PRIVACY NOTICE FOR CUSTOMER

AOT Ground Aviation Services Co., Ltd. (hereinafter shall be referred to as "Company") realizes the importance of the personal data and the respect for the right of the Data Subject (which means the Company's customers) (hereinafter collectively referred to as "You"). Accordingly, the Company prepares this Privacy Notice in order to explain on the policy, procedure and the purpose of the Company regarding the collection, use or disclosure, and/or transfer of your personal data to the foreign countries for complying with the Personal Data Protection Act B.E. 2562 (2019) including any Amendment Act thereof inclusive of any rules, orders, notices, instructions and practices relating to the Personal Data Protection Act B.E. 2562 (2019). In this connection, the Company would like to ask You to thoroughly read this Notice in order to acknowledge the purpose that the Company processes your personal data.

1. Purpose of collection, use, or disclosure of personal data

1.1 To prepare the details of data, details of airlines for providing the aviation-related service and to deliver the service being in line with the agreement on service having already been executed;

1.2 To bring the data regarding the aviation action plan to support the consideration of the price forecast and to make an offer appropriate for providing the service;

1.3 To bring the data to support an entry into, alteration and amendment of the agreement on service;

1.4 To comply with both domestic and international applicable laws, rules and regulations and for complying with the instructions of the competent authority.

2. Lawful Basis for Personal Data Processing

2.1 Necessity to comply with the agreement to which the Data Subject is a direct contractual party, or for taking action according to the request of the Data Subject in accordance with Section 24(3) of the Personal Data Protection Act B.E. 2562 (2019);

2.2 Necessity for the legitimate interests of the Company or other persons, where such interests are not less important than your fundamental rights in personal data.

3. Categories of the Personal Data to be Collected by the Company

3.1 In case of juristic person, the received data comprises the name of company, organization, address, contact information, tax ID numbers;

3.2 Personal data (received from the persons having authority to manage such data) comprises name, family name of the Managing Director, representative or executive, contact information, address, E-mail address, phone numbers, ID Card Numbers/copy of passport, tax ID numbers, photos;

3.3 In case of natural person, the data comprises Personal Data, name, address, E-mail address, phone numbers, ID Card Numbers/copy of passport, tax ID numbers.

4. Source of the Collected Personal Data

The Company will collect your personal data from the source of the collected personal data as follows:

4.1 To directly collect data from you, for instance, your personal data is collected when you give your personal data by yourself when you enter into the agreement;

4.2 To collect data from other source not directly from you, for instance, searching of personal data via website or inquiring from the third person where the Company will notify you without delay, not exceeding 30 days as from the day on which the Company collects your personal data from such source. In addition, the Company will seek your consent to collect such personal data, except it is an exceptional case not required to seek consent or to notify the Data Subject as stipulated by law.

5. Retention Period of Personal Data

The Company will retain your personal data throughout the period of time of business deal and after expiration of such business deal period for another 5 years, in order to meet the legal requirement. In this regard, after the 5-year retention period lapses, the Company will erase or destroy your personal data immediately, except in case where you exercise the right to suspend the usage of your personal data in place of the erasure or destruction, or it is the exceptional case of the erasure or destruction according to other conditions as stipulated by law, or in case where the dispute or lawsuit occurs, the Company reserves the right to further retain such data until you exercise your right completely or there is the court's final order or judgement of such dispute or lawsuit.

6. Disclosure of Personal Data to other Juristic Persons

The Company may disclose your personal data to the person or organizations as follows:

6.1 Any other organizations with which the Company has the legal relation including its directors, executive, staff, employees, contractors, agents, Company's advisors, etc.;

6.2 State agencies having their supervisory authority according to law, or those requesting for disclosure of personal data by virtue of law, or those relating to the legal proceedings or those being permitted according to relevant laws;

6.3 Business partners, agents or organizations;

6.4 Other companies and financial institutions including the third persons in case where the law stipulates that the data must be disclosed;

6.5 The third persons rendering various services to the Company, for instance, the CLOUD System Service Provider, agents or the sub-contractor acting on behalf of the Company or the personal data processor or the sub-data processor.

7. Transmission or Transfer of Personal Data to Foreign Countries

The Company may have necessity to send or transfer your personal data to foreign countries (to service providers of CLOUD System in foreign countries). In such case, the recipient of personal data must have the standard of personal data protection being equivalent to or higher than those in Thailand. In case where the destination country has the standard of personal data protection being lower or inadequate, the Company will send or transfer your personal data conforming to the provisions stipulated in the personal data protection law. In addition, the Company will take action to establish the standard on security of the personal data as necessary and appropriate.

8. Rights of the Data Subject

In accordance with the Personal Data Protection Act B.E. 2562 (2019), the Data Subject may exercise the rights under the conditions and exceptions as stipulated by law as follows:

8.1 Right to access, receive copies and to request for disclosure of data sources. The Data Subject is entitled to request access to and obtain copy of the personal data related to you where you can notify the Company to prepare the copy of the personal data, and to request the disclosure of the acquisition of the personal data obtained without your consent, except where the Company has the right to refuse the Data Subject's request under law or court order, or where such request may adversely affect the rights and freedoms of other persons.

8.2 Right to transfer the Personal Data. The Data Subject has the right to request for the transfer of the personal data in case where the Company collects your personal data in a readable and commonly used, by automated devices or equipment, and can be used or disclosed by automated means. In this regard, you shall have the rights as follow:

1) You have the right to request for your personal data;
2) You have the right to transfer your personal data in such formats to other Data Controllers

To exercise the above-mentioned right, it must be the case where the Data Subject has given consent to the Company for the collection, use, or disclosure of such personal data, or it must be the case where the Company collects, uses or discloses the personal data of the Data Subject in complying with the agreement to which the Data Subject is the contractual party, or for taking action according to the request of the Data Subject before entering into the agreement.

8.3 Right to object the collection, use, or disclosure of the Personal Data. The Data Subject has the right to object the collection, use, or disclosure of the Personal Data. In case where the Company processes the Data Subject's personal data for the lawful benefit of the Company, person or other juristic persons, or for performing the duties for the public interest or for the purpose of direct marketing, or for the purpose of scientific, historical or statistic research, except the Company has the lawful ground to refuse the Data Subject's request.

8.4 Right to erase or destroy the Personal Data. The Data Subject has the right to ask the Company to erase or destroy personal data or to make your personal data unidentifiable if you find that the Company has no necessity to retain such personal data according to the purpose for which they were collected, used or disclosed, or in case where the Data Subject has withdrawn the consent and the Company does not have authority to further collect, use or disclose such personal data, or in case where you exercise the right to object the collection, use or disclosure of personal data and the Company has no ground to refuse such objection, or in case where the processing of such personal data is unlawful.

8.5 Right to suspend the use of personal data

The Data Subject has the right to suspend the use of your personal data in any of following circumstance:

1) During the period waiting for the Company to verify according to the Data Subject's request in order to correct your personal data to be accurate, complete and up-to-date;

2) When the Data Subject's personal data is collected use or disclosure unlawfully.

3) When your personal data is no longer required for retention in accordance with the necessary purposes as informed the Data Subject, but you request the Company to continue keeping that data for establishment, compliance with or to support the exercise of your legal claim;

4) At the time when the Company is proving to the Data Subject the superior lawful grounds, or collecting, using, or disclosing your personal information is for establishing right of claim, compliance with or exercising of right, assertion of right of claim, or verifying the necessity of collecting, using, or disclosing your personal data for public interest, due to the fact that you have exercised your right to object to the collection, use, or disclosure of your personal data.

8.6 Right to Rectify the Personal Data to be accurate, up-to-date, complete, and not misleading. The Data Subject has the right to ask the Company to rectify your personal data that are not accurate, complete or up-to-date so as to ensure that the personal data are accurate, up-to-date, and complete.

8.7 Right to File the Complaint. You have the right to file a complaint to the Personal Data Protection Commission in case where the Company or the Processor of personal data of the

Company including the officers, employees or contractors of the Company violates or does not comply with the Personal Data Protection Law.

When you wish to exercise the above-mentioned right, please contact us according to the channels of contact as attached to this Notice, and when you request for exercising such right, the Company will inspect and take action according to your request without delay and within the period of time as fixed by law as from the date of receipt such request together with the reason and information supporting such requests including the complete, supportive documents, evidences from you. However, the Company reserves the right to extend such period of time if the Company receives inadequate supporting information for taking the action.

9. Personal Data Security Measures

The Company sets up the appropriate security measures, comprising of both technical and organizational measures and the appropriate physical measures for handling in order to prevent data loss, unauthorized or unlawful access, use, alteration, or disclosure of personal information which are in line with the Information and Technology Policy of the Company.

Furthermore, the Company has formulated a personal data protection policy ("Privacy Policy") and the Company creates the awareness to be fully acknowledged by the organization. The Privacy Policy incorporates guidelines that guarantee the confidentiality, accuracy, integrity, and availability of personal information during its collection, use, and disclosure.

10. Amendment of this Notice

The Company will consider to review this Privacy Notice regularly to be in line with the guidelines, rules, regulations and relevant laws and if there is any amendment of this Notice, the Company notify you for acknowledgement, such amendment will be published at www.aotga.com and other channels of the Company and the Company recommends that you regularly check any amendment of this Notice.

11. Contact Details

If you have any questions, or if you wish to inquire for additional information regarding this Notice, please contact the Company or Data Protection Officer at the following channels:

11.1 Data Controller: DC
Company's Name: AOT Ground Aviation Services Co., Ltd.
Contact Address: 222 Room 4326 4th Floor, Terminal 1, Don Mueang International Airport Vibhavadi-Rangsit Road, Sanambin Sub District, Don Mueang District, Bangkok
Phone Number: 063 898 3126

11.2 Data Protection Officer: DPO
Contact Address: 222 Room 4326 4th Floor, Terminal 1, Don Mueang International Airport Vibhavadi-Rangsit Road, Sanambin Sub District, Don Mueang District, Bangkok
Email: dpo@aotga.com
Phone Number: 063 898 3126

Announced on 15 January 2026

(signature)

(Mr. Siriwat Tovachirakul)
President