

November 10th, 2025

To Supplier/Service Provider

Bank of Ayudhya Public Company Limited, its affiliates and/or subsidiaries, and other companies would like to inform you that the Personal Data Protection Act B.E. 2562 (2019) was prescribed responsibilities and liabilities of the Bank (as a data controller) and you (as a data processor) to efficiently protect personal data and provide effective remedial measures for data subjects whose personal data protection rights are violated.

You, entrusted by the Bank as a data processor to carry out the activities related to the collection, use or disclosure of personal data pursuant to the Bank's instructions, are obliged to process personal data in accordance with terms and obligations under the agreement(s) with the Bank, including, but not limited to, the following duties:

1. Carrying out the activities related to the collection, use or disclosure of personal data only pursuant to the instructions given by the Bank.
2. Providing appropriate security measures for preventing unauthorized or unlawful loss, access to, use, alteration, correction or disclosure, of personal data, and notify the Bank of the personal data breach that occurred.
3. Preparing and maintaining records of personal data processing activities in accordance with the rules and methods set forth by relevant authorities.

In the event that you are unable to comply with the aforementioned agreements and responsibilities, and this results in any Personal Data Breach* caused by your intentional or negligence act, you shall be deemed liable and responsible to the Bank for such breach. In this case, the Bank shall be entitled to all compensation from you for the Personal Data Breach or you may compensate data subjects for the Personal Data Breach on behalf of the Bank, including, but not limited to, the following liabilities;

1. Civil Liability: For example, compensation may be paid to the data subjects, and the court also has the authority to order punitive damages, not exceeding twice the amount of the actual compensation.

2. Administrative Liability (depending on the circumstances and the severity of the violation): For example, administrative fines may be imposed with a maximum penalty of up to 5 million Baht.
3. Criminal Liability: For example, fines or imprisonment.

In consideration of the foregoing provisions, you must carry out the activities related to the collection, use or disclosure of data in accordance with the terms and obligations under the agreement(s) with the Bank, and you must comply with the Personal Data Protection Act B.E. 2562 and other relevant and applicable laws.

***"Personal Data Breach"** means a breach leading to destruction, loss, correction, alteration, unauthorized disclosure of, or access, transfer, maintain or other processes, of personal data, whether due to unlawful act or by accident. It may be categorized into 3 types, i.e. (1) Confidentiality Breach means any unauthorized access or disclosure of personal data or by accident (2) Integrity Breach means any unauthorized alteration of personal data or by accident (3) Availability Breach means inaccessibility, loss or destruction of personal data, whether without permission or by accident.

Examples of Personal Data Breach

(1) Customer data storage devices are lost or stolen. (2) Data deleted by unauthorized person. (3) The key for decryption of the encrypted data is lost led to inaccessible data. (4) Denial of Service Attack ("**DoS**") makes a system unable to access personal data. (5) Ransomware attack makes the data inaccessible. (6) The Bank's invoice of a customer is sent to another customer.

Bank of Ayudhya Public Company Limited,
its affiliates and/or subsidiaries, and other companies

Note: This letter is printed automatically without signature required.