

Privacy Policy

Last updated: 24 November 2023

Macbelt Conveyor Co.,Ltd. (hereinafter referred to as "**We**", "**Us**", "**Company**", "**Our**", "**Macbelt Conveyor**", or "**Macbelt**") recognizes the importance of the protection of your personal data, and we take utmost care in handling any privacy information we collect from customers, users, or visitors (hereinafter referred to as "**You**", "**Your**", "**Customer**", "**User**", "**Visitor**" or "**Data Subject**"). We give below Our privacy policy and this is applicable to Our websites - macbeltconveyor.com, online purchase portal, associated sub-domains and web pages (hereinafter collectively or individually, as the case may be, referred to as "**Websites**" or "**Platforms**").

The Platforms may contain links to other websites, other domains, web pages, applications, widgets, or blogs of third-party service providers over which we have no control (hereinafter referred to as "**Other Sites**").

This Privacy Policy shall apply only to information directly and indirectly collected from Our Platforms and/or Other Sites and shared with us. We are not responsible for Other Sites handling of personal information.

This Privacy Policy explains our practices regarding the collection, use, or disclosure of personal data including other rights of the Data Subject in accordance with the Personal Data Protection Act of Thailand (the "Thai PDPA").

1. General

- 1.1. By using the Platforms and voluntarily providing Us with information (personal and/ or non-personal) through Our Platforms or Other Sites, as a case may be, You are consenting to Our use of it in accordance with this Privacy Policy. However, this Privacy Policy does not apply to third-party websites/ applications that are provided. Please note that if You do not agree with and consent to the terms and conditions of this Privacy Policy, You shall not use this Platforms.
- 1.2. Your use of the Platforms and handling of your information collected through Our Platforms or Other Sites and share to Us will be governed by this Privacy Policy as applicable together with all policies, notices, guidelines, disclaimers that are published and shared with You from time to time which are incorporated herein by way of reference including but not limited to other terms and updates to the same as may be applicable to You in Your capacity as a User. This Privacy Policy shall be enforceable against You in the same manner as any other written agreement between You and the Company/Macbelt Conveyor.
- 1.3. We may update this Privacy Policy from time to time. You must periodically review the

Privacy Policy as available on Platforms for the latest information on Our privacy practices. In the event You continue to use the Platforms after any update in the Privacy Policy, Your use of the Platforms and handling of your information shall be subject to such updated Privacy Policy.

2. Information Collected

We will use the information provided by You or the information gathered from in accordance with the purposes described in the Policy.

2.1. Collection of Personal Information:

Macbelt Conveyor does not collect any personal information without the knowledge and consent of the Data Subject. Personal information given directly from You shall amount to Your consent. When You use Websites, You may create or register an account on Platforms, fill out the contact form, purchase Our products online, etc., We will collect your personal data that receive directly from You as following:

- a. We may collect Personal Information from You while You register and create an 'Account' through the Platforms. This information may include, but not limited to, Your picture, name, surname, address, email address, phone number, and any other information as may be required to create the Account and as supplied by You for the specific purpose of providing You information.
- b. In the event You create an Account using a third-party account/credentials, We may receive Your Personal Information from such third parties in accordance with the privacy policy of third-party service providers and the Thai PDPA. Such information received from the third parties at the time of accessing to the Platforms may include, but not limited to, the username, profile picture, e-mail address, associated with that website/application, any information that has been made public in connection with that Platforms belonging to You and/ or any information or content the third party has the right to share with Us. By creating the Account using a third-party account, You authorize and hereby grant Your express consent to eto collect, store, use and retain such information and content in accordance with this Privacy Policy.
- c. We collect Your personal data when You voluntarily complete forms in Websites. To get further in touch with Us, we provide a contact form or any other forms to be able to get feedback, help manage Your account, give Our product details, proceed Your orders, give You special offers, establish and maintain a commercial relationship, etc., and the personal data being collected includes, but not limited to, Your name, surname, email address, phone number, and any other information as may be required by Macbelt Conveyor to provide You anything from obtained information.

- d. When You place an order for any of Our products through Websites, in order for Us to proceed Your order, complete payment, prepare product delivery, and provide required commercial and tax-related documents, e.g., withholding tax certificate and tax invoice, we ask You some corporate or personal information and proof of identity, including, but not limited to, corporate name, personal name, address, email address, phone number, date and time, taxpayer identification number, copy of identification card, copy of passport, etc. Any payment information provided is processed by the relevant billing and/or payment processor. To complete a payment process, We collect Your financial and purchase information, including, but not limited to, bank account, credit card details, phone number, bank slip, etc.
- e. To improve Our products and services, we also obtain Your purchase history, transaction history, and any other related data. In order for Us to understand Your purchase behavior, habits, and preference, this valuable insight collected from You is needed to serve You better.

Children

If you are under the age of 20 or having legal restrictions, we may collect, use or disclose your personal data. We require your parents or guardian to be aware and provide consent to us or allowed by applicable laws. If we become aware that we have collected personal data from children without verification of parental consent, we take steps to remove that information from our servers.

2.2. Collection of Non-Personal Information:

- a. Non-Personal Information: Macbelt Conveyor may collect non-personal information ("Non-Personal Information") from You through the Platforms when You visit and/ or use the Platforms. Non-Personal Information is any information that individually does not reveal Your specific identity, such as, browser information, internet protocol address, information collected through Cookies, details of Your internet service provider, the date, time and duration of Your usage of the Platform, pixel tags and other similar technologies, demographic information, etc. Our Platforms gather some information automatically when You visit the Platforms and store it in log files. We may collect certain information about Your mobile and other hand-held devices through which You have accessed the Platforms to facilitate, evaluate and verify Your use of the Platforms.
- b. Cookies: To enrich and perfect your experience, Our Platforms may store some information on Your computer in the form of a "cookie" or similar file. These files allow the Platforms to identify specific users and improve Your web browsing experience. We may make agreements with third-party service providers to assist us in better understanding You. Through cookies, Web servers may log information such as IP address of Your computer/proxy server that You use to access the Internet, Your device

type, operating system type, mobile device identifier, browser type domain, and other system settings, the name of Your ISP or mobile carrier etc. We use all of this information to analyze trends among Our users, visitors, and customers to help improve Our Platform experience. If You are uncomfortable with the collection of data through the use of cookies, we recommend disabling this feature through Your browser preferences to refuse cookies before using our Website. Most Web browsers allow web visitors to exercise control over Such files on their computers by erasing them, blocking them, or notifying the visitor when such a file is stored. For mobile, the phone device has similar functionalities to erase, block, notify, etc. You can anytime go to Your settings in Your mobile phone and delete the cookies/data associated. You are asked to refer to Your browser's/device's instructions to learn about those functions.

3. Use of Information

- 3.1. Any Personal Information You submit through Our contact forms or online registration forms or any other forms on Our Platforms is meant only for the intended purpose of that section in the Platforms respectively. Any such information may be shared to authorized third-party service providers, Our associated companies, and Our business partner to provide, maintain, and improve Our Products and Services. By giving Your contact details to Us over Our Platforms, You consent to receive communication from us over email, SMS, phone call and/or any other communication channels You provide or accept. We do confirm that such sharing of information shall be in compliance with the Thai PDPA.
- 3.2 We, or third parties authorized by Us, may use the information provided by You or the information gathered from Your use of the Platforms only for the following purposes:
 - a. To create Your Account and to support You with the usage related to Your Account;
 - b. To notify You regarding your Account, to troubleshoot problems with Your Account;
 - c. To process Your order, delivery, and transaction;
 - d. To provide You Our products and services including after-sale service;
 - e. To enhance and improve products, services, and user experience;
 - f. To conduct marketing activity and promotions;
 - g. To share and manage information within Our company, Our authorized third-party service providers, and/or Our business partners;
 - h. To respond and resolve inquiry, negotiation, or dispute;
 - i. To establish, administer, and maintain a commercial relationship with You as Our clients;
 - j. To understand Your needs and preference regarding to products and services;
 - k. To receive feedbacks regarding to Our products and services;
 - l. To improve Website by analyzing Your behavior during Your visit and use of Website;
 - m. To include You in Our recruitment process; and
 - n. To enable Us to comply with legal and regulatory obligations;
- 3.3 We may contact You to communicate via voice chat, text and/or fax message, email

and/or postal mail, or otherwise for the purpose of, including but not limited to, administering, and/or managing Your relationship with Us, Our products and services, Your order request and/or entire order process including delivery and transaction. You acknowledge and agree that such communications by Us may be mailing a letter, document, or notification to You. This may include disclosing certain personal information about You for order process, delivery and transaction to Our authorized third-party service providers, Our associated company, and/or Our business partners.

4. Storage of Information

- 4.1. Macbelt Conveyor stores Your Personal Data as stated in this policy, both in a document and electronic format, hardcopy and soft copy, in the Company's servers in Thailand, databases, cabinets, and departmental lockers. Under certain circumstances, the Company may use services from external data storage providers to retain such Personal Data and related documents. In all cases, the Company will ensure that Personal Data under the Company's supervision and control will be protected from destruction, alteration, and disclosure inadvertently or illegally, including any other unlawful processing. However, we cannot absolutely guarantee the security of our systems and your information.
- 4.2. You accept the inherent security implications of data transmission over telecommunication networks, such as, satellite, mobile data and cellular, including WiFi, internet and agree that data transmitted through such telecommunication medium cannot always be guaranteed as completely secure. You agree that Your use of the Platforms will be at Your own risk.
- 4.3. Notwithstanding anything contained in this Privacy Policy or elsewhere, the Company shall not be held responsible for any loss, damage or misuse of the information provided by You or the information gathered from Your use of the Platforms.

5. Intellectual Property

The text and images on the Platforms are the property of or are licensed by Us, Our associated company, business partners, or by the applicable Third Party Service Provider, and are subject to copyright and other intellectual property protection. Macbelt Conveyor name and logos are legally registered trademarks. The trademarks and other names, logos and service marks may not be modified, and they may not be used, downloaded, copied or distributed in any way except as an integral part of the authorized download, copy or transmission of materials in the Platforms. No license to use any Macbelt, Our associated company, business partner, or third-party service provider's intellectual property, beyond that which is included in the Platforms itself.

6. Analytics

As a part of enhancing Our Platforms & providing a good visitor experience for users, visitors, customers of Our Platforms, we run analytics on Our Platforms to analyze use of Our content in terms of content requested or downloaded and number of visits or hits. Data collected during this process is only used for identifying improvement possibilities and does not cater to any other purposes.

7. Links to Other Sites

This Privacy Policy applies to the Platforms. The Platforms may contain links to Other Sites. These Other Sites may have their own/specific policies regarding privacy. We are not aware of and responsible for the privacy policies or practices of the Other Sites which You access from Our Platforms.

If You choose to visit an individual, a business or advertiser's Other Sites by "clicking on" on a third-party link from Our Platforms, You will be directed to that third-party's Other Sites. The fact that we link to any third-party Other Sites or present an advertisement is not an endorsement, authorization or representation of Our affiliation with that third party, nor is it an endorsement of any such third party's privacy or information security policies or practices.

8. Security

We have implemented appropriate standards in accordance with the principles of confidentiality, integrity, and availability to reduce the risk of loss, destruction, use, alteration, disclosure, unauthorized or unlawful access of your personal information. No security system is impenetrable and we cannot absolutely guarantee the security of our systems and your information. Personal Information entered via the Platforms' registration forms, query or contact form, order form, etc., is protected by high security standards including administrative safeguard, technical safeguard, physical safeguard and access controls.

If any information under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and where appropriate, notify the impacted individuals and take steps in accordance with any applicable laws and regulations.

9. Phishing or False Emails/SMS

If You receive an email/SMS that appears to be from Us that requests Personal Information (such as Your credit card, login, or password), or that asks You to verify or confirm Your account or other personal information by clicking on a link, that email/SMS was likely to have been sent by someone trying to unlawfully obtain Your information. We do not ask for this type of information in an email/SMS. Do not provide the information or click on the link. Please contact us at [info@macbeltconveyor.com; Address: Macbelt

Conveyor Co.,Ltd., 185 Moo 5 Phuttamonthon Sai 4 Road, Krathumlomt Sub District, Sampran District, Nakhornpathom, Thailand, 73220] which can be contactable in Thailand if You have any suspicion.

10. Updates to the "Privacy Policy"

Macbelt Conveyor reserves the right to revise or change this Privacy Policy at any time. We may change this Privacy Policy from time to time. Any change related to this Privacy Policy will have 'date of change' for reference and will become in effect immediately upon such posting the updated version on the Platforms. At any point of time, You wish to frequently go through Our Privacy Policy, please visit our Platforms again.

11. Retention Period of Personal Data

Macbelt Conveyor retains your personal data for as long as necessary during the period you are a customer or under relationship with us, or for as long as necessary in connection with the purposes set out in this Privacy Policy, unless law requires or permits a longer retention period. We will erase, destroy or anonymize your personal data when it is no longer necessary or when the period lapses.

12. Disclosure of Data

The Company may disclose your personal data to the following parties in certain circumstances:

12.1. Our Company, Associated Company, and Business Partner

We may disclose your personal data within our company, associated company, and business partner to provide and develop our products or services. We may combine information internally across the different products or services covered by this Privacy Policy to help us be more relevant and useful to you and others.

12.2. Authorized Third-Party Service Providers

We may use authorized third-party service providers to help us provide our services such as payments, marketing, delivery, and development of products or services. Please note that service providers have their own privacy policy.

12.3. Law Enforcement

Under certain circumstances, Macbelt Conveyor may disclose your personal data in the good faith that such action is whenever necessary and if required to do so by law or in response to valid requests by government authority such as courts, government authorities.

- To comply with a legal obligation or if disclosure was required by law, rule or regulation or was in response to a valid order of court or authorized agency of government or other legal process;
- To perform contractual obligations to which the data subject is a party, or to take steps at the request of the data subject prior to entering into a contract;
- To protect and defend the legal rights or IPR or other properties of Macbelt;
- To prevent or investigate possible wrongdoing in connection with the Platform;
- To protect the personal safety of users of the Platform or the public; and
- To protect against any legal liability.

13. Your Personal Information Rights

As required by Thai PDPA, You as the owner of Your own Personal Information need to be notified of your right, including

- the right to request access and copy;
- the right to request Personal Information in a format which is generally readable or usable by automatic tools or devices and where the Personal Information may be used or disclosed automatically;
- the right to request rectification, addition and deletion of Your Personal Information;
- the right to object the collection, use, or disclosure of Your Personal Information which are legally permitted to be collected without Your consent at any time;
- the right to request Us to suspend the use of Your Personal Information in cases prescribed by the Thai PDPA;
- the right to withdraw consent at any time, subject to the requirements of the Thai PDPA; and
- the right to file a complaint to the relevant authority under the applicable laws if We, including Our employees, or independent contractors violates or fails to comply with the Thai PDPA.

14. Governing Law, Jurisdiction

Subject to the mandatory provisions of Thai laws which may be applicable to matters and disputes and without prejudice to mandatory conciliation procedures, Thai courts shall have the exclusive jurisdiction in respect of all matters arising out of, or concerning or incidental to using of Our Platforms. You hereby consent to the exclusive jurisdiction of Thai courts (and of the appropriate courts therefrom) and irrevocably waive, to the fullest extent permitted by law, to the fullest extent permitted by Thai laws of any jurisdiction which may apply to the matters and disputes and without prejudice to the dispute resolution, any objection which You may have now or hereafter to the jurisdiction of Thai courts.

This agreement is governed by the laws of Thailand. You hereby consent to the exclusive jurisdiction and venue of Thai courts, in all disputes arising out of or relating to the use of the platform, to the fullest extent permitted by the laws of any jurisdiction which may apply to the matters and disputes and without prejudice to mandatory conciliation procedures. Use of the Platforms is unauthorized in any jurisdiction that does not give effect to all provisions of the terms set out herein, including without limitation this paragraph.

15. Contact Us about Privacy

If you have any questions about this Privacy Policy or would like to exercise your Personal Information Rights to handle the Personal Information that You have previously provided, you can contact us by using the following details:

Macbelt Conveyor Co.,Ltd.

Address: 185 Moo 5 Phuttamonthon Sai 4 Road, Krathumlomt, Sampran, Nakhornpathom, 73220

Email: info@macbeltconveyor.com

Telephone Number: +662 431 1903-5

Websites: www.macbeltconveyor.com

After getting Your message, if required we will get back to You with Our analysis and action initiated.