

Privacy Policy

We, Chaisomboone Exchange Limited Partnership (the "Partnership", "we", "our" or "us"), give importance to the protection of personal data of our customers ("you"). Moreover, to comply with the Personal Data Protection Act B.E. 2562 ("PDPA"), therefore, we have measures in place to protect your personal data from unauthorized access, disclosure, use or change.

This "Privacy Policy" provides you with an explanation of how we collect, use, disclose and/or transfer your personal data, and a retention period of your personal data. In addition, it informs you about your rights as a data subject in relation to our operation and services, including the relevant businesses, websites, applications on mobile devices and activities, our online contact details and co-ordinate.

1. Personal data we may collect

"Personal data" means any information relating to you which is used to identify you or makes you identifiable as specified below. To provide our services to you, we may collect your personal data by different means both directly (such as when you contact us or use our services, when you visit and search through digital channels, websites, assigned individuals or any other channels) and indirectly from other sources (such as social media, external third-party's online platforms or public sources of information and service providers, business partners, government agencies or external third parties). We will collect your personal data from other sources only if we have received a consent from you as prescribed by the law, except in case of necessity as permitted by the law.

"Sensitive personal data" means personal data which is categorized as sensitive by the law. We will collect, use and/or disclose your sensitive personal data, only if we have received an explicit consent from you or the law allows us to do so.

Personal data which we may collect, use and/or disclose is as follows:

- 1.1 Personal data: such as title, name, gender, age, nationality, date of birth, information on a government issued document – such as ID number, passport number – signature, photo, CCTV recording and biometric information – such as data from a facial recognition system
- 1.2 Contact Information: such as address, telephone number, mobile phone number, email address and identification for other electronic communications
- 1.3 Transaction Information such as: an amount of a purchase, a sale or an exchange of a foreign currency
- 1.4 Technical Information such as: an Internet Protocol address (IP address) or a cookie
- 1.5 Usage Information such as: information relating to the use of our products and services on our website, platform, application on wireless devices or mobile phones

1.6 Other information such as: the use of websites, sound, still pictures and moving pictures inside and outside our office, and any other information which is regarded as personal data under the PDPA

2.Purposes of Collection, Use and Disclosure of Your Personal Data

2.1 Legal Compliance: We collect, use and disclose personal data to verify the identity of an individual and to comply with laws, regulations, and announcements of law enforcement agencies – such as the law relating to the prevention and suppression of money laundry, the laws relating to the prevention and suppression of the financing of terrorism and the spread of the weapon of mass destruction and other laws, including rules, regulations, guidelines, directives, instructions and requests from government agencies or regulatory bodies – such as Bank of Thailand, Anti-Money Laundering Office, all of which we have to abide by both in Thailand and overseas.

2.2 Legitimate Interests of Partnership: We collect, use and disclose personal data for our legitimate interests, which include legitimate interests of external third parties by taking into account a proper balance between the interests, the rights and the fundamental freedom in relation to the protection of your personal data and the Partnership's infrastructure management, internal control, internal audit, business operation, compliance with policies and procedures which Partnership has to do as required by laws and regulations – which include the laws and the regulations relating to risk control, security, inspection, finance and accounting, systems and business continuity.

2.3 Marketing Communications: We collect, use and disclose personal data to give special offers and promotional documents relating to the products and the services offered by us, our affiliated companies, our subsidiaries and external third parties which we cannot rely on any other regulations or legal grounds.

3. Disclosure and Transfers of Personal Data

We may disclose or share your personal data with others when you give us a consent or in the case that we are required to comply with the laws and the regulations. For example, we have a duty to use your personal data for risk assessment, which is required by the anti-money laundry law. To do so, we need to transfer your personal data to a data processor – whom we hired – to conduct risk assessment as required by the aforementioned law. This includes our compliance with requirements from law enforcement agencies, courts, regulatory bodies, government agencies or any external third parties – in the case that the disclosure or the transfer is necessary to comply with duties imposed by the laws and the regulations, to protect the rights of the Partnership and other individuals, to ensure safety of individuals or any external third parties, or to inspect, protect and take action in cases relating to frauds, security and safety.

4. International Transfers of Personal Data

We may disclose or transfer your personal data to external third parties or the servers located in foreign countries which may or may not have a standard of personal data protection in the same way as Thailand has. Nonetheless, we will follow procedures and measures to assure you that the transfer of your personal data is safe and the recipient of your personal data has proper a standard of personal data protection; and that the transfer of such personal data is lawful as it is exempted by the law.

5. Retention Period of Your Personal Data

We will retain your personal data within a reasonably necessary period to achieve the purposes for which we have obtained your personal data as specified in this "Privacy Policy"; and to comply with duties as required by the laws and the regulations – such as anti-money laundry law. We will retain your personal data for the purpose of checking and investigating in case of a dispute occurs within the prescription prescribed by the laws not exceeding 10 years. However, we may retain your personal data longer if it is necessary as required by applicable the laws.

6. Your Rights Over Your Personal Data

Under the laws and their relevant exemptions, you shall have the rights in relation to your personal data as specified below:

Right to access your personal data: you shall have the rights to access or request for a copy of your personal data which is within the scope of our responsibility.

Right to transfer your personal data: you shall have the right to obtain your personal data from us in case that we have arranged your personal data in a format which is readable or commonly used by ways of automatic devices or equipment, and can be used or disclosed by automated means. As a data subject, you shall have the right to request us to send or transfer your personal data in the aforementioned format to other data controllers when the sending and transfer can be done by automated means. Also, you shall have the right to request for your personal data which we sent or transferred directly to other data controllers, unless it is impossible to do so due to technical difficulties. However, to exercise this right, you must give an explicit consent, requesting us to send or transfer your personal data to any other data controllers who are not in line with the principles of our policies.

Right to object: In certain cases, you shall have the right to object the methods of which we collect, use, process and/or disclose your personal data in certain activities as specified in this "Privacy Policy", unless it is necessary for us to do so to comply with the laws.

Right to deletion or destruction: you shall have the right to request us to delete, destroy your personal data which we have processed, or make it anonymous; when such personal data is no longer necessary for the purpose of processing, or when you withdraw your consent on collection, use and disclosure and the data controllers no longer have legal power to collect, use and disclose your personal data.

Right to suspend your personal data: you shall have the right to request us to suspend the use of your personal data during the investigation when you – as a data subject – requested us to rectify your personal data to be accurate or up-to-date; when such personal data is subject to deletion or destruction, but you request us to suspend the use of such personal data instead; when such personal data is no longer necessary for us to retain in accordance with the purposes, but you as a data subject – have request us to retain it to establish a legal claim; or when we are in the period of checking and investigating with regard to our rejection of your objection in relation with collection, use and disclosure of your personal data.

Right to rectification your personal data: you shall have the right to request us to rectify your personal data which is incomplete, inaccurate, misleading or not up-to-date.

Right to consent withdrawal: you shall have the right to withdraw the consent which you have given to us for processing your personal data, unless the right to consent withdrawal is restricted by the laws, or you are still under the contract beneficial to you. However, the withdrawal of your consent will not affect the collection, use and disclosure which were done while the consent was still effective. The withdrawal of your consent may affect your use of products or services.

The exercise of the aforementioned rights may be subject to restrictions imposed by the laws; and in certain cases, we are entitled to reject or unable to do in accordance with your exercise of the aforementioned rights – for examples, in compliance with laws or court orders, for the public benefit, exercising the aforementioned rights may potentially violate other persons' rights or freedoms. We will give you the reason(s) for our rejection.

7.Our Contact Details

If you want to exercise your rights concerning personal data, have any questions, or want to lodge a complaint concerning your personal data under this "Privacy Policy", please feel free to contact us:

1. Our Office
Chaisomboone Exchange Limited Partnership
1280 Charoenkrung Road, Bangrak, Bangkok, 10500
Tel : 02-233-1208
2. Email : chaisomboone@gmail.com