

(For Web and APP Plern)

Personal Information Protection Policy

GMM Grammy Public Company Limited

Plern.co Website and PLERN Application are operated by GMM Grammy Public Company Limited, an owner and controller of your personal information (hereinafter referred to as “We”).

We emphasize to respect rights and commit to protect your privacy. This personal information protection policy describes types of information we collect from you, and methods that we implement to use or disclose information, as well as persons whom we share the information with, your rights and how you exercise them, and how we protect your personal information etc.

We recommend you to read this personal information protection policy thoroughly along with the terms and conditions in support your application and your personal information protection. Nevertheless, when you use the website or application, or we request your information with any methods or you voluntarily send your personal information to us, you can use this policy as a reference at any time, and it is deemed that you give consent according to this policy.

In case of a minor with age lower than 20 years, an incompetent person, or a quasi-incompetent person according to the laws, consent from parents, legal representatives, guardians, or patrons is required before sending any information to us. Whenever you enter our Plern.co Website and PLERN Application whether it is free service or subscribed service, it is regarded that you have consent from your parents, legal representatives, guardians, or patrons.

Who are we?

According to the personal Information Protection Act B.E. 2562 (2019) (“Law”), **information controller is GMM Grammy Public Company Limited, No. 50, Sukhumvit 21 Road Asoke, Khlong Toei Nuea Sub-district, Watthana District, Bangkok 10110**

We may receive your information through following channels

1. Plern.co Website
2. Plern Application

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3. Call Center for services and application

Information we collect

We may collect your personal information, if required, as follow

- Name-surname
- Telephone number
- Email
- Facebook Account
- Sex
- Date of birth
- Age
- House address

However, we may not collect or request your sensitive personal information in any cases. If we need to collect your sensitive information, we are required to request your consent clearly indicating objectives of its use or disclosure so that you can thoroughly consider before giving consent to give your sensitive information to us.

Objectives of information processing

We gather your personal information with following objectives

Objectives of your personal information collection

- To confirm your identity in registering services on our website or application for communication between you and us and for marketing purposes such as updates, notification of public relation about products and services, and public relation about marketing activities via SMS and online advertisement etc.
- To analyze behavioral and statistical data so we can understand the market overviews better and present products or services to meet your needs as such as possible
- To use your behavioral information to understand your favor or what you are most interested in so that we can present what you are

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looking for to meet your needs. Furthermore, such information will be applied to improve our website or application to respond needs of each customer and enhance experiences for you when visiting our website or application.

How do we process your personal information?

When we receive your personal information, we proceed with your information as follows

- We gather such information in our database with a proper protective measure and an access control.
- We restrict access to your personal information only for our employees, staffs and authorized persons on a need-to-know basis for data process. Such persons shall strictly comply with confidentiality requirements and violators will be subject to severe punishment.
- Only persons authorized by us can consider and process your personal information according to the specified objectives in an effective system that meets data security standard. Such system requires Log file record which is a record of events of the system use such as users, time of use, and accessed information. This record is irrevocable or unchangeable in favor of traceability.
- For digital personal information, we have a system to prevent unauthorized access and personal information security measure so that it will be retained in the company's database. Such database restricts access only for authorized persons.
- We will keep your personal information confidential and not disclose it to any persons except for necessary cases. We will disclose your personal information as we see necessary as the case may be in accordance with applicable laws as follows
 - We will disclose your personal information to our business allies, trade partners, suppliers, providers, program or website developers on a need-to-know basis as the case may be.
 - We will disclose your information when we have your consent case by case.

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Furthermore, we need to deliver your personal information to credit bureaus for auditing and using such information to prevent illegal acts.

We may need to transfer your personal information to foreign sectors or international organizations that are related to our business only. They have an appropriate safeguard for your personal information and you can enforce rights of the information owners. Furthermore, they have a legal remedy measure with equivalent to or better standard than ours.

How we store your personal information confidential and how long

Our methods to store your personal information are as follows

1. Characteristics of personal information storage

- **In case of digital information**– we will store such information in our database immediately. Therefore, our database contains a system to prevent unauthorized access and a sufficient personal information security measure in accordance with the specified personal information protection law.

2. Storage of cloud system based in Singapore

3. Term of retention

We will retain your personal information by the term of your membership and in accordance with the applicable laws.

- We will keep your personal information as well as amended, altered or updated information throughout your membership term. If you cancel your membership, we will keep your information for another 3 years for compliance with applicable rules, regulations and laws.

4. After 3 years, we will destroy your personal information by deletion or anonymization within 30 days from the end date of data storage and processing
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Right of information's owner

You have rights to proceed with your personal information as follows

1. Right to withdraw consent

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You have right to withdraw your consent for processing your personal information that you consent to us throughout the time your personal information is retained by us under such consent.

2. Right of Access

You have right to access your personal information and request us to duplicate your personal information for you. You may ask us to disclose the origin of obtaining your personal information that you do not give consent to us.

3. Right to rectification

You have right to request us to rectify your incorrect information or add incomplete data.

4. Right to erasure

You have right to ask us to erase your information for some reasons.

5. Right to restriction of processing

You have right to restrict your personal information for some reasons.

6. Right to data portability

You have right to transfer your personal information given to us to another information controller (we reserve right to deny your right in this case as we see fit or according to an agreement).

7. Right to object

You have right to object to your personal information processing for some reasons (we reserve right to deny your right in this case as we see fit or according to an agreement).

You can contact our personal information protection officer to file an application according to above rights. The contact information is as follows

Personal information protection officer

Mr. Thitanun Jatupornwattanaphon

thitinun.jat@gmmgrammy.com / Tel. 02-669-8011

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Assistant personal information protection officer

Mr. Taweewat Burimsittichai

taweewat.bur@gmmgrammy.com / Tel 02-669-8739

GMM Grammy Public Company Limited

No. 50, Sukhumvit 21 Road, Asoke, Khlong Toei Nuea Sub-district, Watthana District, Bangkok 10110

Furthermore, you can fill out a form for above right exercising according to following file

<https://drive.google.com/file/d/19t7iDbjZXOIS5h5H3ELkUfyS6CNdcQH7/view?usp=sharing>

You may not be charged for proceeding with above rights, and we will consider and notify the result of your request consideration within 30 days from the date of receipt of such request.

Amendment of personal information protection policy

We will review the privacy policy regularly to be consistent with practices, laws and regulations. In case of changes in the privacy policy, we will make a notice to you by posting updated information on our website as soon as possible. At present, the privacy policy is latest updated on **01 May 2021**

Contact Details

Detail of personal information controller

Name GMM Grammy Public Company Limited

C o n t a c t address No. 50, Sukhumvit 21 Road, Asoke, Khlong Toei Nuea Sub-district, Watthana District, Bangkok 10110

C o n t a c t channel Tel – 02669-8854 / 02-669-9257

Detail of personal information protection officer

Company GMM Grammy Public Company Limited

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O f f i c e r ' s Mr. Thitanan Jatupornwattanaphon
name

A s s i s t a n t Mr. Taweewat Burimsittichai
officer

C o n t a c t No. 50, Sukhumvit 21 Road, Asoke, Khlong Toei Nuea Sub-
address district, Watthana District, Bangkok 10110

C o n t a c t Tel – 02-669-8011/ 02-689-8739

Channel Email – thitinun.jat@gmmgrammy.com /
taweewat.bur@gmmgrammy.com

Detail of the oversight sector

In case we or our employee or staff violates or fails to comply with the laws on personal information protection, you can make a complaint with the oversight sector with following detail

Name **Office of Personal Information Protection Commission**

C o n t a c t Office of the Secretary General, Ministry of Digital Economy
address and Society

C o n t a c t Tel– 02-142-1033

channel Email – pdpc@mdes.go.th

Contact/ complaint time is subject to the applicable laws.

Updated on **1 May 2021**