

# Privacy Policy - Rider

## Who is the data controller?

The data controller, i.e. the body that defines the purposes and means of the processing specified in this privacy policy is Delivery Hero (Thailand) Co., Ltd., 2034/88, 2034/129, 2034/130 Italthai Tower 19th, 30th floor New Petchburi Road, Bangkok, Huaykwang, Bangkok 10310, Thailand hereinafter referred to as “foodpanda”, “we”, “our”, and “controller”. We also use the terms “rider” or “independent contractor” for your salutation.

## When does this Privacy Policy apply?

This Privacy Policy applies to any person accessing our rider platform at <https://rider.foodpanda.co.th> (“platform”) or mobile application named “Roadrunner” (“mobile application”). This Privacy Policy also applies to you when you are submitting application to become our rider as well as throughout our contractual relationship should you become our rider for the purposes described in this Privacy Policy.

## Why and which personal data do we process?

Below you can see which of your data we need for which purposes and under which circumstances we share your data with others.

Personal data is information from which we can directly or indirectly identify you as an individual, such as first and last name, address, phone number, date of birth, location data or email address.

## Which personal data do we process?

In order to provide our delivery service to our customers, we use various tools and systems that are absolutely necessary for the delivery of orders. We also use external and internal tools and systems to process your personal data for personnel management and business operations.

We collect, process and store the following categories of personal data and other personal data as specified in this privacy policy within the scope of using the tools and systems:

<b>Data categories</b>	<b>Explanation</b>
<b>Identification data</b>	Name, surname, address
<b>Contact data</b>	Email address, phone number
<b>Account data</b>	Date of birth, place of birth, nationality, gender, bank account details, identification number, motorcycle license number, tax identification number, relevant details about your motorcycle such as model and registration plate number, your image from identification card and motorcycle license

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<b>Performance data</b>	Usage time of applications, order details, start and end date and time of shift
<b>Geolocation data</b>	GPS data
<b>Technical data</b>	Device data on the rider's application in relation to delivery data and performance
<b>Emergency contact data</b>	Name, surname and phone number of your emergency contact
<b>Marketing data</b>	Pictures, videos, voices
<b>Security data</b>	Photos, videos, motion images recorded by CCTV

As part of your application to be a rider, foodpanda requires you to submit a copy of identification card for verification purpose, and thereafter, for our contractual relationship management purpose. Such document may contain data pertaining to your blood type and/or religious belief which are classified as special category personal data under the Personal Data Protection Act – Section 26 (“Sensitive Personal Data”). Foodpanda has no intention, at any circumstance, to collect and specifically use or process your Sensitive Personal Data, we, therefore, encourage you to cross-out or blind any Sensitive Personal Data, if any, prior to submitting the copy of identification card to us. In the event that you did not cross-out or blind the said Sensitive Personal Data, we will, in our good faith, proceed with any necessary actions to blind such data from your document without any malicious intent.

In the event that you provide personal data of any other person to foodpanda, you shall warrant that you have duly informed such other person of this Privacy Policy, and if necessary, obtained consent from him/her, or that you have any other legal ground to provide such personal data to us.

**For what purposes do we process personal data?**

We only collect your personal data if this is necessary and the purpose is legal and the processing is proportionate. Below we would like to give you more information for the purposes and legal basis:

<b>Purpose</b>	<b>Why do we process data for this purpose?</b>
<b>Recruiting</b>	<p>As part of the recruitment process, we collect, process and store your personal data on the basis of the data you have made available to us. The purpose of the processing is to make a decision regarding the acceptance or refusal of an applicant. Your data will also be processed for the purpose of verifying your identity.</p> <p><b>Categories of personal data:</b></p>

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	<ul style="list-style-type: none"> <li>• Contact data</li> <li>• Account data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Contract initiation to proceed with your request to enter into a contractual relationship with us</li> </ul> <p>If you do not provide us with your personal data, foodpanda may not be able to proceed with your recruitment process.</p>
<b>Applicant reactivation</b>	<p>If an applicant does not continue the application process, SMS or emails will be sent to remind the applicant of the steps that need to be taken to complete the application process.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Identification data</li> <li>• Contact data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Contract initiation to proceed with your request to enter into a contractual relationship with us</li> <li>• Legitimate interest to ensure a smooth application process and better experience.</li> </ul> <p>If you do not provide us with your personal data, foodpanda may not be able to proceed with your recruitment process.</p>
<b>Contract</b>	<p>Conclusion of an independent contractor agreement.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Identification data</li> <li>• Account data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Performance of contract</li> </ul> <p>If you do not provide us with your personal data, foodpanda may not be able to enter into a contractual relationship with you.</p>
<b>Onboarding</b>	<p>Preparation of the first day of service, training of new riders.</p>

	<p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Identification data</li> <li>• Account data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Performance of contract</li> </ul> <p>If you do not provide us with your personal data, foodpanda may not be able to onboard you as our rider as agreed under the independent contractor agreement.</p>
<p><b>Presence monitoring</b></p>	<p>Assessment of the reliability of riders with regard to the fulfilment of their contractual obligations.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Contact data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Performance of contract</li> </ul> <p>If you do not provide us with your personal data, foodpanda may not be able to assess your reliability or your fulfillment of contractual obligations. As such, foodpanda may need to terminate our contractual relationship.</p>
<p><b>Accounts</b></p>	<p>Creation of required accounts for the applications used.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Identification data</li> <li>• Account data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Performance of contract</li> </ul> <p>If you do not provide us with your personal data, foodpanda may not be able to create your accounts with us. As such, foodpanda and/or you may not be able to fulfill our contractual obligations under the independent contractor agreement.</p>
<p><b>Working time recording</b></p>	<p>Recording of work performed by the rider.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Identification data</li> <li>• Start and end date and time of shift</li> </ul>

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	<p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Performance of contract</li> <li>• Legitimate interest</li> </ul> <p>Without information on your working time records, foodpanda would not be able to evaluate your working hours and performance, and also would not be able to examine whether you have performed works in compliance with the independent contractor agreement. As a result, foodpanda may not be able to make a correct payment for services rendered by you under the independent contractor agreement, either in whole or in part.</p>
<p><b>Customer communication</b></p>	<p>Communication with customers about the status of the order or delivery.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Identification data</li> <li>• Contact details</li> <li>• Geolocation data</li> <li>• Content of communication</li> <li>• Picture (if available)</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Performance of contract</li> <li>• Legitimate interest</li> </ul> <p>Without data relating to customer communication, foodpanda would not be able to track whether you have delivered the order to customer correctly and/or successfully. As a result, foodpanda may not be able to make a correct payment for services rendered by you under the independent contractor agreement, either in whole or in part.</p>
<p><b>Photos and videos</b></p>	<p>Taking and publishing photos and videos of riders on marketing, promotional and training materials.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Identification data</li> <li>• Marketing data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Consent</li> </ul>

<p><b>Rider administration</b></p>	<p>We collect, process and store your personal data for the processing and creation of legally required documents and proofs as well as for the remuneration of our riders.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Identification data</li> <li>● Contact data</li> <li>● Account data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Performance of contract</li> <li>● Legal obligation</li> </ul> <p>If you do not provide us with your personal data, foodpanda may not be able to perform contractual obligations under the independent contractor agreement with you. Further, where your personal data is or will be processed for legal obligation purpose, failure to provide such personal data may cause foodpanda and/or you to be in breach or violation of applicable laws or regulations.</p>
<p><b>Communication</b></p>	<p>Different tools are used for communication between us and the riders via platform and mobile application. The purpose of the processing is the communication of necessary information regarding the works performed by the riders under the independent contractor agreement with us.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Identification data</li> <li>● Contact data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Performance of contract</li> <li>● Legitimate interest for the purpose described above</li> </ul> <p>Without your personal data, foodpanda would not be able to communicate with you or provide you with any necessary information for you to perform your services under the independent contractor agreement with us.</p>
<p><b>Delivery</b></p>	<p>To ensure a prompt delivery of the products ordered by our customers, the coordination data of our riders is collected and the order is assigned to those riders who are in an optimal region.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Identification data</li> </ul>

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	<ul style="list-style-type: none"> <li>● Contact data</li> <li>● Geolocation data</li> <li>● Technical data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Performance of contract</li> <li>● Legitimate interest for the purpose described above</li> </ul> <p>Without your personal data under this circumstance, foodpanda would not be able to assign orders of the customers to you as we cannot identify whether you are in an optimal region to proceed with the orders of the customers. This would affect the performance of contractual obligations under the independent contractor agreement by foodpanda and/or you.</p>
<b>Delivery Estimation</b>	<p>In order to be able to inform customers of the expected delivery time, average speed data is processed in anonymous form.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Geolocation data (anonymized)</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Legitimate interest for the purpose described above</li> </ul>
<b>Payments</b>	<p>Preparation of statements; payment of service fees; preparation of withholding tax certificate for the service you rendered under our independent contractor agreement.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Identification data</li> <li>● Tax identification number</li> <li>● Contact data</li> <li>● Bank account details</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Performance of contract</li> <li>● Legal obligation</li> </ul> <p>If you do not provide us with your personal data, foodpanda may not be able to pay you the service fees you are entitled to receive. In addition, we are also obligated to withhold tax for the services you rendered to us as</p>

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	Therefore, we would not be able to comply with our legal obligation if you do not provide us with your personal data.
<b>Rider equipment</b>	<p>Riders receive rider equipment from us. This serves the uniform appearance of our riders as well as the protection of our riders. We manage and monitor the equipment provided to ensure that the necessary equipment is always available.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Identification data</li> <li>• Contact data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Performance of contract</li> </ul> <p>Without your personal data, foodpanda would not be able to provide you with necessary equipment or replace any such equipment as agreed under our independent contractor agreement.</p>
<b>Time recording</b>	<p>We collect, process and store personal data of our riders for the actual exercise of deliveries. The purpose of the processing is to collect the hours worked and to create the necessary records.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Identification data</li> <li>• Contact data</li> <li>• Account data</li> <li>• Performance data</li> <li>• Geolocation data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Performance of contract</li> <li>• Legitimate interest for the purpose described above</li> </ul> <p>Time recording data is necessary for us to calculate service fees which you are entitled to receive under the independent contractor agreement. Without said data, we may not be able to make payment, either in part or in whole, to you for services provided.</p>
<b>Performance evaluation</b>	Evaluation of rider performance based on the quality (restaurant and customer complaints), quantity of orders delivered. It also includes but is



	<p>not limited to, reliability, proper login and acceptance of orders during the shift until the end of the shift. Also the proper execution of the order.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Identification data</li> <li>● Contact data</li> <li>● Performance data</li> <li>● Geolocation data</li> <li>● Technical data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Performance of contract</li> </ul> <p>Without your personal data as described above, foodpanda may not be able to conduct your performance evaluation as agreed under the independent contractor agreement which would then affect our contractual relationship.</p>
<p><b>Termination</b></p>	<p>Ordinary and extraordinary terminations of contracts with riders.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Identification data</li> <li>● Contact data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Performance of contract</li> <li>● Legitimate interest</li> </ul> <p>Your personal data is necessary for us to comply with our contractual obligation should we have to terminate our contractual relationship.</p>
<p><b>Off-boarding</b></p>	<p>Deactivation of existing accounts; return of received clothing and equipment.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Identification data</li> <li>● Contact data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Performance of contract</li> <li>● Legitimate interest</li> </ul>

	<p>Your personal data is necessary for the purpose of deactivating your existing accounts with us. Without your personal data, we may not be able to track the returning of your clothing and equipment which may result in you being in breach of the independent contractor agreement.</p>
<p><b>Archiving</b></p>	<p>Archiving of documents subject to retention for tax purposes.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Identification data</li> <li>● Contact data</li> <li>● Date of birth</li> <li>● Tax information</li> <li>● Working times</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Legal obligation</li> </ul> <p>We are obligated to retain documents for tax purposes under applicable law, otherwise we could be deemed to be in violation or non-compliance with the said law.</p>
<p><b>Advertising and marketing</b></p>	<p><b>Online marketing</b></p> <p>Our hiring process is based to a large extent on finding potential riders. In order to reach the right candidates, we run marketing campaigns. Therefore, we would like to present to you our processes as transparently as possible. The following online marketing processing activities we pursue include targeting and retargeting:</p> <p><b>Targeting</b></p> <p>In principle, targeting means the switching and fading in of advertising banners on websites that are tailored to specific target groups. The aim is to display the most attractive banners as individually as possible for the user and potential riders. Firstly, we define a target group and secondly, we commission our service providers to show our advertising to the defined target group. We do not process any personal data, as these are initially made anonymous. We segment different target groups and place different ads on different portals for optimized targeting.</p>

<p><b>Emergency contact</b></p>	<p><b>Retargeting</b>  As soon as you have visited our website for obtaining further information on our rider program, we store this information in cookies. If you continue to surf other websites, our advertising partners will remind you on our behalf that you have not yet submitted an application. We don't want you to miss out on our amazing rider program.</p> <p>You can disable retargeting by installing appropriate add-ons for your browser. Furthermore, you can and should also regularly delete the cookies stored in the browser you are using.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Contact data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Legitimate interest is the purpose described above.</li> </ul>
	<p>For contacting your emergency contact in case of an emergency; for example, when you are rendered unconscious in an accident, or in urgent need of medical treatment, etc.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>• Emergency contact data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>• Legitimate interest</li> </ul>

<p><b>Provision of benefits under contract</b></p>	<p>To provide rider with benefits and appropriate insurance for his/her motorcycle as agreed under the independent contractor agreement.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Identification data</li> <li>● Contact data</li> <li>● Account data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Performance of contract</li> </ul> <p>If you do not provide us with the aforementioned personal data, foodpanda would not be able to arrange or provide benefits and/or appropriate insurance for your motorcycle. Furthermore, without your personal data, foodpanda would not be able to reimburse or make payment to any such insurance premiums as agreed under our agreement.</p>
<p><b>Security</b></p>	<p>To ensure safety of our properties, assets and personnel on our premises by installing and using CCTVs.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Security data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Legitimate interest</li> </ul>
<p><b>Facilitating your rights under the applicable personal data protection law</b></p>	<p>To facilitate your request to exercise any of your rights to your personal data, subject to limitations and conditions imposed by applicable personal data protection law.</p> <p><b>Categories of personal data:</b></p> <p>All categories of your personal data, depending on your request.</p> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Legitimate interest</li> <li>● Legal obligation</li> </ul> <p>Without your personal data, foodpanda would not be able to comply with our legal obligation in facilitating or providing you with channel to exercise any of your rights to your personal data.</p>

<p><b>Legal claim</b></p>	<p>In certain circumstances, we may need to use your personal data for the purpose relating to legal claims, including, the establishment, exercising, compliance or defense of legal claims.</p> <p><b>Categories of personal data:</b></p> <ul style="list-style-type: none"> <li>● Identification data</li> <li>● Contact data</li> <li>● Account data</li> <li>● Performance data</li> <li>● Geolocation data</li> <li>● Technical data</li> <li>● Security data</li> </ul> <p><b>Legal basis:</b></p> <ul style="list-style-type: none"> <li>● Legitimate interest</li> <li>● Establishment, exercising, compliance or defense of legal claims</li> </ul>
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**Minor**

To be eligible to apply and/or become our rider, you must be at least 16 years of age. According to the applicable law, if we need to process your personal data based on consent as a legal basis, you shall ensure to obtain necessary consent from your parent or legal guardian and provide us with any proof thereof promptly when requested.

**How long do we store personal data?**

We generally delete your personal data after the purpose has been fulfilled. The exact deletion rules are defined in our regional deletion concepts. Different deletion rules apply depending on the purpose of the processing. Within our deletion concepts we have defined various data classes and assigned rule deletion periods to them. When the retention period is met, the stored personal data will be deleted accordingly, unless otherwise prescribed by the applicable law.

To further clarify our deletion concepts, generally where we rely on legal obligation to process your personal data, we will retain your personal data throughout the prescribed legal retention period as stipulated under the applicable law. Where we rely on your consent to process your personal data, we will delete, destroy or de-identify your personal data pursuant to the requirements and conditions imposed by the applicable law.

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As such, under certain circumstances, any requests for deletion may be opposed by legal retention periods, which prevent us from deleting the stored data for a fixed minimum period of time. In order to comply with these legal requirements, we block the relevant personal data after the purpose has been fulfilled and thereby guarantee data completeness and data integrity.

**With which data processors and why do we share personal data?**

We never give your personal data to unauthorized third parties. However, as part of our work we obtain the services of selected service providers and give them limited and strictly monitored access to some of our data. However, before we forward personal data to these data processors for processing on our behalf, each individual company undergoes an audit. All data recipients must meet the legal data protection requirements and prove their data protection level with appropriate proofs.

In the following we would like to inform you in a transparent and understandable way about all our data recipients with the respective reasons:

<b>Data recipient</b>	<b>Reason</b>
<b>External service provider</b>	They support our business activities by providing us with IT solutions and infrastructure or by ensuring the security of our business operations, for example by identifying and rectifying faults. Furthermore, personal data may also be disclosed to external tax consultants, lawyers or auditors if they provide services for which they have been commissioned.
<b>Members of our group companies (“Delivery Hero SE Group”)</b>	<p>We are a member of the Delivery Hero SE Group. Within a group it is sometimes necessary to use resources effectively. In this context, we support each other within our Delivery Hero SE Group in optimizing our processes. In addition, we provide joint content and services. This includes, for example, the technical support of systems.</p> <p>We are fully responsible for fulfilling the data protection requirements together with Delivery Hero SE Group. Within the framework of joint regulations, we and Delivery Hero SE Group have agreed that all of us will guarantee your rights equally. In the event that you would like to contact or send any requests or inquiries to Delivery Hero SE Group, you may do so by using the following contact details:</p> <p>Address: Oranienburger Straße 70, 10117 Berlin.</p>
<b>Prosecuting authorities and legal proceedings</b>	Unfortunately, it can happen that a few of our rider and service providers do not behave fairly and want to harm us. In these cases, we are not only obliged to hand over personal data due to legal obligations, it is of course

also in our interest to prevent damage and to enforce our claims and to reject unjustified claims.

**Government Agencies** We may need to disclose your personal data to relevant government agencies in order to comply with our legal obligations, including, without limitation, the Revenue Department for tax-related purpose, or as required by competent authorities or court orders.

### **To which third countries do we transfer personal data?**

While we process your personal data mainly within the Asia-Pacific (APAC), there are certain circumstances which we may transfer your personal data to other entities in the Delivery Hero SE Group and service providers mentioned above are based outside of APAC.

All our data receivers have to measure up to certain requirements for the transfer of personal data to third countries. Before we transfer your data to a service provider in third countries, every service provider is first assessed with regard to its data protection level. Only if they can demonstrate an adequate level of data protection will they be shortlisted for service providers.

Notwithstanding the above, if your personal data needs to be transferred to another country outside of your jurisdiction which does not offer adequate level of data protection as required by applicable law and we do not have any other legal ground to transfer without your consent, we will notify you of the inadequacy and obtain your consent prior to proceeding with any such transfer.

Regardless of whether our service providers are located within APAC or in third countries, each service provider must sign a data processing agreement with us. In all cases, we will transfer your personal data only where it is permitted and in compliance with the applicable data protection law.

### **What are your rights as data subjects and how can they be asserted?**

Subject to the applicable law, you may have the right to receive explicit information from us about the personal data we have stored about you, free of charge.

In addition, you have the following rights:

Right to access	You have the right to be informed which data we store about you and how we process this data, as well as to obtain copy of your personal data.  You also have the right to request us to disclose source of your personal data which you did not consent to, if any.
Right to rectification	If you notice that stored data is incorrect or outdated, you can always ask us to correct or update it.

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Right to erasure	You can ask us at any time to delete or de-identify the data we have stored about you.
Right to restriction of processing	If you do not wish to delete your data, but do not want us to process it further, you can ask us to restrict the processing of your personal data. In this case, we will archive your data and only reintegrate it into our operative systems if you so wish. However, during this time you will not be able to use our services, otherwise we will process your data again.
Right to data portability	You can ask us to transmit the data stored about you in a generally readable or usable with automatic tools or equipment format to you or to another data controller. In this context, we will make the data available to you in JSON format.
Right to object to the processing of your data	<p>You can object to the further processing of your data. This also includes objecting to our processing, which we process without your consent but based on our legitimate interest. This applies, for example, to direct marketing. You can object to receiving further newsletters at any time.</p> <p>If you do not agree with one of our processing purposes based on our legitimate interest or wish to object to it, you may object to the processing at any time on grounds relating to his or her particular situation. Please write an email to <a href="mailto:dpo@foodpanda.co.th">dpo@foodpanda.co.th</a>. In this case we will review the processing activity again and either stop processing your data for this purpose or explain to you our reasons worth protecting and why we will continue with the processing.</p>
Right to withdraw your consent	Where we rely on your consent to process your personal data, you can withdraw your consent at any time.
Right of complaint	If you believe that we have done something wrong with your personal data or your rights, you can complain to the appropriate supervisory authority at any time. The contact details of the supervisory authority is as written below. However, we would encourage you to contact us to resolve the issue prior to lodging any complaint to the supervisory authority.

Your request to exercise any of the rights stated above is subject to the conditions and limitations imposed by applicable laws and regulations

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The supervisory authority responsible for us is:

Name of authority: The Office of the Personal Data Protection Committee

Address: 120 Moo 3, 6th – 9th Floor, The Government Complex, Commemorating His Majesty Building, Chaeng Wattana Road, Thung Song Hong, Lak Si, Bangkok 10210 Thailand

Email address: [pdpc@mdes.go.th](mailto:pdpc@mdes.go.th)

In the event that you have any inquiries or concerns about this Privacy Policy, or would like to exercise any of your rights as described above, please contact us at:

Delivery Hero (Thailand) Co., Ltd.

Atten: Data Protection Officer:

Address: No. 2034/88, 2034/129, 2034/130 Italthai Tower 19th, 30th floor New Petchburi Road, Bangkapi, Huaykwang, Bangkok 10310, Thailand

Email Address: [dpo@foodpanda.co.th](mailto:dpo@foodpanda.co.th)

### **What if we amend, change or update this Privacy Policy?**

foodpanda may amend, change, or update this Privacy Policy from time to time, whereby foodpanda will notify you about such changes via your selected communication channel. In the event that the amendment, change, or update will affect the purposes for which your personal data has originally been collected, foodpanda will notify you about such changes and obtain your consent (*if applicable*), prior to such changes becoming effective.

Date: 17<sup>th</sup> December 2020

PP Version: 2.0