details
1. Personal Data	Example includes name, last name, ID number, facial photo, gender, date of birth, passport number or other identification numbers;
2. Contact Data	Example includes address, phone number, e-mail
3. Financial Data	Example includes invoice record, credit card or debit record, receipt record, quotation record;
4. Marketing Data	Example includes data used in the registration to receive news and to participate in marketing activities
5. Statistical Data	Example includes data not identifying the identity, number of patients and number of website visits
6. Technical Data	Example includes IP address of computer, type of browser, cookies data, time zone setting, operational system, platform and technology of the equipment used to access the website and online appointment system
7. Health Data	Example includes treatment record, data relating to physical and mental health, healthcare of customers, test results from the laboratory, diagnosis, name of disease under diagnosis, data relating to drug use and drug allergy, food allergy record, blood result, test result from the operation room, biopsy result, radiograph and radiography report, doctor's prescription, data required for medical services, feedback and treatment result

3. Sources of Personal Data

The Company shall collect your Personal Data from the following sources:

1. Personal Data you have directly provided:

1.1 In a case where you are the customer: the Company has received your Personal Data when you contact the Company about the services provided or when you register to receive medical services and other services provided by the Company, including electronic registration.

1.2 In a case where you are the Company's vendor: the Company receives your Personal Data when you contact the Company to become a vendor or when the Company gathers your Personal Data as you are the party entering into the contract with the Company.

2. Indirect Personal Data:

2.1 A person with close relationship such as relatives, spouse etc.

2.2 A person you have authorized to contact the hospital on your behalf.

2.3 Network Hospitals: in a case where you have given your consent to disclose your personal data with such hospital.

2.4 A person, juristic person or agency, whether public, private or state enterprise, sending you to receive treatment or services provided by the Company or paying service fees on your behalf.

4. Objectives for Personal Data Collection, Use and Disclosure

The Company shall process your Personal Data within the criteria prescribed by the Personal Data Protection Act. B.E. 2562 and the Company shall process only data that deemed necessary to achieve such purpose. In addition, the Company has summarized the use of your Personal Data as well as explained the lawful basis of processing as follows:

No.	Objective	Type of Data	Lawful Basis of Processing
1.	<p>For the objective of treatment and medical services</p> <p>1.1 Medical services provided at the Company’s medical facilities Doctors, nurses and/or other personnel in healthcare section of the Company shall record your Personal Data and employ such data to consult with the doctor or medical personnel, including still and motion photos to follow up treatment and/or proceed according to relevant professional practices throughout your treatment. The Company shall explain details before starting the treatment as well as provide you with the opportunity to ask questions.</p> <p>1.2 Medical services provided when it is necessary to share medical record databases between Network Hospitals To facilitate your medical services, doctors, nurses and/or other relevant personnel of the Company may disclose your Personal Data to other medical facilities within our Network Hospitals when it deems necessary to use such data among such medical facilities under the Company network in order to provide particular services. However, the Company has set forth Personal Data protection measures as well as mutual agreement between medical facilities under the Company</p>	<ul style="list-style-type: none"> - Personal data - Contact data - Health data - Financial data 	<p>1. Necessary as a compliance with the treatment contract of which you are the party to the contract (Section 24(3))</p> <p>2. For Sensitive Personal Data: legal compliance basis on diagnosis and medical treatment; for example, Medical Facilities Act, B.E. 2541 and Medical Profession Act B.E. 2525 (Section 26 (5)(a))</p> <p>3. For Sensitive Personal Data: to prevent or suspend danger to a person’s life, body, or health in a case where the data subject is unable to give consent such as in an emergency case or for refer purpose (Section 26 (1))</p>

No.	Objective	Type of Data	Lawful Basis of Processing
	<p>network to prevent unlawful or unauthorized data processing.</p> <p>1.3 For referring patients between medical facilities In a case where the Company requests or has been requested to transfer or receive patients from one medical facility to another for further treatment according to refer procedures, the Company must conform to refer procedures as specified by the Company's standards. The Company shall process your Personal Data only for the refer purpose and must not process such data for any other purposes.</p>		
2.	<p>For analysis to improve treatment quality without disclosing the identity of the data subject The Company may process your personal data in order to improve treatment quality in a form of a general report without disclosing the identity of the data subject. Besides, the Company shall keep your Personal Data a in a strict confidentiality.</p>	Statistical data	For legitimate interest of the Company in analyzing the statistical data without using identity identification data to improve and enhance efficiency of the organization in providing medical treatment and services of the Company (Section 24 (5))
3.	<p>Disclosing Personal Data to the insurance company in which you or the Company is a party for the purposes of exercising claims for compensation, or claims for medical treatment fee The Company is required to disclose your Personal Data to the insurance company according to the contract that you or the Company has made with the insurance company for the purpose of compensation claim or reimbursement of medical treatment fee. Nonetheless, the Company will not disclose your Personal Data to other irrelevant parties.</p>	<ul style="list-style-type: none"> - Personal data - Contact data - Health data 	Your explicit consent for the disclosure of your health data for the insurance company to claim for compensation from the insurance company or to exercise the right to reimburse medical fees (Section 26).
4.	<p>Disclosing Personal Data to a person sending you to receive a medical treatment or pays for your medical treatment when you</p>	<ul style="list-style-type: none"> - Personal data - Contact data - Health data 	Your explicit consent for the disclosure of Personal Data (Section 26)

No.	Objective	Type of Data	Lawful Basis of Processing
	<p>agree to disclose your Personal Data In a case where an organization (private sector or government sector, or state enterprise) sends you to receive a medical treatment with the Company or pays for your medical treatment, the Company shall only disclose your treatment information which is Sensitive Personal Data to the said organization when you give consent. If you do not give us your consent, the Company will send medical treatment information to you directly.</p>		
5.	<p>For the purposes of sharing electronic medical record databases between medical facilities via mobile application After you have given consent, the Company shall input your personal data in the computer, in a form of mobile application to provide you advice via application and to enable you to manage data via application. To ensure the highest benefit, the system will link electronic registration database between medical facilities under the Company network so that you can retrieve your personal data already available at the medical facilities vial electronic devices. The Company has made agreement with medical facilities under the Company network to protect your personal data to ensure its strict compliance with the Personal Data Protection Act B.E.2562</p>	<ul style="list-style-type: none"> - Personal data - Contact data - Health data 	After receiving your consent in the disclosure of health data between medical facilities (Section 26)
6.	<p>For marketing purposes of the Company The Company may collect, use and process your personal data to analyze your health condition and contact you to provide medical news and information while introducing some promotions, products and services in which you have already given your consent.</p>	<ul style="list-style-type: none"> - Personal data - Contact data - Marketing data 	The Company shall proceed with this matter after receiving your consent that allows the Company to use your health data for marketing purposes (Section 26).
7.	To act in accordance with the contract as you are the Company's vendor or to carry out your request	<ul style="list-style-type: none"> - Personal data - Contact data - Technical 	It deems necessary in order to comply with the contract as you are one of the Company's

No.	Objective	Type of Data	Lawful Basis of Processing
	<p>in entering into contract with the Company The Company shall process your Personal Data as you are our vendor for the following operations such as:</p> <ul style="list-style-type: none"> • Contact you about the activities relating to contract both before and after the contract had been made • Pay money or any other fees relating to contract compliance • Examine the completeness and success of work under contract • Maintain Personal Data for internal audit and inspection according to business standards 		<p>vendors or the Company shall proceed according to your request upon entering into contract with the Company (Section 24 (3)).</p>

Apart from the objectives mentioned above, the Company will not employ your Personal Data for any other purposes unless otherwise stipulated by the Personal Data Protection Act B.E.2562; for example,

- After receiving your consent (Section 24) or after you have given an explicit consent in a case of Sensitive Personal Data (Section 26).
- For a purpose relating to research or statistics, in which the suitable measures to safeguard the data subject's rights' and freedom are put in place (Section 24 (1)).
- To prevent or suspend danger to a person's life, body, or health (Section 24 (2))
- It is necessary for the performance of a contract between you and the Company (Section 24 (3)).
- To perform tasks carried out in the public interest by the Company (Section 24 (4)).
- To ensure legitimate interest of the Company, person or other juristic persons, except where such interests are overridden by the fundamental rights of the data subject (Section 24 (5)).
- To comply with a law to which the Company is subjected (Section 24 (6)).
- To prevent or suspend danger to a person's life, body, or health in a case where Sensitive Personal Data has been processed when the data subject is unable to give consent at all events (Section 26 (1)).
- To constitute legal claims (Section 26 (4)).
- To ensure the public health interest or for other social protections in which the Company has established appropriate measures to protect fundamental rights and interests of the data subjects (Section 26 (5)(b)).
- For the necessity to comply with employment protection law, medical welfare and social security (Section 26 (5)(c)).

5. Disclosure or Sharing of Personal Data

The Company shall not disclose your personal data to other parties, unless otherwise authorized by law, for the necessity in operation. Therefore, the Company may disclose personal data in the following circumstances:

1. Disclose personal data to the government sector, authorities or any other persons if stipulated by law as well as to comply with the Court's order

2. Disclosure of personal data to a person or legal entity in which the Company must comply with the contract or for your best interest as the data subject. However, the Company shall enforce such person or legal entity to keep your personal data confidential according to the standards prescribed by the Personal Data Protection Act B.E. 2562 which include but not limited to the person or juristic person identified in this clause as follows:

- Medical facilities under the Network Hospitals and BDMS Group only to the extent necessary to provide you with the diagnosis, treatment, and medical services in which the Company shall disclose personal data that are deemed necessary only. Besides, the Company shall keep your Personal Data confidential in accordance with the Company's duties stipulated by relevant laws such as Medical Facilities Act B.E. 2542, National Health Act B.E. 2550 and Medical Profession Act B.E. 2525
- Insurance company or its vendor responsible for handling the compensation
- Medical facilities that refer and receive patients
- A person sending you to get treatment or medical services at the medical facility or paying medical fees on your behalf
- Data Processor necessary for the Company's operation such as the contractor, laboratory technician, data preparation, telecommunication, computer system, payment or technology outsource

3. The Company may keep your Personal Data in Cloud Computing in which these services have been performed by the third party, whether located in Thailand or abroad, and the Company has cautiously entered into contract with such person as well as taken into consideration the security measures to process Personal Data in which the vendor of such Cloud Computing has provided protection.

6. Retention Period of Personal Data

1. The Company has followed the standard of retention duration of medical data in accordance with the Medical Facilities Act B.E. 2541 and the most recent version. The Company shall keep medical data up to 10 years starting from the latest treatment date and when such duration is due, the Company shall destroy the original version of medical data, including electronic medical data.

2. In a case where the Company must strictly comply with relevant laws, Court's order or must constitute the legal claim to enter into any dispute resolution process, the Company may retain Personal Data throughout the prescription duration or until such dispute reaches the final stage, depending on the case maybe.

7. Measures for Personal Data Security

1. The Company shall retain personal data by adhering to measures equivalent to the level specified by law and by employing suitable system to prevent and retain the security of your Personal Data such as Secure Sockets Layer (SSL), firewall, password and other technical measures to prevent password access via the internet and must store such data where there is a preventive system with limited access.

2. The Company shall limit access of Personal Data from employees, representatives, trade partners or other external parties. Access of personal data by the external parties can be done only as specified or ordered whereby such external parties must be responsible for keeping Personal Data confidential.

3. The Company shall establish the technology that prevents unauthorized access of the computer system.

4. The Company shall set up the monitoring system to destroy personal data no longer required for the Company's operation.

5. In a case of Sensitive Personal Data, the Company shall determine the security measures for documents and electronic data in terms of access and usage control. Besides, application and backup system must be put in place, coupled with emergency response plan and regular risk assessment of the system.

8. Transfer of Personal Data Overseas

1. In some cases, the Company may be required to transfer your Personal Data to other countries. The Company may proceed with the transfer after you have been informed of the objective of such transfer and being granted with your consent. The Company shall inform you about the standard of Personal Data protection of the destination country which may consider inadequate.

2. The Company can transfer your Personal Data without asking for your consent. In a case where such transfer to other countries is carried out in order to comply with the contract of which you are party to such contract or to proceed as per your request before entering into the contract or to conform to the specification stipulated in the Personal Data Protection Act B.E. 2562.

9. Cookie Policy

When you visit the Company's website, the Company has used cookie to ensure that you will get good experience from the Company's website. Cookies are small files which store data and record in the computer or any other communication devices you access via web browser while browsing the website.

The Company has used cookie to store your unique identity while visiting the website. Such unique identity will enable the Company to memorize your usage behavior. These data will be used to improve the Company's website to respond to your requirements more

efficiently. For convenience and speediness in browsing the website, the Company may need the third party to carry out such task which may involve IP address and cookie to analyze, link data and process according to marketing objectives. Besides, you can set your cookie preference when you enter the Company's website by choosing whether to allow or not allow cookie to analyze, link data and process according to marketing objectives.

10. Your Rights as the Data Subject

As the data subject, you are entitled to request the Company to carry out any tasks relating to your personal data within the criteria stipulated by law as follows:

1. Right to withdraw consent: you have the right to withdraw consent for the Company to process your Personal Data any time which your Personal Data is retained with the Company.

2. Right of access: you have the right to access your Personal Data and to request that the Company makes copies of the same, as well as request that the Company discloses any acquisition of your Personal Data for which you had not given consent.

3. Right to rectification: you have the right to request that the Company rectifies inaccurate Personal Data, or to add to the existing Personal Data which is incomplete.

4. Right to erasure: you have the right to request that the Company erases your Personal Data, for certain reasons.

5. Right to restriction of processing: you have the right to request that the Company suspends the use of your Personal Data, for certain reasons.

6. Right to data portability: you have the right to transfer your Personal Data which you had provided to the Company to another Data Controller, or to yourself, for certain reasons.

7. Right to object: you have the right to object to the processing of your Personal Data, for certain reasons.

You can contact our Data Protection Officer (DPO)/ division officer (name of division) to file the request in exercising the rights mentioned above at e-mail/ contact address/ phone number.

11. Amendments to the Personal Data Protection Policy

The Company may review and change the Personal Data protection policy in the future to ensure more efficient data protection. The Company shall inform you every time there is any changes in such policy.

12. Contact Information

You can contact the Data Controller, request or exercise any rights relating to personal data at <BDMS contact channel can be subsequently determined> via application <name of application> and e-mail at dpo@bdms.co.th

Bangkok Dusit Medical Services Public Company Limited

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