

# Cybersecurity and Personal Data Protection



The rapid evolution of technology presents significant challenges in safeguarding data security within an environment threatened by complex and diverse cyber risks. These include hacker attacks and risks of personal data breaches, which require close vigilance. Additionally, ensuring personal data safety while remaining compliant with constant changes of personal data protection laws has added to the operational challenges for organizations.

JAS strives to enhance comprehensive and effective cybersecurity systems while cultivating cybersecurity knowledge and skills among employees at all levels to effectively counter threats. Furthermore, we developed personal data protection policies for customers and employees in accordance with international practices. Our cybersecurity measures are regularly reviewed and improved to ensure that the structure and guidelines remain effective in safeguarding both personal data and critical business information.

## Operational Guidelines

- Establish Personal Data Protection Policies and Cyber Threat Prevention Policies
- Enhance security in storing and protecting personal data

- Develop online trainings on personal data protection to enhance employee skills
- Provide channels for receiving reports on personal data infringements and data loss from customers, as well as investigate and disclose operations in case of data leaks or thefts

## Personal Data Protection Policy

JAS places the highest priority on protecting personal data of customers and employees and safeguarding data in the digital realm to prevent personal data breaches and cyber threats. We have developed Personal Data Protection Policies in accordance with the Personal Data Protection Act B.E. 2562 of Thailand (2019) (PDPA) and comply with applicable international standards. We operate with transparency, fairness, and stringent control measures to ensure that the personal information of shareholders, customers, and employees are securely maintained.



For more information about the Personal Data Protection Policies

please visit our website at  
“Privacy Notice” Section  
or scan QR code



## Data Security Measures

We are dedicated to implementing comprehensive data security measures that encompass IT/cyber security, access control, and cryptographic controls to ensure data confidentiality during transmission and storage. We also focus on enhancing physical and environmental security by regulating access to data centers and installing advanced security systems, ensuring the organization's and users' information are securely protected.

To further strengthen our data security operations, we have developed an Information Technology Operations Manual that outlines clear guidelines and procedures for managing data security and IT systems. Moreover, we established a working team specifically responsible for IT security, ensuring that our operations are both effective and comprehensive in protecting critical data.

In addition, we have established measures to inform customers on data storage and protection. We collect only the information necessary to provide services and ensure compliance with relevant laws.

Customers have the rights to make decisions regarding the use of their data, and personal information is retained only for the designated period. When disclosing personal information to third parties, we apply strict protocols according to our guidelines and security measures.

## Personnel Development on Cybersecurity

JAS recognizes the importance of enhancing cybersecurity knowledge and skills among executives and employees at all levels. This ensures that they are well-equipped to navigate challenges arising from the use of digital technologies. We also aim to raise awareness about the importance of protecting personal and organizational data from cyber threats, which may occur at any time.

## Personal Data Protection and AI Online Training

| Course   | Personal Data Protection and Artificial Intelligence (AI)   |  |
|--|---|--|
|  Duration |  Number of Participants              |  |
| 2 hours 33 minutes   | Provide knowledge on personal data protection and AI technology use in line with legal principles and ethical standards |  |

| Course   | Cyber Security Awareness 2024  |  |
|--|--|--|
|  Duration |  Number of Participants                 |  |
| 2 hours 40 minutes   | Enhance knowledge on digital security practices and methods to prevent cyber threats arising from information technology use |  |

In 2024, JAS provided online training courses focusing on personal data protection and the use of AI to prepare employees for the evolving challenges of modern technology. Both courses are designed to build confidence and an understanding of how to protect personal and organizational data from cyber threats.

## Management of Complaints and Personal Data Breaches

JAS provides multiple channels for customers and stakeholders to file complaints related to privacy infringements and data loss. In 2024, we maintained continuous monitoring and enhancement of our cybersecurity systems. We remain committed to consistently building and reinforcing trust in the protection of personal data for our customers and stakeholders.

### 2024 Performance

Number of complaints regarding privacy infringements



0 Case

Cases of data leakage, theft, or loss proven to have occurred



0 Case