

Cyber Security and Data Privacy Protection

In light of the increased traffic to our digital platforms due to the COVID-19 pandemic, we have developed an “**Internal Privacy Policy**” to protect the personal information of our consumers in strict compliance with the Personal Data Protection Act B.E. 2019. To this end, we have appointed **Data Protection Officers (DPOs)** to work closely with the management to ensure that appropriate measures are taken to keep our consumers’ personal data secure and confidential. This culminated in that in 2022, we had not received any complaints regarding cybersecurity and data privacy protection. In the unlikely event of any such complaints, they will be investigated and addressed in accordance with our Internal Privacy Policy.



Furthermore, we understand that it is our responsibility to ensure that we are respectful of customer privacy when it comes to marketing and communication. As such, we have made our Internal Privacy Policy available on our website for easy access. This includes guidelines regarding the types of personal information we collect from individuals under our control, be it associates, business partners, vendors, or third parties, and their definitions; how this information is used for commercial purposes; and that such individuals have the right to opt out of receiving information at any time. Additionally, we have a plan to analyze and assess the potential risks to our system by running **Vulnerability Assessment and Penetration Test** once or twice a year.

At Thai Wah, we remain vigilant in staying ahead of the ever-shifting environment to identify emerging risks that could have short, medium, and long-term implications for our business. As such, we regularly assess our risk management framework to ensure that we are taking into consideration any global issues that may impact our operations. Now, we have the Internal Control and Risk Management system in place to help us keep the risks at an acceptable level and enable us to develop proactive measures to anticipate and mitigate risks before they arise, allowing us to stay ahead of the competition and remain on the path to success. Additionally, we have created an **Existing Control and Mitigations plan** and have continuously been monitoring any emerging risks, both medium- and long-term, enabling us to take action to reduce their impact on our operations and achieve our established goals and strategies.

Channels and Procedures for Considering Issues from Stakeholders

Complaint Submission Channel: <https://www.thaiwah.com/th/corporate-governance/declaration-of-anti-corruption>