



Customer/Consumer Responsibility

Charoong Thai Wire & Cable Public Company Limited (the "Company") is committed to customer and consumer responsibility. This policy outlines the Company's obligations regarding personal data protection and ethical business practices, aligning with its existing Supplier Code of Conduct to promote sustainable and ethical operations.

I. Customer/Consumer Responsibility Policy Information

This publicly available policy is accessible to all stakeholders and communicated to relevant employees and business partners. It is periodically reviewed and updated to reflect best practices and evolving legal requirements. Inquiries about this policy can be directed to the designated individual/department.

II. Customer Personal Data Protection Policy and Practices

The Company is dedicated to safeguarding customer/consumer data privacy. This policy details the Company's practices concerning the collection, use, disclosure, retention, and security of personal data.

The Company acknowledges its responsibility to customers/consumers and is committed to:

1. Conducting operations ethically, with honesty, integrity, and transparency.
2. Adhering to fair practices.
3. Treat all customers/consumers fairly and equally, without discrimination.
4. Prioritizing product safety and quality, providing safe, high-quality products that meet or exceed industry standards and meet customer expectations.
5. Providing accurate and complete information about products and services.
6. Protecting privacies by maintaining the confidentiality of customer/consumer data.
7. Providing timely and efficient customer service to address inquiries and concerns.
8. Establishing a fair and efficient process for handling customer/consumer complaints.
9. Continuously improving by regularly reviewing and updating customer/consumer responsibility practices.

Customer Personal Data Protection Practices:

1. **Personal Data Collection:** The Company collects only necessary personal data for legitimate business purposes, such as order fulfillment, customer service, and marketing (with consent). Collected data



may include: [Specify data types, e.g., name, contact information, purchase history]. The legal basis for data collection will be communicated.

2. Data Use and Disclosure: Personal data will be used solely for its intended purpose. Data may only be disclosed to third-party service providers (e.g., shipping companies, and payment processors) when necessary and with appropriate contractual safeguards. Without explicit consent, data will not be sold or rented to third parties for marketing purposes. Disclosure may be required by law or legal process.

3. Data Subject Rights: Customers/consumers have the right to access, correct, and delete their personal data. They may also have the right to object to or restrict the processing of their data. Data subject rights requests can be submitted to the designated individual/department. The Company will respond to these requests promptly.

4. Personal Data Retention and Storage Period: Personal data will be retained only for as long as necessary for its intended purpose. Data retention periods will be determined based on legal requirements and business needs. When data is no longer needed, it will be securely deleted or anonymized.

5. Company Measures When Customer Data is Used by Third Parties: When third-party service providers process customer/consumer data on behalf of the Company, appropriate contractual safeguards will be implemented to ensure data protection. These safeguards include requirements for confidentiality, security measures, and compliance with applicable data protection laws.

6. Personal Data Security Measures: The Company employs appropriate technical and organizational security measures to protect personal data from unauthorized access, use, or disclosure. These measures include [Specify measures, e.g., encryption, access controls, regular security assessments].

(Shih Hao Chiu)

Managing Director

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