

Privacy Policy

Auto Technic (Thailand) Co., Ltd., (referred to the "Company") has this Privacy Policy as basic principle for protecting Personal Data of customer(s) and user(s) in e-commerce business (referred to the "Customer") as operated on the Company's website ("Website"). This Privacy Policy will cover the Company's business operation related to Personal Data and other information which the Company collects in our business operation.

1. Personal Data Definition

"Personal Data" means "information relating to an ordinary person which can identify such person directly or indirectly according to the applicable law".

2. Collected Personal Data

2.1 Collected Personal Data

The Company collects your Personal Data and other data as follows:

Type of Personal Information	Lists of Personal Information
Private Information	i.e. title, Name, family name, gender, number of ID Card or number of passport, number of Tax ID or information on the card issued by government authority (such as driving license, house registration), education level, occupation, signature
Contact information	i.e. Address, contact number for example telephone number or social media contact (such as Line ID and Facebook ID) and other ID from website or Social Media Network
Vehicle Information	i.e. details information from GPS service and information from telematics system, for example Mimamori, Teletec service, Driver information, GPS information, Driving route and vehicle location and other information related to vehicle

Technical information	i.e. IP Address, browser type and version, behavior and search pattern of user, cookies, device ID information, device model and type, access time and access location
Information from myISUZU	i.e. User account of myISUZU Mobile Application or myISUZU Web Application, Sign-in Name or name in myISUZU, details of product or service history, photo, interest & preference pattern in product and service, user comment, answer in survey, contact history
Specific Information for Truck2Hand.com	i.e. Website user info, user account, registration name or username in Truck2Hand.com, photograph in registration, credit card information, bank account information, e-money information and other information regarding payment method.
Customer Information	i.e. details of product or service history, photo, interest & preference pattern in product and service, user comment, answer in survey, contact history, voice record, telephone communication record.
Prospective customer information	i.e. Interested vehicle, current vehicle in possession, test drive information, details of prospective customer follow up, interest & preference in product and service, answer in survey, follow up history
Photo and motion video information	Photo or motion video in electronic form and paper form taken from event, activities, party and social gathering arranged by Company or Tri Petch Group Companies Photo or motion video when you access into the area under surveillance as record by CCTV Camera in the front of the entrance, inside and outside building
Sensitive Data	For example race, racial, ethnic origin, political opinions, cult, religious or philosophical beliefs, sexual behavior, criminal records, health data, disability, trade union information, genetic data, biometric data, which the Company will not collect, use or disclose sensitive data unless it is permitted by law or you has expressly given consent to us.

Other	Other Personal Data that you provide to the Company or as received by the Company.
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2.2 Method to collect Personal Data

The Company will collect Personal Data from various channels. The Company will receive your information from the registration process to the Company's Website as the main channel. The Company may also collect Personal Data from other activities that you will provide information directly to the Company's employee, consultant or officials. Besides, the Company may collect Personal Data from customer service center, Tri Petch Group Companies, including collecting website visiting behavior from the web browser or the Company may collect Personal Data from other sources which are not directly from you, for example from other customers, trade associations or organization(s) or other services such as social networking services in accordance with the conditions agreed by the Customer at the time when Customer associates with such service.

2.3 Duration to keep Personal Data

The Company will keep your Personal Data for our utilization according to the objectives as informed for the period as long as necessary to process according to the Objectives upon receiving Personal Information or to comply with the laws. In case you are customer including the prospective customer ("Customer") the Company will keep your Personal Data to process according to the Objectives upon receiving Personal Information for the period as long as you are our customer and will keep and utilize it consecutively, as necessary according to the objectives to collect and keep Personal Data or according to the law, for another 10 years after your status as a customer of the Company, Dealer or Tri Petch Group Companies, is over.

3. Objectives to collect and keep Personal Data

The Company will collect, keep, use and/or disclose other information including your Personal Data as necessary under legitimate interest of the Company and/or the Dealer or under consent given by you or under the reasonable ground by law(s), as necessary for the following objectives:

Objective to process Personal Data	Legal Grounds/Basis
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<p>3.1. Provision, maintenance, protection and improvement of the service in the Website, including but not limited to identity verification, acceptance of registration for the service, identification, record of Customer setting and payment of use fees that are related to Service, measurement of traffic and actions of the Customer, distribution, display and measuring effect of advertisements, guidance and response to inquiries relating to the service, addressing a violation of rules, regulations or policies of the Company relating to the Service (the "Terms of Use" and the "Rules") and notice of modification to the Terms of Use and the Rules or related matters;</p>	<p>Legitimate Interest</p>
<p>3.2 For utilization in data management on your data in arrangement marketing activities of the Company and/or Tri Petch Group Companies according to each terms and conditions of such activities. In this Policy "Tri Petch Group Companies" shall mean company which its share(s) held by Tri Petch Isuzu Sales Co., Ltd., or Tri Petch Holding Co., Ltd., whether directly or indirectly;</p>	<p>Legitimate Interest of the Company, Consent for Tri Petch Group Companies</p>
<p>3.3 For providing information, mass media related to product, service or marketing activities through channel as you has provided including for proposing the product and service of Tri Petch Group Companies;</p>	<p>Legitimate Interest of the Company, Consent for Tri Petch Group Companies</p>
<p>3.4 For developing product and service including to promote sales activities and marketing activities of Tri Petch Group Companies;</p>	<p>Legitimate Interest of the Company, Consent for Tri Petch Group Companies</p>
<p>3.5 For communicating, responding and supporting you including for after sale service;</p>	<p>Legitimate Interest of the Company, Consent for Tri Petch Group Companies</p>

<p>3.6 For identity verification before rendering service to you;</p>	<p>Legitimate Interest of the Company, Consent for Tri Petch Group Companies</p>
<p>3.7 For Research and Development on product and service of the Company and Tri Petch Group Companies;</p>	<p>Consent</p>
<p>3.8 For rendering service and/or contacting through postal mail for example contacting for survey the customer satisfaction on product and service of Tri Petch Group Companies, for making appointment for interval checking or maintenance of vehicle, for reminding sale promotion activities or discount campaign;</p>	<p>Legitimate Interest of the Company, Consent for Tri Petch Group Companies</p>
<p>3.9 For benefit of vehicle warranty;</p>	<p>Contractual Basis of the Company</p>
<p>3.10 For protecting or preventing danger against life, body or health of person, property of you or of Company such as installing CCTV Camera to protect trespass, vandalism, criminal incident in the area including to support the law enforcement authority to investigate and suppress the crime, to support authority in the whistleblowing procedure and to get related evidences, and also including to support the exercise the legal right or defense in legal procedure.</p>	<p>Vital Interest, Legitimate Interest, Legal Basis</p>
<p>3.11 For performance under contract or agreement;</p>	<p>As allowed by Law</p>
<p>3.12 For performance in compliance with the law and/or public interest;</p>	<p>As allowed by Law</p>

3.13 For protecting or preventing danger against life, body or health of person.	As allowed by Law
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If you decline to provide Personal Data to the Company, we may not be able to render service to you in some case.

4. Disclosure of Personal Data

4.1 Type of Personal Data recipient

In the Company's business operation, the Company has to disclose Personal Data as necessary to Tri Petch Group Companies, Dealer, service provider(s) and business partner(s) of Tri Petch Group Companies for example for market analysis service, for logistic service, for sale promotion activities, for communication, for postal service and other disclosure under the objectives in Clause 3.

4.2 Send or transfer Personal Data oversea

In certain case, the Company has to transfer the collected information to the Company's database as operated and managed on Cloud Servers by our business partner(s) oversea which has adequate measure to protect Personal Data under the applicable Personal Data Protection Law in Thailand. This information will be secured and strictly protected.

5. Data Subject's Rights

Under the principle, terms and conditions prescribed in the applicable Personal Data Protection Law in Thailand, you are entitled to the following rights:

1. You can withdraw consent at any time by contacting the Company through the channel as provided under Clause 8. Please be informed that if you withdraw your consent, you may not be able to receive certain information or privilege including to be contacted from the Company, Dealer for special privilege and Isuzu activities;
2. You can request for copy, revise or update your Personal Data as collected in the Company's responsibility to be up-to-date, accurate and not causing mistaken and request for disclosure of getting your Personal Data without your consent;
3. You can receive or request the Company to send or transfer your Personal Data to other Personal Data Controller;
4. You can object the collecting, keeping, using or disclosing of Personal Data or stop using Personal Data in certain cases as prescribed by law;
5. You can request the Company to delete or destroy or process to de-identify your Personal Data in certain cases as prescribed by law;
6. You can file complaint to competent government authority.

6. Cookies

"Cookies" is a small data file stored in web browser of user's computer system. Cookies collect user's behavior in visiting the Website for developing and improving the Website and Company's services. If you would like to stop the Cookies to record the said information, you could disable the Cookies in your web browser setting.

7. Improvement of Privacy Policy

The Company reserves the right to improve this Privacy Policy which the Company will inform you about the said improvement. Also the Company may additionally inform you about other details related to your privacy for example, objectives in collecting your information other than specified herein, whereby the improvement or additional information related to the said privacy policy shall be effective upon when the Company informs you by method as Company deems appropriate, except in case that is required your consent by law. In such case, the improvement or additional details regarding the said privacy policy shall be effective when the Company gets your consent.

8. Contact Us

In case you have any enquiry, suggestion or comment on this Privacy Policy or the Company's Website, you can contact the Company through various channels, details as follows:

Details of Data Controller

Auto Technic (Thailand) Co., Ltd.

E-mail: contact@truck2hand.com

Tel. Number: 064-456-6616

Address: Head Office 1494 New Petchburi road, Makkasan, Ratchathevi, Bangkok 10400

Details of Data Protection Officer

Name: Data Protection Officers Team

Venue and contact

Email: dpo@tripetch-isuzu.co.th

Address: 1088, Vibhavadi Rangsit Road, Chatuchak Subdistrict, Chatuchak District, Bangkok, 10900

The Company is welcome to respond to your enquiry, suggestion and comment to develop and improve the Website and the Company's services.

Announced on 7 December 2023 to be enforceable in place of the Privacy Policy previously announced.