

3.6 Privacy Protection

Policy and Commitment

Privacy Policy

Privacy Policy applies to the entire operations, and suppliers (or data processors). In order to ensure that the operations of EGAT comply with the Personal Data Protection Act, B.E. 2562 (2019), including its amendments, rules, regulations, announcements, or orders related to the Personal Data Protection Act, B.E. 2562 (2019) (collectively referred to as “Personal Data Protection Law”), the Governor of the Electricity Generating Authority of Thailand hereby issues this announcement for executives and practitioners to strictly adhere to as a principle and guidelines for the governance and management of personal data used in EGAT’s operations, as follows:

Designated person or department responsible for privacy issues. As prescribed in Clause 4 of the policy, stipulates that there shall be a Personal Data Protection Committee (Data Protection Officer or DPO) tasked with providing guidance, advice, and auditing operations related to the collection, use, or disclosure of personal data within EGAT to ensure compliance with personal data protection laws. This includes acting as a coordinator and cooperating with the Office of the Personal Data Protection Committee (PDPC).

Privacy policy system embedded in group-wide risk/compliance management as prescribed in Clause 3 of the policy. Executives must promote awareness among practitioners regarding the importance of personal data protection, and encourage personal data protection risk management at all organizational levels. This includes establishing effective internal control measures to prevent the unauthorized collection, use, or disclosure of personal data.

Sustainability Performance Information

Privacy Protection Measure

EGAT demonstrates a strong governance framework regarding business integrity and customer property protection across its business units as presented in the several commitments and guideline. For example:

- **Commitment to Confidentiality:** Section 1 (Treatment of Customers), Clause 1.6 explicitly mandates that EGAT must strictly protect and maintain customer confidentiality, commercial secrets, and stakeholders' benefits.
- **Institutional Alignment:** This standard is consistently enforced across EGAT's key digital platforms and business interfaces, including the EGAT Business portal and EGAT Energy Solutions.

EGAT has also established the **Personal Data Protection Guideline** which covers personal data protection for entire operations, including suppliers' management. This guideline also includes:

- Disciplinary actions in case of breach (i.e. zero tolerance policy)
if, during the personal data breach fact-finding investigation, it is discovered that there is a high risk of affecting the rights and freedoms of the data subjects, measures and disciplinary actions must be taken immediately, to the extent possible, to prevent, suspend, or remedy the breach in order to terminate it or prevent further impacts. In this regard, necessary and appropriate personnel, procedural, or technological measures may be utilized.
- Conduct internal audits of privacy policy compliance.
Monitoring and auditing operations must be conducted at least once a year to ensure compliance with personal data protection laws, and to guarantee that personal data protection controls and management are effective and in line with personal data protection legislation. Such monitoring and auditing duties shall be under the supervision of the DPO and the DPO Office, covering the following matters

Sustainability Performance Information

Additionally, EGAT strictly complies with the Personal Data Protection Act (PDPA) B.E. 2562 (2019) through a comprehensive legal and operational hierarchy:

- **Document:** <https://www.egat.co.th/privacy-policy.html>
Governed by the *Notification of the Electricity Generating Authority of Thailand No. 22/2564 regarding the Personal Data Protection Policy.*
- **Document:** <https://egatev.egat.co.th/privacy-policy/>

EGAT's electric vehicle application framework (*EleXA*) embeds privacy-by-design. Users are required to review and accept the explicit **Terms of Service** (specifically Clauses 4, 8, 9, 10, and 14) and the **Privacy Policy** before registration.

- **Documents:** <https://egatev.egat.co.th/cookie-policy/>
Public-facing platforms utilize standardized **Cookie Policies** to ensure transparent data tracking and user consent mechanisms.

Stakeholder Consent & Continuous Improvement Processes

EGAT actively applies PDPA-compliant mechanisms during stakeholder engagement, ensuring that data minimization and purpose limitation are respected. For the event registration and post event satisfaction survey, the person who desire to register is required to review the acknowledgement and consent to collect, use, and disclose personal data.

Example of option for stakeholders:

"I acknowledge and give consent to EGAT to collect, use, and disclose personal data."

Sustainability Performance Information

"I, as the data subject, consent to the Electricity Generating Authority of Thailand (EGAT), by the Energy Innovation Business Management Division, collecting and using my personal data—including Name-Surname, Position, Phone Number, and Email—under the Personal Data Protection Act, B.E. 2562 (2019). This is for the purpose of utilizing data for meetings/seminars and helping to improve our event organization and content."

For customer privacy information, EGAT complies with relevant laws and regulations. Customer data is only used in accordance with terms of service and/or customer consent and is done only for the purposes notified to customers, referring to the Privacy Notice (Link: <https://www.egat.co.th/privacy-notice-energy-business.html>) .