

Regulation at 001/2021 (Title: Personal Data Protection Policy)

INTRODUCTION

SVOA Public Company Limited and Subsidiary company (collectively, "the Company") realize to important Personal Data Protection that is a fundamental rights and must be protected by Personal Data Protection Laws. The Company shall responsible for data security that is subject to care and shall use any measures as necessary to manage safety and reliability. The Company also announces the Personal Data Protection Policy to be a principle of Personal Data Protection and make the Company (in respect of Personal Data Controller or Personal Data Processor) act or omission to act any activities that may breach Personal Data Protection Act B.E. 2019. Therefore, the Company also provide control and undertakes that its employees acknowledge and strictly comply with the Personal Data Protection Policy following;

1. TERM OF USE

1.1 The announcement of this Personal Data Protection shall valid with committee, directors, executive officer and all of level staff in all respect. It is for specifying Personal Data Protection measure and internal control measure as reasonable, including method, manual, control, supervision and relevant manner that the Company officer shall strictly comply with any measure of Personal Data Protection Laws.

1.2 The announcement of this Personal Data Protection Policy shall valid with all of activities of Company in respect with Personal Data such as storage, collection, category of information collection, purpose of Personal Data using, Personal Data sharing to third party, including a Personal Data Protection processes, Personal Data security measure, an announcement of Personal Data Protection of User or customer on the website's Company.

2. PURPOSE

2.1 The Company shall operate and perform any activities in accordance with applicable laws and equivalent, and having international standard including Processing of the Personal Data, using any rights of Data Subject and Personal Data Protection measure.

2.2 It is for making confidence to Data Subject that the Company has security measure and/or secure Processing of the Personal Data to Data Subject in accordance with the Personal Data Protection Act.

2.3 The Company shall control that its employee shall acknowledge and strictly with the Personal Data Protection Laws including, regulation manual or Personal Data Protection Policy that made by Company and to prevent the Personal Data Breach and decrease risk of Company and/or its officers from a penalties of Personal Data Protection Laws.

3. DEFINITIONS

"**Company**" means SVOA Public Company Limited and Subsidiary company

"**Subsidiary company**" means company limited or public company limited under control with the Company and there is any nature in accordance with the announcement of securities and exchange commission.

"**Personal Data Protection Laws**" means the Personal Data Protection Act B.E. 2562 and its amendments, including any relevant regulations and rules and other applicable laws that are applicable to the Personal Data Protection Act

"**Processing of the Personal Data**" means any operation or part of operation which is performed on the Personal Data whether or not by automated means, such as collection, recording, organization, structuring, storage, adaption or alteration, receiving, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction including other operations which is an obligation of the Personal Data Processor under the Personal Data Protection Laws.

SVOA Public Company Limited

Head Office : 1023 MS Siam Tower, 31st Floor, Rama 3 Rd., Chongnonsi, Yannawa, Bangkok 10120 Thailand

Tel : +66 2686 3000, +66 2682 6111, +66 2682 6222 Fax : +66 2682 6300 Tax ID 0107537002001

Logistics & Distribution Sales Office : 131 Ratburana Road, Ratburana, Bangkok 10140 Thailand

Tel : +66 2849 2777, +66 2462 5822, +66 2462 5933, +66 2816 7511 Fax : +66 2462 7030

บริษัท เอสวีโอเอ จำกัด (มหาชน)

สำนักงานใหญ่ : 1023 อาคารเอ็มเอส สยาม ทาวเวอร์ ชั้น 31 ถนนพระราม 3 แขวงคลองสาน เขตยานนาวา กรุงเทพมหานคร 10120

โทรศัพท์ 0 2686 3000, 0 2682 6111, 0 2682 6222 โทรสาร 02 682 6300 เลขประจำตัวผู้เสียภาษี 0107537002001

อาคารศูนย์บริการและจัดส่ง : 131 ถนนราษฎร์บูรณะ แขวงราษฎร์บูรณะ เขตราษฎร์บูรณะ กรุงเทพมหานคร 10140

โทรศัพท์ 0 2849 2777, 0 2462 5822, 0 2462 5933, 0 2816 7511 โทรสาร 0 2462 7030 www.svoa.co.th

"Personal Data Breach" means actions or omissions by any person that leads to, including but not limited to, unlawful or unauthorized loss, access, use, alteration or disclosure of the Personal Data, as well as, any actions or omissions that may be deemed the Personal Data Breach under the Personal Data Protection Laws.

"Personal Data" means information that identifies a natural person whether directly or indirectly including;

- (1) **Fundamental Information** such as name, surname, national identification number, place of birth, age, address, gender, occupation, date of birth, marriage status, group of blood, weigh, nationality, photography, finger print and/or serve of military etc.
- (2) **Contact Information** such as phone number, home number, home address, email address, information address, emergency contact, email, line ID, Facebook and other information in that manner.
- (3) **Working Information** such as work experiences and formerly employment (including title, department, profile, salary, benefit of formerly employment) working behavior, education background, training or trainee profile, certificate and any qualification, application information, labor union information, working performance, employment contract, social security, fund of compensation, provident fund, employee ID, income, bonus, title, welfare, taxes, job description, working target, record of work, day-off, behavior information, illegal act and working discipline/causes of retirement as an employee, security information, check in - out information, information in relation to accident of work and security of work, travel information and relevant expenses, communication information and using computer equipment, telephone, internet and email etc.
- (4) **Data in respect with Governmental document** such as national identification number, passport number, work permit, driver license, Vehicle registration book, bank account and the other things that can specify the identity and the other license (attorney license or accountant license) etc.
- (5) **Background Information** such as cases record, criminal record, any certificates including reference person.
- (6) Sound, Photograph and/or Cinematograph, CCTV including Activities entrance or campaigns that the Company set up.
- (7) name, surname, date of birth, age, nationality address, occupation, office location and phone number to spouse, son, father, Mather or family that can contact in any emergency.
- (8) Name, surname, age, nationality, address, occupation, office location and phone number to reference person for reviewing and warrant working and/or guarantor.
- (9) The other personal information under the Personal Protection Laws that any person received due to working.

"Sensitive Data" means personal information that is truly personal to an ethnic, beliefs, religions or philosophy, sexual orientation, criminal record, heath-related, disability, labor union, gene data, biometric data or the other data that impact on the Data Subject pursuant to provide in the Personal Data Protection Committee.

"Data Subject" means any person that can identify from the Personal Data including the holder of parental responsibility over the minor, custodian who has the power to act on behalf of the incompetent person, the curator who has the power to act on behalf of the quasi-incompetent person and a person who own data under the Personal Data Protection Laws.

"Data Protection Officer" means the Data Controller is a public authority as prescribed and announced by the Committee in relation to giving advices to the Company officer with respect to compliance with the Personal Data Protection Act. If there are any issues in respect to collection, using or disclosure of Personal Data, Data Protection Officer shall investigate and liaise with Office of the Personal Data Protection Commission.

"The Company Officer" means executive officer, staff, Employee and sub-contract.

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บริษัท สวอ จำกัด (มหาชน)

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โทรศัพท์ 0 2686 3000, 0 2682 6111, 0 2682 6222 โทรสาร 02 682 6300 และประจำตัวผู้เสียภาษีอากร 0107537002001
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โทรศัพท์ 0 2849 2777, 0 2462 5822, 0 2462 5933, 0 2816 7511 โทรสาร 0 2462 7030 www.svoa.co.th



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4. PERSONAL DATA PROTECTION MEASURE

The Company shall provide any measure that its officer and the relevant person strictly acknowledge own duties and responsibilities including protection measure to comply with the policy, regulation, method, manual or the relevant manner under the Personal Data Protection Laws strictly. The details of Security Measure are following;

4.1 The Processing of the Personal Data shall lawful and it can inspect.

4.2 The Processing of the Personal Data shall only process in the scope and obligations that the Company specified and it shall be not use or disclose other than the scope or obligation hereto.

4.3 The Processing of the Personal Data shall be limited to the extent necessary in relation to its scope and obligations including a period of Processing of the Personal Data.

4.4 The Processing of the Personal Data shall be processed any Personal Data remains accurate and in the event that needs shall make to be up-to-date.

4.5 The Processing of the Personal Data shall have Personal Data Protection Measure and internal measure for sending the Personal Data to the domestic country or other territory, including support course outline and provide training of Personal Data Protection of the Company Officer efficiently.

4.6 The Processing of the Personal Data shall inform a detail of processing to the Data subject including set up measure to Data subject for using any rights of Processing of the Personal Data.

4.7 It is for providing an internal measure from Company activities in respect with the Personal Data Protection Laws and maintain a records of the Processing of the Personal Data activities pursuant to method and manner provided in the Personal Data Protection Laws.

4.8 It is for providing Director who has the power to compliance with policy, regulation, method, manual, the Personal Data Protection measure including (i) support the Data Protection Officer to advice to the Company office (ii) to be agent to liaise with Data subject and Office of the Personal Data Protection Commission comply with the Personal Data Protection Laws and the relevant rules and (iii) take any claims and carry out in relation to using any rights of Data subject.

5. DUTIES OF PERSONAL DATA PROCESSOR

The Company shall process the Processing of the Personal Data as in scope or shall process on written instruction from the Personal Data Controller following;

5.1 The Processing of the Personal Data shall only process on written instruction as specified in the contract and in the scope of service, and shall comply with the Personal Data Protection Laws in respect of obligations of the Personal Data Processor.

5.2 The Processing of the Personal Data shall comply with Personal Data Operational Manual or is specified by the Company and the Personal Data shall not be used or disclosed to other person, whether within the domestic country or other territory, unless instructed by Principal or to comply with the scope of the service.

5.3 The Company shall only grant to any person needs to know and access the Personal Data to the Company to perform its obligations according written instruction of Principal or in the scope of the service.

6. PERSONAL DATA COLLECTION

6.1 Personal Data Collection shall be limited to the extent necessary in relation to purpose of collection. The Company shall notify Data subject to acknowledge and consent in electronic, short message or the other method that provided by the Company. Unless otherwise compelled by law, the Company shall request consent from Data subject prior to Personal Data Collection and notify Data subject to giving consent prior to or at the time of such Personal Data Collection as details following;

6.1.1 A purpose of collection;

6.1.2 A collected Personal Data;

6.1.3 Notification of the case where Data subject must provide his or her Personal Data for compliance with a law, or contract or entering into the Contract, including notification of the possible effect where the Data Subject does not provide such Personal Data;

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บริษัท เอสวีโอเอ จำกัด (มหาชน)

สำนักงานใหญ่ : 1023 อาคารเอ็มเอส สยาม ทาวเวอร์ ชั้น 31 ถนนพระราม 3 แขวงคลองเตย เขตยานนาวา กรุงเทพฯ 10120

โทรศัพท์ 0 2686 3000, 0 2682 6111, 0 2682 6222 โทรสาร 02 682 6300 และประจำตู้ไปรษณีย์อาคาร 0107537002001

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โทรศัพท์ 0 2849 2777, 0 2462 5822, 0 2462 5933, 0 2816 7511 โทรสาร 0 2462 7030 www.svoa.co.th

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- 6.1.4 The categories of Person or entitled to whom the collected Personal Data may be disclosed;
- 6.1.5 Information, address, and the contact channel details of the Company.
- 6.1.6 The right of the Data Subject.
- 6.2 The Personal Data Collection without the consent of the Data Subject.
 - 6.2.1 It is for the achievement of the purpose relating to the preparation of the historical documents or the archives for public interest, or for the purpose relating to research or statistics, in which the suitable measures to safeguard the Data Subject's rights and freedoms.
 - 6.2.2 It is for preventing or suppressing a danger to a Person's life, body or health;
 - 6.2.3 It is necessary for the performance of a contract to which the Data Subject is party, or in order to take steps at the request of the Data Subject prior to entering into a contract.
 - 6.2.4 It is necessary for the performance of a task carried out in the public interest by the Data Controller, or it is necessary for the exercising of official authority vested in the Personal Data Controller.
 - 6.2.5 It is necessary for legitimate interests of the Personal Data Controller or any other Persons or juristic persons other than the Personal Data Controller, except where such interests are overridden by the fundamental rights of the Data Subject of his or her Personal Data;
 - 6.2.6 It is necessary for compliance with a law or court order.

7. USE OR DISCLOSURE OF PERSONAL DATA

The Company shall use or disclose Personal Data of Data subject upon receiving consent from such Data Subject and the Company only shall be limited to the extent necessary in relation to purpose of collection. Unless otherwise compelled by law, the Company shall control and undertakes that its officer, employees and staffs shall not use and/or disclose the Personal Data other than obligation in respect of collection and/or disclosure to third party. Notwithstanding, the Company shall implement a controlled measure that take into priority person who is entitled to use or disclose Personal Data as needed including use or disclosure record within the extent necessary in relation to purpose of collection and shall receive consent from the Data Subject prior to or at the time of such use or disclosure of Personal Data, except the following circumstances;

- 7.1 It is for the achievement of the purpose relating to the preparation of the historical documents or the archives for public interest, or for the purpose relating to research or statistics, in which the suitable measures to safeguard the Data Subject's rights and freedoms.
- 7.2 It is for preventing or suppressing a danger to a Person's life, body or health;
- 7.3 It is necessary for the performance of a contract to which the Data Subject is party, or in order to take steps at the request of the Data Subject prior to entering into a contract.
- 7.4 It is necessary for the performance of a task carried out in the public interest by the Data Controller, or it is necessary for the exercising of official authority vested in the Personal Data Controller.
- 7.5 It is necessary for legitimate interests of the Personal Data Controller or any other Persons or juristic persons other than the Personal Data Controller, except where such interests are overridden by the fundamental rights of the Data Subject of his or her Personal Data;
- 7.6 It is necessary for compliance with a law or court order.

8. SECURITY MEASURE

It is benefit for confidentiality and security in respect of Personal Data. The Company provide appropriate security measure and such measures must be reviewed when it is necessary, or when the technology has changed in accordance with the minimum standard specified and announced by the committee following;

- 8.1 The Company shall provide security measure for preventing the unauthorized access to, use, disclosure, Processes of Personal Data, identity, user in accordance with strictly specified and announced by the Company.

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Logistics & Distribution Sales Office : 131 Ratburana Road, Ratburana, Bangkok 10140 Thailand
Tel. +66 2849 2777, +66 2462 5822, +66 2462 5933, +66 2816 7511 Fax : +66 2462 7030

บริษัท เอสวีโอเอ จำกัด (มหาชน)

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โทรศัพท์ 0 2686 3000, 0 2682 6111, 0 2682 6222 โทรสาร 02 682 6300 และประจำตัวผู้เสียภาษีอากร 0107537002001
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8.2 The Company shall provide security system for preventing the loss, access, destroy, alternation, change or disclosure in unauthorized and shall provide a examination system for erasure or destruction of the Personal Data when the retention period ends or the Personal Data is irrelevant or beyond the purpose, or when the Data Subject has request to do so, or when the Data Subject withdraws consent.

8.3 In the event that the Company sends or transfers the Personal Data to a foreign country including put the Personal Data for keeping on the other system. Transferee who provide Personal Data security shall have a security measure and must equivalent or higher than this policy measure.

8.4 In the event that breach of security measure or a leakage of Personal Data and such causes is made to the Company in breach of Personal Data or Personal Data is disclosed to public. The Company shall immediately notify Data Subject including remedies plan for any damages arising out of or in relation to such breach. Notwithstanding, neither Company (nor their subsidiary) shall have liability with respect to the personal data disclosure to third party, omission or negligence of log out in database and social media system that arising from act of Data Subject or any person who received consent from Data Subject.

8.5 The security system shall be reviewed and estimated by internal audit. The Company shall provide examination system for erasure or destruction of the Personal Data when the retention period ends or the Personal Data is irrelevant or beyond the purpose, or when the Data Subject has request to do so, or when the Data Subject withdraws consent.

8.6 The Company shall control to access the Personal Data and equipment to collection and Processing of Personal Data regard to using and security.

8.7 The Company shall specify the right to access the Personal Data such as a person who is responsible for the Personal Data in each category shall have the right to access such Personal Data for prevent a leakage of Personal Data.

8.8 The Company shall grant authorized person to access user for controlling the Personal Data access including responsibility of user for preventing unauthorized access, disclosure, copy, equipment larceny or processing of Personal Data.

8.9 The Company shall provide a method for retrospect examination in relation to access, change, erase or personal data transfer in correspondence with a method and media that is collect use or disclose the personal data.

8.10 The Company shall notify any Personal Data breach to the Office of any Personal Data within 72 hours after having become aware of it, unless such Personal Data breach is likely to result in a high risk to the rights and freedoms of the Persons.

9. RESPONSIBILITY OF PERSON AND PROCESSING OF PERSONAL DATA RECORD

The Company shall undertake that its officers or relevant agency under Personal Data for collection, use or disclosure of Personal Data under this Personal Data Protection Policy strictly. The Company shall provide Internal Audit to comply with the policy potentially and shall record in order to enable the Data Subject and the Office of the Personal Data Protection Commission to check upon, which can be either in a written or electronic form following;

9.1 The collected Personal Data;

9.2 The purpose of the collection of the Personal Data in each category;

9.3 A details of the Company that collect personal data.

9.4 The retention period of the Personal Data;

9.5 A Rights and methods for access to the Personal Data, including the conditions regarding the Person having the right to access the Personal Data and the conditions to access such Personal Data;

9.6 The use or disclosure without consent;

9.7 The rejection of request or objection;

9.8 Explanation of the appropriate security measures that the Company provide for preventing loss, access, use, change, alternation or unauthorized disclosure.

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อาคารศูนย์บริการและจัดส่ง : 131 ถนนราชมรรคา แขวงราชมรรคา เขตราชเทวี กรุงเทพมหานคร 10140

โทรศัพท์ 0 2849 2777, 0 2462 5822, 0 2462 5933, 0 2816 7511 โทรสาร 0 2462 7030 WWW.SVOA.CO.TH

10. RIGHTS OF THE DATA SUBJECT

The Data subject shall have the right according to Personal Data Protection Laws following;

10.1 The Data Subject shall have the right to withdraw consent on which Processing of Personal Data that the Data subject give a consent to the Company throughout a retention period of the Personal Data

10.2 The Data Subject is entitled to request access to and obtain copy of the Personal Data related to him or her and to request the disclosure of the acquisition of the Personal Data obtained without his or her consent.

10.3 The Data Subject shall have the right to receive the Personal Data concerning him or her from the Company in the format which readable or commonly including (1) request the Company to send or transfer the Personal Data in such formats to other Personal Data Controller if it can be done by the automatic means or (2) request to directly obtain the Personal Data in such formats that the Company sends or transfers to other Personal Data Controllers, unless it is impossible to do so because of the technical circumstances.

10.4 The Data Subject shall have the right to object Processing of Personal Data (collection, use or Disclosure of Personal Data), concerning him or her, at any time under the Personal Data Protection Laws.

10.5 The Data Subject shall have the right to request the Company to erase or destroy the Personal Data, or anonymize the Person Data to become the anonymous data which cannot identify the Data Subject under the Personal Data Protection Laws.

10.6 The Data Subject shall have the right to request the Company to restrict the use of the Personal Data under the Personal Data Protection Laws.

10.7 The Data Subject shall have the right to request the Company to the Personal Data remains accurate, up-to-date, complete, and not misleading.

10.8 The Data Subject shall have the right to complain, if the Company or its employee or subcontract in breach of a Personal Data Protection Laws.

notwithstanding, the Data Subject can notify a wish to use the right below;

SVOA Public Company Limited

Address 1023 MS Siam Tower, 31st Floor, Rama 3 Road,
Chongnonsi, Yannawa, Bangkok 10120

Email: panaskan_j@svoa.co.th

Tel: (662) 686-3000, 682- 6111, 682-6222

The right of Data Subject as described above shall not impact to processing of Personal Data that the Company has already proceeded in lawful prior to perform a request of Data Subject. However, in the event that there is any exemption in relation to law, contract to Data subject benefit, processing of Personal Data or court order (including if the Company perform to the request of Data Subject and it shall adversely affect the rights and freedoms of others), the Company may not proceed as such request of Data Subject. Notwithstanding, the Company may invoice any expenses to Data Subject for a request of Data subject at rate that specified by the Company.

Moreover, if the Data Subject withdraws consent on which processing of Personal Data. The Company can process the Persona Data of Data Subject regard to the authority of Processing of Personal Data under the law, without the consent of Data Subject. Aforementioned, it shall be subject to the Personal Data Protection Laws.

11. DATA PROTECTION OFFICER

The Company has appointed (Data Protection Officer: DPO) in behalf of committee to review the Company process in respect with collection, using and disclosure of Personal Data in accordance with the Personal Data Protection Act B.E. 2019 including the Personal Data Protection Laws.

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12. PENALTIES

If any Company officer and/or any person who shall be responsible for own duties or have a duty to instruct or perform any act, but omits to instruct or perform such act or act or perform own duties in breach of policy and Personal Data Measure until such breach causes offense and/or damages, such person shall be punished as the rule of Company without conciliation and such person also shall be punished with the punishment as prescribed for such offense. Notwithstanding, if such offense causes any damages to the Company and/or other person, the Company may consider for additional prosecution.

13. POLICY REVIEW

The Company shall review this policy at least 1 time per year or in the event that the applicable is changed and/or amended.

Notwithstanding, this regulation shall be effected on 1 April 2021.



(Miss Kulapa Intanate)
Chief Executive Officer
SVOA Public Company Limited.

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Tel. +66 2686 3000, +66 2682 6111, +66 2682 6222 Fax : +66 2682 6300 Tax ID 0107537002001

Logistics & Distribution Sales Office : 131 Ratburana Road, Ratburana, Bangkok 10140 Thailand
Tel. +66 2849 2777, +66 2462 5822, +66 2462 5933, +66 2816 7511 Fax : +66 2462 7030

บริษัท เสงวีโวล จำกัด (มหาชน)

สำนักงานใหญ่ : 1023 อาคารเอ็มเอส สยาม ทาวเวอร์ ชั้น 31 ถนนพระราม 3 แขวงคลองเหนือ เขตยานนาวา กรุงเทพฯ 10120
โทรศัพท์ 0 2686 3000, 0 2682 6111, 0 2682 6222 โทรสาร 02 682 6300 และประจำตัวผู้เสียภาษีอากร 0107537002001

อาคารศูนย์บริการและจัดส่ง : 131 ถนนราษฎร์บูรณะ แขวงราษฎร์บูรณะ เขตราษฎร์บูรณะ กรุงเทพฯ 10140
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