

## **Thailand Privacy Policy**

The privacy of user information is very important to ComPsych through its partner in Thailand, Light Posts. Therefore, we use every effort and care to protect user information and privacy. This Privacy Policy sets out how we collect, manage, and anonymize information about users while using our services.

We collect and transmit personal information, including mental health information about the user in accordance with this Policy. By using the EAP services, the user consents to the collection and transmittal of personal and related information under this Privacy Policy.

### **Protection of user personal data security**

The security of user data is important and we have taken the following measures to maintain the safety of your information:

- Restrict user access to personal data.
- Provide a means of security to prevent unauthorized access to computer systems.
- If the user has reason to believe that the user's privacy has been violated contact us at [customer.service@lightpost.co.th](mailto:customer.service@lightpost.co.th)
- Users are responsible for protecting their password and login information from others.

### **Use and Disclosure of Personal Information**

We will use the information we receive from users as follows:

- To provide EAP services
- To create user accounts and support related systems
- to contact the user in case of necessity or relevant cause or to send notices
- To diagnose usage data and improve the service for statistical analysis and user behavior
- To create a service experience that is designed specifically for users.
- To deliver information that we expect users to be interested or have requested to be delivered.

### **Storage of personal information**

We collect the following information during the provision of services:

- First and last name, date of birth, email address, and phone number,
- Health information recorded by the counselor/psychologist during provision of services,
- Other health related information
- Other information that users submit

It is the user's responsibility to provide truthful and accurate information. If any information has changed, it is the user's responsibility to update the information with us. If the user chooses to withdraw their consent related to the use of personal data or chooses not to send personal data to us, the company may not be able to provide services to the user.

Please contact [customer.service@lightpost.co.th](mailto:customer.service@lightpost.co.th) with any questions about this Policy.

