



สภากาชาดไทย  
THAI RED CROSS SOCIETY

## Notification of Thai Red Cross Society

Re: Personal Data Protection Policy of Thai Red Cross Society,  
B.E. 2564 (2021)

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Thai Red Cross Society is a national charitable organization engaging in humanitarian activities under the fundamental principles of the International Red Cross and Red Crescent Movement. It is a dynamic and innovative organization with the primary vision of advancing toward the achievement of excellence under its four principal missions as follows:

1. Medical and health care services
2. Grievance relief of disaster victims
3. Blood transfusion services
4. Promotion of the quality of life

Since Thai Red Cross Society regularly organizes various activities and provides services such as blood donation, assistance and support of disaster victims, promotion of the quality of life for children, youth and older people, medical services, and volunteer recruitment, it is imperative for Thai Red Cross Society to establish specific personal data protection measures in accordance with the principles specified in this policy. These measures shall apply to the implementation of its operations, except for certain activities and services for which other specific personal data protection policies have already been stipulated and notified. You can refer to these measures from the information provided on Thai Red Cross Society website or in the relevant documents for specific activities or services of Thai Red Cross Society.

### 1. Scope and application

This Personal Data Protection Policy shall apply to Thai Red Cross Society, Thai Red Cross Society's personnel and persons who engage in the collection, documentation, implementation of system and structure, storage, revision, modification, retrieval, use, disclosure, forwarding, dissemination, transfer, integration, deletion, or disposal of personal data under the personal data protection laws that are currently in force or that will be revised from time to time.

Thai Red Cross Society has always been committed to give importance to the protection of personal data and the prevention of breaches of personal data rights, data usage control, and personal data leakage which form an integral part of its social responsibilities. This personal data protection policy is formulated with the goal of creating trust and confidence among our patrons that their personal data will be properly managed under the personal data protection measures required by the law and in compliance with the national and international standards.

## 2. Personal data processing

2.1 Thai Red Cross Society will collect, use, and disclose your personal data as permitted by the applicable personal data protection law only. You can refer to the purposes of use and disclosure of personal data or the types of data collected by Thai Red Cross Society from the personal data processing for each of the following activities that you have engaged in when coming into contact with Thai Red Cross Society.

### 2.1.1 Medical and hospital services

Details of the personal data processing notice for this activity (see the Attachment).

### 2.1.2 Grievance relief, volunteers, and trainings

Details of the personal data processing notice for this activity (see the Attachment).

### 2.1.3 Donation center, providing scientific and medical support

Details of the personal data processing notice for this activity (see the Attachment).

2.2 In the event that Thai Red Cross Society intends to use your personal data for any specific purposes other than those mentioned above, Thai Red Cross Society will inform you of such intention from time to time and may request your consent on a case-by-case basis, contingent on the types of data involved.

**2.2.1 Sensitive data.** Certain types of personal data are deemed by the personal data protection law to be sensitive data. They are, for example, race, religion, sexual behavior, political opinion, disability, genetic data, biometric data, health data, etc. This type of data can only be collected according to the provisions of the law which may require the data subject's consent. For this reason, Thai Red Cross Society will collect sensitive data only when necessary and will explicitly inform you of the rationale and necessity for doing so. It may also have to obtain your consent to collect certain sensitive data.

**2.2.2 Personal data of minors, quasi-incompetent, and incompetent persons (“persons with limited contractual capacity”).** Thai Red Cross Society will process personal data of quasi-incompetent and incompetent persons only in specific cases and in accordance with the guidelines prescribed by the personal data protection law. In the event that Thai Red Cross Society must obtain consent for the processing of personal data from a person with limited contractual capacity, it will have to obtain the consent of the person's parent or holder of parental responsibility, guardian, or curator instead. However, when obtaining consent for the processing of personal data from minors who are over 10 years of age for a specific cause, in a manner that is appropriate to his or her status and necessary for the maintaining of suitable livelihood, the minor can give consent on their own.

2.3 Thai Red Cross Society may collect your data once you have interacted or participated in its activities, such as becoming a volunteer, registering for participation in an activity, supporting its operations via donation, purchase of goods or products at functions organized by Thai Red Cross Society, raising funds for disaster victims on behalf of Thai Red Cross Society, relating your stories or providing suggestions or criticism, becoming party to a contract with Thai Red Cross Society, submitting documents, complaints, and applications, using its services, paying a study visit to Thai Red Cross Society, having your photos recorded on Thai Red Cross Society's CCTVs or videos or cameras when you enter its premises or events, etc.

2.4 Thai Red Cross Society may collect personal data that do not come directly from you but from other sources, such as public or private agencies that are affiliations of Thai Red Cross Society or from public sources, such as information provided by the government, vocational agencies, media, or other publicly disseminated documents, etc.

2.5 Thai Red Cross Society may collect your personal data from your interactions with the social media platforms like Facebook, Twitter, Instagram, LinkedIn, Line, etc. It may also use automatic technologies to collect personal data when you access its website or use its applications on your computer and/or portable devices. Automatic technologies may include cookies, web beacon, pixel tag, and other monitoring technologies of similar nature. Data received and collected through these methods may vary with your privacy settings and the personal data protection policy of each social media platform. The data collected will cover information about the types of interactions or services that you have on Thai Red Cross Society's website, the webpages that you have accessed or obtained services from or the hyperlinks that you click on to access different parts of a webpage, a third party's website or an application, etc. Various technical data such as the types of your operating system, browser, settings, devices, or Uniform Resource Locator, and IP address, etc. will be collected while you use Thai Red Cross Society's website.

**Use of cookies.** Cookies are small blocks of electronic data stored as text files that a website sends to the data subject's browser, which then sends the data back to the server every time the data subject visits the webpage. Thai Red Cross Society website will send cookies to your browser and may recorded them in the computer or device that you use to access our website. Cookies are vital to the functioning of modern websites as they allow the website to remember the settings of your devices.

When you select any of Thai Red Cross Society's services, register to receive online news or e-mail notifications, complete online forms or fill in a questionnaire, Thai Red Cross Society will identify your browser and use the data obtained through cookies and other online data in combination with the data that Thai Red Cross Society already has. You can choose to delete existing cookies by changing your browser settings and can still continue to use Thai Red Cross Society's website. Additional details on the use of cookies are as prescribed in Thai Red Cross Society's Cookie Policy (see the Attachment).

2.6 Thai Red Cross Society will store your personal data for as long as the purposes of their use still exists. When it is no longer necessary to retain the personal data for such purposes, Thai Red Cross Society will delete and destroy your personal data unless they need to be retained as stipulated by the relevant laws or for the protection of Thai Red Cross Society' rights and interests. Generally, the maximum length of time that personal data can be retained should not exceed 10 (ten) years unless otherwise specified by law or need to be further retained for other purposes, such as for safety reasons, prevention of data breach or transgression, or for financial records safekeeping, etc.

2.7 Thai Red Cross Society will not disclose the data subject's personal data without a lawful basis for data processing. Your personal data may be disclosed or transferred to public or private agencies or external service providers.

In the event that Thai Red Cross Society needs to provide your personal data to a third party, it will do so under appropriate protocols to ensure that the third party will handle your personal data with care to prevent any loss, unauthorized access, use, alteration, or disclosure and improper use of the personal data.

2.8 Thai Red Cross Society will disclose personal data to recipients in a foreign country only when permitted by the relevant laws on personal data protection. It may observe the rules on cross-border transfer of personal data by entering into a standard agreement or using other lawful mechanisms available under the existing personal data protection laws. Thai Red Cross Society may use the data transfer agreement or authorized mechanisms to make a cross-border personal data transfer to recipients in other countries.

### **3. Security protection of personal data**

3.1 Thai Red Cross Society will provide security measures for the protection of personal data that include administrative safeguard measures, technical safeguard measures, and physical safeguard for personal data access or access control to prevent unauthorized access and disclosure of personal data in keeping with Thai Red Cross Society's protocols and the generally acceptable standards.

3.2 Thai Red Cross Society requires its personnel to attend training sessions on the security protection of personal data. In addition, Thai Red Cross Society also requires a status verification of its external service providers to ensure that they will employ effective personal data collection, processing, transfer, management, and security protection measures to provide adequate services that are in keeping with Thai Red Cross Society's purpose.

3.3 Thai Red Cross Society will review and improve such measures as it deems necessary to ensure that the processing of personal data will comply with the national standards as well as the relevant rules and regulations.

Nevertheless, although Thai Red Cross Society has always dedicated its best effort to the security protection of personal data through the use of technical instruments and personnel management to control and safeguard against unauthorized access to personal data or confidential data, it will not always be able to prevent all forms of personal data missteps, such as virus attack on your computer or access by unauthorized persons. Therefore, the data subjects should take responsibility in following and keeping themselves up to date on computer news and installing personal firewall software to protect their computers from hacking or data stealing.

#### **4. Supporting rights of the data subjects**

The data subjects are entitled to exercising the following rights under the personal data protection laws:

- 4.1 The right to access personal data.
- 4.2 The right to rectify personal data.
- 4.3 The right to transfer personal data.
- 4.4 The right to request deletion of personal data.
- 4.5 The right to restrict the use of personal data.
- 4.6 The right to object to the collection, use, and disclosure of personal data.
- 4.7 The right to withdraw prior consent.

In the event that data subjects have previously given any consent to Thai Red Cross Society (which is not required by other laws), the data subjects can withdraw their consent at any time. However, since the withdrawal may impact certain services, the data subjects will be informed of such impacts at the time that they withdraw the consent.

#### **5. Contacting Thai Red Cross Society**

If you deem that the processing of your personal data is not in compliance with the Personal Data Protection Act, B.E. 2562 (2019), you are entitled to submit a written complaint to Thai Red Cross Society's personal data protection officer via the channels given below. Thai Red Cross Society will respond to your complaint within a reasonable period of time not exceeding the period prescribed by the law. It will also act to the best of its ability to address your complaint and any other problems as soon as possible.

However, Thai Red Cross Society would like to inform you that it may not always be able to comply with your request if the request is against any legal limitations imposed by laws.

Furthermore, if you deem that Thai Red Cross Society has breached any personal data protection laws, you can file a complaint to the Office of the Personal Data Protection Committee.

**To: Thai Red Cross Society**

Personal data protection officer

Terd Prakiet Building, 10th Floor, 1871 Rama IV Road,

Patumwan Sub-district, Patumwan District, Bangkok 10330

E-mail : [dpo@redcross.or.th](mailto:dpo@redcross.or.th) Telephone : 0 2256 4015

**Notes:**

- Please provide the data subject's contact details in the complaint or the data subject rights request form for prompt response from Thai Red Cross Society.

- Thai Red Cross Society may, in its sole discretion, charge certain fees for this service. There may also be some expenses for the execution of a request filed under the personal data protection law that is not a simple request for change of the data subject's personal data.

Thai Red Cross Society may occasionally revise this policy to ensure that its contents remain appropriate and up to date. In case of any material change to its personal data protection practices, Thai Red Cross Society will revise and amend this policy, then post it on Thai Red Cross Society's website to publicize its methods of personal data collection, use, management, disclosure, and protection.

Issued on 18 October 2024.



(Mr. Tej Bunnag)

Secretary General of Thai Red Cross Society, for  
Executive Vice President of Thai Red Cross Society