

## Privacy Policy

Fixme Co., Ltd. places great importance on your personal data. Therefore, the company collects, uses, protects, and discloses your personal data, including your rights and data retention, in accordance with the purposes for which such data is collected. The company uses your information to provide services that are appropriate and tailored to your needs.

The company recommends that you read this Privacy Policy carefully to understand the purposes for which your personal data is collected, used, and disclosed, as follows:

### 1. Principles

The Company respects the privacy rights of all users accessing its services through any system or service channel and is committed to protecting such data in accordance with this Policy.

Accessing or using the Company's systems constitutes acceptance of the terms of this Privacy Policy.

By interacting with, registering for, or using the Company's services, you consent to the Company collecting, using, disclosing, and processing your personal data, including disclosure to authorized persons and relevant third parties as specified in this Policy.

### 2. Definitions

**"Personal Data"** means any information relating to an individual that enables the identification of such individual, whether directly or indirectly, including other data as defined by this Policy or applicable data protection laws.

**"Personal Data Protection Law"** means the Personal Data Protection Act B.E. 2562 (2019), including any amendments, related regulations, and applicable laws of other jurisdictions.

**"Collected Data"** means personal data that the Company collects, uses, or discloses as specified in this Policy, including data automatically collected when users access, log in, or use the Company's services.

**"Company"** means Fixme Co., Ltd., including its authorized representatives, and may be referred to as "the Company" or "we".

### 3. Scope

This Privacy Policy applies to the Company's service systems and all access channels available through the platform on this website. Additional privacy-related terms may be presented for specific services, requiring user consent before access.

The Company collects, uses, discloses, and processes personal data through its systems and will maintain such data confidentially under the conditions specified in this Policy.

This Policy does not apply to:

- Services outside the Company's system
- Third-party services or websites accessed through the Company's platform
- Advertisers or external organizations on the Company's website

If you access other websites via links, you must review and comply with those websites' privacy policies separately.

### 4. Purposes of Data Collection, Use, and Disclosure

The Company collects, uses, or discloses personal data for the following purposes:

- To provide requested services
- To present information about services and maintain statistical databases
- To analyze user behavior and improve marketing strategies or develop new services
- To communicate updates or changes to services
- To fulfill contractual obligations
- To comply with legal obligations or lawful requests from authorities
- To protect the rights, property, and safety of the Company, users, or others

### 5. Personal Data Collected and Usage

When using the Company's services, you may be required to provide personal data, including:

#### Types of Data

- Personal Information: name, identification number, tax ID, etc.
- Contact Information: address, phone number, email, Line ID, Facebook ID
- Usage Data: activity on the website/app, participation records
- Technical Data: IP address, cookies, MAC address, device and system data
- Feedback Data: complaints, surveys, communications (calls, emails, social media)
- Other Data: images, audio, video, or other personal data

If you provide third-party data, you must inform them and obtain consent where necessary.

Sensitive data will only be processed with explicit consent or as permitted by law.

Failure to provide required data may result in denial of services.

#### **Purposes of Use**

- Registration and identity verification
- Service delivery and support
- Communication, promotions, and benefits
- Personalization and service recommendations
- Market research and service improvement
- Performance evaluation
- Problem detection and resolution
- Legal compliance and fraud prevention
- Protection of business interests and security

#### **6. Disclosure of Personal Data**

The Company may disclose personal data to:

- Affiliates and subsidiaries
- Buyers or successors in business transfers or restructuring
- Technology service providers (e.g., cloud, analytics, messaging systems)
- Financial institutions and payment service providers
- Government authorities or regulators
- Other parties as required or notified

#### **7. Data Retention**

Personal data may be stored in physical or digital formats, including cloud systems.

The Company retains data only as long as necessary to fulfill its purposes or until consent is withdrawn, unless otherwise required by law.

Failure to provide data may limit service availability.

#### **8. Cookies**

The Company uses cookies to enhance services, analyze usage, and personalize content.

Cookies help identify devices, track usage, and improve user experience. Users may disable cookies via browser settings, but some features may not function properly.

### **Google Analytics**

The Company uses Google Analytics to analyze usage behavior. Data collected (including IP addresses) may be transmitted to Google servers and used according to applicable laws.

Cookie policy links:

[https://www.fixmeclinic.com/privacy\\_policy/privacy\\_policy\\_th.pdf](https://www.fixmeclinic.com/privacy_policy/privacy_policy_th.pdf)

[https://www.fixmeclinic.com/privacy\\_policy/privacy\\_policy\\_en.pdf](https://www.fixmeclinic.com/privacy_policy/privacy_policy_en.pdf)

## **9. Assurance**

Personal data will be processed lawfully, fairly, transparently, and only for specified purposes.

## **10. User Rights**

You have the following rights:

- Access: Request access to your personal data
- Correction: Request correction of inaccurate data
- Withdrawal of Consent: Withdraw consent at any time
- Deletion: Request deletion or anonymization (subject to legal exceptions)
- Complaint: File complaints with relevant authorities

Requests can be made via email, and the Company will respond in accordance with applicable laws. Withdrawal of consent may affect service availability.

## **11. Policy Updates**

The Company may update this Policy from time to time. Users will be notified of significant changes via the website before they take effect.

## **12. Data Security Measures**

The Company implements appropriate security measures to prevent loss, unauthorized access, use, modification, or disclosure of personal data.

Access is restricted to authorized personnel who are required to maintain confidentiality.

### 13. Data Controller Contact

For inquiries or concerns regarding this Privacy Policy, please contact:

Email : [fixmeclinic@gmail.com](mailto:fixmeclinic@gmail.com)

The Company will publish updated versions of this Policy on its website. Users are encouraged to review it periodically.

*Last Updated: March 19, 2026*