

## Data Subject Rights Request Form

The Personal Data Protection Act B.E. 2562 (“PDPA”) confers upon personal data subjects the right to action regarding their personal data in possession of AIA Company Limited (hereinafter referred to as the “Company”) whereby Data Subjects or their representatives may exercise such rights with the Company by filing a completely filled Request Form.

### Details of the Data Subject

1. Name-Surname .....
2. Address .....
3. Contact Telephone No. ....
4. Email .....
5. ID Card No. ....  
(for Thai citizens)
6. Passport No. ....  
(for non-Thai citizens)
7. Other reference no. (e.g., Policy No., Staff Code No., Agent Code No., Contract No.)  
.....

### Are you a Data Subject exercising the rights?

- ☐ A Requester is a Data Subject
- ☐ A Requester is a **Representative** of a Data Subject

#### Details of Representative of the Data Subject

Name-Surname .....

Address .....

Contact Telephone No.....

Email .....

ID Card No. ....  
(for Thai citizens)

Passport No. ....  
(for non-Thai citizens)

**Remark:** The Company may seek extra additional documents to verify the identity of Data Subject/ their Representative, or to support the consideration of the Request Form (e.g., copies of identification card, passport, power of attorney, birth certificate or household registration card of a minor (in case of minors), documentation appointing the Data Subject’s representative by court order (in case of legal representatives, guardians or curators))

### Relationship between Data Subject and the Company

- ☐ Customer ☐ Prospect
- ☐ Agent ☐ Broker ☐ Ex-Agent ☐ Ex-Broker
- ☐ Staff ☐ Job Applicant ☐ Ex-Staff ☐ Ex-Job Applicant
- ☐ Partner ☐ Service Provider
- ☐ Application Users / Website Browsers (Please specify application or website).....
- .....
- ☐ Outsider/Visitor (Please specify purpose for visit) .....
- ☐ Others, please specify .....
- .....

**Right which Data Subject wishes to Action**

- ☐ Right to Access and Obtain Copy of Personal Data / Right to Know about a Personal Data Collected without Data Subject's Consent
- ☐ Right to Personal Data Portability
- ☐ Right to Object Personal Data Processing
- ☐ Right to Restrict Personal Data Processing
- ☐ Right to Personal Data Erasure
- ☐ Right to Withdraw Consent
- ☐ Right to Personal Data Rectification\*

\* In case a Customer wishes to rectify or amend or edit their personal data in insurance policies, it can be made with "Data Change Request Form" or through relevant applications e.g., AIA+ or ALive.

**Remark** Please be aware that simultaneously exercising multiple rights may confuse the Company in serving your request causing potential delay in responding to you. In such a case, please provide extra explanation with respect to each individual right requested.

**Please specify details and reasoning in requesting the above rights.**

.....

.....

.....

.....

.....

.....

I have already read, understood and agreed to the contents of this Request Form and of **the Company's Reservation of Rights as attached**; and hereby certify the genuineness of any data I provide herein and that I have the right to file this Request Form pursuant to the provision of the PDPA. I acknowledge that the Company shall prove and verify my identity (including a lawful authority to proceed on behalf of data subject, in case I am a representative of data subject) and I acknowledge that I may envisage legal proceedings by the Company if I intentionally provide any false statement with corrupt intention.

Signature of Data Subject / Data Subject's Representative

\_\_\_\_\_

( )

Date

**Channel for Filing to the Company the Data Subject Request Form**

- Via email: [th.privacy@aia.com](mailto:th.privacy@aia.com)
- Via post: AIA Company Limited, No. 181 Surawongse Road, Suriyawong Subdistrict, Bangrak District, Bangkok 10500 (Compliance Department)

## **Reservation of Rights.**

1. The Company may have to reject your request in following circumstances

- 1.1 Your request is not reasonable, for instance, you are not authorized to exercise such right, you have unreasonably exercised such right in similar or familiar manner repeatedly during quite the same period, your data or supporting documents are not complete or sufficiently explicit disabling us to verify requestor's identity whether or not they are the data subject or their representative.
- 1.2 In case the PDPA or other laws provides an exception or cause for rejection to your request, for instance: if you request to object the Company's processing of your personal data on a legitimate interest basis where the Company has a valid ground to establish that such processing is for its legitimate interest that outweighs your right, for creation of legal claims, for compliance with legal provisions, or for exercise of its legal claims, or for defense of any legal claims, the Company may continue processing your personal data; or if you request to erase or destroy personal data which may affect a freedom of expression, enforcing, establishment, exercise or defense of legal claims, the Company may reject to do so; or if your personal data have been destroyed, erased or anonymized according to the Company's guideline or regulations on a data storage.

2. The Company shall not charge you to proceed with your request, nonetheless, the Company may impose a reasonable fee if your request appears to be redundantly repeated with similar manner, be based on false data, or be excessive. This fee shall accord with the Company's expense in administering personal data and shall be informed to you before the Company starts to proceed.

3. The Company shall proceed with your request within 30 days from the date the request with necessary data and supporting documents are completely received, however, the Company may extend such period to be 60 days or the period legally permissible (if necessary) according to its complexity and request loads.

4. The Company may contact you to seek extra data or documents in case your request is not explicit or is not adequately supported by data or documentation to enable the Company's action.

5. In case the Company needs to reject your request, the Company shall provide the reason thereof via email or any other proper channel.

6. The Company collects and uses your personal data given under this Request Form for purposes of verifying and confirming your rights – whether as a data subject or their representative, as well as proceeding your request; and may have to disclose such personal data to other persons or juristic persons involved in processing your personal data. Such disclosure is made only to the extent necessary to proceed your request. Such data shall be maintained until the Company shall completely proceed your request or until the process of refuting or rejecting the data subject's request shall lapse (if the Company may not respond to your request with an excuse duly backed by laws, orders from competent authority or judiciary).