

DATA PRIVACY & SECURITY

True Group has always paid great attention to personal data protection and cybersecurity as we have declared these issues in our corporate agenda. As a telecommunications and digital service provider, we collect large amount of personal customer information. While we see an unprecedented increase in internet data usage as a result of the recent COVID-19 pandemic, a rise in cyber threats and privacy breaches inevitably follows.

We managed both issues in accordance with the Cybersecurity Act B.E. 2562 and Personal Data Protection Act B.E. 2562 of Thailand and other global standards:

1. The CIA Triad encompassing confidentiality, integrity, and availability,
2. ISMS Information Security Management System
3. The US National Institute of Standards and Technology (NIST) Cybersecurity Framework,
4. ISO27001 Information Security Management Standard, and
5. The EU General Data Protection Regulation (GDPR)

POLICIES FOR DATA SECURITY



PERSONAL DATA PROTECTION PROCESS



CUSTOMER REQUEST TO USE, EDIT, DELETE, OR TRANSFER PERSONAL DATA

Customers, as data subjects, have rights to their personal data pursuant to the Personal Data Protection Act B.E. 2562. They can exercise these rights at any True Shop or by contacting our Call Center 1242.



COMPLAINT REPORTING AND HANDLING

True Group has set in place various channels to receive complaints and suggestions about cybersecurity and personal data protection from customers and stakeholders through email, call center, and True Shop as shown below. When we receive a question or concern from a stakeholder, we will contact the stakeholder within a reasonable time to answer their question or concern.

Any violation of true privacy policy will result in legal action. If True Group’s employees violate the policy, they shall be punished as stated in the Company’s Code of conduct and related laws.

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