

## Privacy Notice

**Last updated:** April 04, 2025

Panasonic Connect is committed to ensuring that your "Personal Data" (as explained below) is used fairly, lawfully, and securely and that your privacy is protected at all times. We place high importance on compliance with the applicable privacy and data protection laws and regulations, including, but not limited to the European Union (EU) Regulation 2016/679 General Data Protection Regulation ("GDPR").

This Privacy Notice is intended to tell you how we "process" (as explained below) information about you ("Personal Data" as explained below) that you provide to us or that we collect through your use of Mobile Softphone service (collectively our "Services"), or when you engage with us on social media or otherwise interact with us. It also applies if explicit reference is made to it via link or in a similar manner. Wherever we process your Personal Data and a different privacy notice is required (e.g. for other specific websites or portals), Panasonic Connect will provide a specific privacy notice. This Privacy Notice supplements other privacy notices and is not intended to override them.

This Privacy Notice explains what Personal Data we collect, store, use, disclose and transfer (hereinafter "process"), how we do it, for which purpose and what our legal bases are. It also provides you with information on your rights under the GDPR and how you can contact us if want to exercise your rights or have a complaint.

If you are a California resident, additional privacy notice applies to you, in accordance with the California Consumer Privacy Act. Please see CCPA Appendix in the link below.

### PRIVACY NOTICE FOR CALIFORNIA RESIDENTS

If you are located in Brazil, an additional privacy notice applies to you, in accordance with the General Data Protection Law (LGPD). Please see LGPD Appendix in the link below.

### PRIVACY NOTICE FOR RESIDENTS IN BRAZIL

If you have been to Thailand, are currently in Thailand, or will go to Thailand in the future, additional privacy notice may apply to you, in accordance with the Personal Data Protection Act of Thailand. Please see Appendix in the link below.

### PRIVACY NOTICE FOR THAI RESIDENTS

Where you are located in Japan, or the Company (the Japanese corporation) processes your personal information, you are subject to additional privacy notices pursuant to the

Act on the Protection of Personal Information in Japan. Please see the Appendix via the following link.

#### PRIVACY NOTICE FOR JAPAN RESIDENTS

Please note that you located in Vietnam are subject to additional privacy notices in accordance with the Vietnamese data protection law. Please refer to Appendix linked below.

#### PRIVACY NOTICE FOR VIETNAM RESIDENTS

Please click on the links below for further information on our privacy practices:

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#### **1. Information about us**

This Privacy Notice is issued by Panasonic Connect Co., Ltd. headquartered in 8-21-1 Ginza, Chuo-ku, Tokyo 104-0061, Japan on behalf of ourselves and the Panasonic Group of Companies. The Panasonic Group of Companies consists of Panasonic Holdings

Corporation, headquartered in Kadoma, Osaka Prefecture, Japan, as well as a number of Affiliates who can be found here.

<https://holdings.panasonic/global/corporate/about/group-companies.html#renketsu>

Personal data collected through this website and our services is managed by Quality Assurance, Environment Affairs and CS Division, Panasonic Connect Co., Ltd. (hereinafter, "we", "us" or "our").

Where several Panasonic companies are jointly responsible for the processing of your Personal Data, you can exercise your rights against the company issuing this Privacy Notice.

## 2. What is Personal Data?

For the purposes of this Privacy Notice, "Personal Data" consists of any information about an individual from which that person can, directly or indirectly, be identified. When we combine other information (i.e. information that does not, on its own, identify an individual) with Personal Data, we treat the combined information as Personal Data.

## 3. What Personal Data do we collect about you and how?

Depending upon your use of our applications and Services, see Section 4 below, we collect and process some or all of the Personal Data set out in the table below, using the methods and channels also set out in the table.

Types of collected Personal Data	How we collect the Personal Data
<b>"Business Contact Data":</b> PBX ID, extension account.	From you directly, when you use our application.
<b>"Identity Data":</b> Name registered in PBX.	From the PBX, only if you set Incoming push to ON in your application.
<b>"Product/Device/Application Data":</b> ID for identifying the device, Token for push notification.	From you directly, when you use our application.

<b>“Profile and Usage Data”:</b> Date/time of incoming.	From the PBX, only if you set Incoming push to ON in your application.
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#### 4. How do we use your Personal Data (purpose and legal basis)?

We process your Personal Data in the context of the activities and for the purposes set out in the table below and rely on one or more of the following the specified legal bases:

- **Performance of a contract:** Where we need to perform a contract which we are about to put in place or have put in place with you as a party, or (at your request) take steps before putting such a contract in place (Art. 6(1)(b) GDPR);
- **Legal obligation:** Where we need to comply with a legal obligation to which we are subject (Art. 6(1)(c) GDPR);
- **Legitimate interests:** Where we are acting in our legitimate interests, provided that they are not overridden by your fundamental rights (Art. 6(1)(f) GDPR). We assess our legitimate interests for processing your Personal Data and balance them against any potential impact on you. Where we rely on our legitimate interests you have the right to object to such processing at any time under the conditions set out in the GDPR; for more information on our legitimate interests or our balancing test please contact us by using the communication means set out in Section 12 below;
- **Consent:** Where we rely on your consent we will ask for it separately (6(1)(a) GDPR).

Please note that we do not base any decision solely on automated processing including profiling that significantly affects you or has legal effects for you (Art. 22 GDPR).

Activity and purpose	Types of Personal Data	Legal basis
<b>Provide our Services</b> To provide our Services or any specific feature that you request, including to enable us to fulfil our obligations under any contract with	Business Contact Data	Performance of a contract
	Identity Data	

<p>you (such as, any product or device warranty), providing customer support services and dealing with any other support query you may have (such as, complaint handling), and providing for staff training and informing.</p>	<p>Product/Device/Application Data</p>	

the rights or property of us, including enforcing any terms or agreements governing the use of our Services.

#### **IV. Other Parties in Connection With Corporate Transactions**

We may disclose your Personal Data to a third party or within the Panasonic Group of Companies as part of a reorganisation, merger, transfer, sale, joint venture, assignment or other disposition of all or any portion of our business, assets or stock, including, without limitation, in connection with any bankruptcy or similar proceeding.

#### **V. Other Parties With Your Consent or At Your Direction**

We may share Personal Data about you with third parties when you consent to or request such sharing.

### **6. What do we do to keep your Personal Data secure?**

The security of your Personal Data is of greatest importance to us. We have put in place a range of appropriate physical and technical measures as well as robust policies and processes. The purpose thereof is to safeguard your Personal Data and to protect it against accidental or unlawful destruction or alteration, accidental loss, unauthorized disclosure or access and against other unlawful forms of processing. These measures take into account the state of the art of the technology, the costs of its implementation, the nature of the Personal Data, and the risk of the processing.

Information security, including the protection of Personal Data is organized in our global Program called Information Security Management ("ISM"). The related aim, standards and implementation measures are organized in a globally valid Policy, and further standards and guidelines. The program and all its parts follow a strong yearly Plan-Do-Check-Act (PDCA) approach to secure the confidentiality, integrity and availability of all data (including your Personal Data) for the whole information lifecycle from collection to destruction of such information.

### **7. Accessing your Personal Data and other rights you have**

#### **What are your rights?**

Your rights under the GDPR include, the right to be informed, the right to access a copy of your Personal Data, the right to request the rectification or the update of any inaccurate Personal Data we hold, and the right to request erasure of your Personal Data.

You also have the right to obtain restriction of the processing of your Personal Data, the right to object to the processing of your Personal Data at any time under the conditions

set out in the GDPR, and the right not to be subject to a decision based solely on automated processing.

In addition, you have the right to data portability in certain cases. This is the right to request the return of the personal data you have provided to us in a structured, commonly used and machine-readable format and to request the transmission of such personal data to a third party, without hindrance from us and subject to your own confidentiality obligations.

You also have the right to not provide consent and, where you have consented to our processing of your Personal Data, you have the right to withdraw such consent at any time without this withdrawal affecting the lawfulness of the processing prior to such withdrawal.

Your rights are further specified in Art. 7 and Chapter 3 of the GDPR and other applicable data protection legislation.

#### [Exercising your rights](#)

If you wish to exercise any of the above rights, then please contact us by using the communication means set out in Section 12 below.

#### [Complaints](#)

If you are not satisfied with how we process your Personal Data, then please contact us by using the communication means below in Section 12 or alternatively file a complaint with the competent supervisory authority:

- EEA/EU authorities: [Members | European Data Protection Board \(europa.eu\)](#)
- United Kingdom (UK): [Make a complaint | ICO](#)

## [8. International Transfers](#)

Where we transfer your Personal Data to recipients located outside of the European Economic Area ("EEA") we ensure that your Personal Data remains protected by transferring it only to countries that offer an adequate level of protection as recognised by the European Commission such as e.g. Japan and the United Kingdom and/or by using the Standard Contractual Clauses approved by the European Commission and where required putting supplementary measures in place to afford your Personal Data with essentially the same level of protection it has in the EEA.

In the same way, if we transfer your Personal Data outside of Serbia, Switzerland, Turkey, or the UK, we will ensure that your Personal Data remains protected in line with the requirements set out in the applicable data protection legislation.

You may request additional information in this respect and obtain a copy of the appropriate safeguards we provide for through sending a request to the contact indicated in Section 12.

## [9. Data Retention – How long we will retain your Personal Data?](#)

We will only retain your Personal Data for the period necessary to fulfil the purposes for which it has been collected. This includes the purposes of fulfilling our contract with you, satisfying any legal, regulatory, accounting, reporting obligation we are subject to and the establishment and defence of legal claims.

## [10. Children's Personal Data](#)

This services and applications are not intended for children and we do not knowingly collect or try to collect Personal Data from or about children.

## [11. Changes to this Privacy Notice or to your Personal Data](#)

It also is important that you check back often for updates to the Privacy Notice, as we may change it from time to time. The “Date last updated” Section at the top of this page states when this Privacy Notice was last updated and any changes will become effective upon our posting of the revised Privacy Notice.

We will provide additional notice to you if these changes are material by adding a statement to support website or in this applications.

We encourage you to review the Privacy Notice whenever you access the Services or otherwise interact with us to stay informed about our information practices and the choices available to you. It is important to us that the Personal Data we hold about you is accurate and up-to-date at all times. If any of the Personal Data we hold about you changes, please keep us informed.

## [12. Contact Us](#)

If you have any questions regarding the collection, processing, or use of your Personal Data or if you wish to exercise your rights, please contact us at:

Quality Assurance, Environment Affairs and CS Division, Panasonic Connect Co., Ltd.  
Address: 4-1-62 Minoshima, Hakata-ku, Fukuoka City, Fukuoka 812-8531, Japan

**If you have questions about Data Protection in Europe, please contact us at:**

Panasonic Europe B.V.

Zweigniederlassung Deutschland Wiesbaden Office  
The Data Protection Officer  
Hagenauerstrasse 43  
65203 Wiesbaden  
Germany  
or by e-mail: [Data\\_Protection@eu.panasonic.com](mailto:Data_Protection@eu.panasonic.com)

Please note that Panasonic Europe B.V. acts as **Representative** of the data controller (Art. 27 GDPR) if you reside in a member state of the European Economic Area.

**If you have any questions about Data Protection in the United Kingdom (UK), please contact us at:**

UK Legal Department  
Panasonic Europe B.V. (UK branch)  
Maxis 2, Western Road,  
Bracknell, Berkshire,  
RG12 1RT  
UK  
or by e-mail: [UKLegal@eu.panasonic.com](mailto:UKLegal@eu.panasonic.com)

## CCPA Appendix

Date last updated: January 13, 2026

This CCPA Appendix complements Privacy Notice and tells you what your rights and our obligations are in relation to the processing of your Personal Data in accordance with the California Consumer Privacy Act (the "CCPA").

If there is any discrepancy between the terms of this CCPA Appendix and those of Privacy Notice, this CCPA Appendix will prevail.

We may change this CCPA Appendix from time to time. The "Date last updated" mention at the top of this page states when the CCPA Appendix was last updated and any changes will become effective upon our posting of the revised CCPA Appendix to the extent permitted by applicable laws.

Where required by the CCPA or other applicable law, we will request your consent to any such changes. We will provide the revised CCPA Appendix by email or by posting notice of the changes on our website or through any relevant Services.

Please click on the links below for further information on our privacy practices for residents in California:

1. [What is Personal Data?](#)
2. [What Personal Data do we collect about you?](#)
3. [On which legal basis do we process Personal Data?](#)
4. [What are your rights and how can you exercise them?](#)
5. [Disclosure of Personal Data](#)
6. [Sale of Personal Data](#)
7. [Share of Personal Data](#)

8. [Children's Personal Data](#)

9. [Contact Information](#)

1. What is Personal Data?

For the purposes of this CCPA Appendix, "Personal Data" means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household. For example, Personal Data includes, but is not limited to, audio, electronic, visual, thermal, olfactory, or similar information or inferences drawn from other Personal Data to create a profile about you reflecting your preferences, characteristics, psychological trends among other things.

For the purposes of this CCPA Appendix, "Sensitive Personal Data" means (1) personal information that reveals: (A) your social security, driver's license, state identification card, or passport number; (B) your account login, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account; (C) your precise geolocation; (D) your racial or ethnic origin, citizenship or immigration status, religious or philosophical beliefs, or union membership; (E) the contents of your mail, email, and text messages unless we are the intended recipient of the communication; (F) your genetic data; and (G) your neural data; and (2)(A) the processing of biometric information for the purpose of uniquely identifying you; (B) personal information collected and analyzed concerning your health, sex life, or sexual orientation; and (C) personal information of minors that we have actual knowledge to be under the age of 16.

## 2. What Personal Data do we collect about you?

The table below describes the categories of your Personal Data that we may collect, and has collected during the 12-month period prior to the effective date of this CCPA Appendix. We will retain your Personal Data for the period necessary to fulfil the purposes for which it has been collected. This includes the purposes of fulfilling our contract with you, satisfying any legal, regulatory, accounting, reporting obligation we are subject to and the establishment and defence of legal claims.

Categories of Personal Data collected (as listed in the CCPA)	Examples
Identifiers	<ul style="list-style-type: none"><li>- PBX ID</li><li>- Extension account</li><li>- ID for identifying the device</li><li>- Token for push notification</li><li>- Name registered in PBX</li></ul>
Internet or other electronic network activity information	<ul style="list-style-type: none"><li>- Date/time of incoming</li></ul>

**Business or Commercial Purposes.** We may collect or use, or have collected your Personal Data during the 12-month period prior to the effective date of this CCPA Appendix for the following business or commercial purposes. We do not use or disclose your Sensitive Personal Data for purposes other than those specified in CCPA. We do not collect or process your Sensitive Personal Data for the purpose of inferring characteristics about you.

- Provide our Services
- Customer Support Services

**Categories of Sources.** The following is a list of the categories of sources from which your Personal Data was collected during the 12-month period prior to the effective date of this CCPA Appendix:

- Direct collection
- From PBX when incoming call

**Sale/Sharing.** We do not sell or share your Personal Data. For more details, please refer to Sections 6 and 7 below.

3. On which legal basis do we process Personal Data?

We process Personal Data of residents in California in compliance with the CCPA. If we are to use your Personal Data for purposes other than the purposes we notified on or before collecting your Personal Data, we will notify the new purposes to you and obtain your express consent.

4. What are your rights and how can you exercise them?

A. What are your rights?

(1) Your rights under the CCPA include, the right to know about your Personal Data that we collect, use, the right to delete your Personal Data, the right to correct your Personal Data.

(2) We will not unreasonably discriminate against you for exercising the rights such as the right to know about Personal Data information under the CCPA by using methods including but not limited to the following:

- I. Denying to provide goods or services to you
- II. Charging different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties
- III. Providing a different level or quality of goods or services to you
- IV. Suggesting that you will receive a different price or rate for goods or services or a different level or quality of goods or services

B. Exercising your rights (right to know, right to delete, and right to correct)

If you wish to exercise the right to know, the right to delete, or the right to correct under the rights of A(1) above, please contact us from [section 9](#) in addition to the communication means described in Privacy Notice. Upon receiving your request to exercise such rights, we will require you to submit your [name and e-mail address] in order to verify your identity.

We will confirm receipt of your requests to exercise your rights within 10 business days in the same manner in which the request was received and provide information about how we will process the request and the limit of our response. We will respond to requests to know, requests to delete and requests to correct within 45 days, and if we exceed the period, we will notify you and respond within 90 days from the day that we receive the requests. If we cannot verify your requests within the 45-day time period, we may not process your requests.

We will record your requests and store them for 24 months.

If you use an authorized agent to submit a request to know or a request to delete, the authorized agent is required to submit to us a written permission proving the authorized agent is permitted to do so and the authorized agent's own identity verification document(s).

#### 5. Disclosure of Personal Data

We have not and will not disclose your Personal Data to any service provider or contractor for a business purpose.

#### 6. Sale of Personal Data

We have not and will not sell your Personal Data to any third party.

For the purposes of this CCPA Appendix, "sell" means selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, your Personal Data by us to a third party for monetary or other valuable consideration.

#### 7. Share of Personal Data

We have not and will not share your Personal Data with any third party.

For the purposes of this CCPA Appendix, "share" means sharing, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, your Personal Data by us to a third party for cross-context behavioral advertising, whether or not for monetary or other valuable consideration.

## 8. Children's Personal Data

We do not sell or share Personal Data of anyone under the age of 16.

## 9. Contact Information

You may contact us with questions or concerns about this CCPA Appendix and your choices and rights under CCPA at:

Company name : Manufacturing Operations Division, Panasonic Connect Co., Ltd.

Company address : 4-1-62 Minoshima, Hakata-ku, Fukuoka City, Fukuoka 812-8531, Japan

Company telephone number : +1-800-704-1257

Company email address : [privacy@us.panasonic.com](mailto:privacy@us.panasonic.com)

## Appendix to the Panasonic Privacy Notice

### Brazilian Legislation

Date last updated: April 04, 2025

If you are located in Brazil, all terms and conditions of the [Privacy Notice](#) shall apply to you, pursuant to the Brazilian General Personal Data Protection Regulation No. 13,709, effective from 18 September 2020 (the “LGPD”), with exception to the modifications bellow.

In case of any doubts, please refer to the Privacy Notice and/or contact us from the link below:

#### [f\) Contact Details](#)

a) On which legal basis do we process personal data? (Section 4 of the Privacy Notice)

We will process your Personal Data grounded on one of these legal bases, provided by LGPD: (i) with your consent; (ii) for compliance with our legal or regulatory obligation; (iii) for the performance of agreements or preliminary procedures relating to agreements which you celebrated or may celebrate with us; (iv) for the regular exercise of rights, by us, in lawsuits, administrative or arbitration proceedings; (v) for our legitimate interests; and (vi) for the protection of credit.

b) Why do we use your Personal Data? (Section 4 of the Privacy Notice)

Besides the information presented on the Privacy Notice, we may also use your Personal Data to comply with our legal obligations under Brazilian Law, including, but not limited to, the sharing of personal data with tax authorities in case international purchases.

c) International Transfer of Personal Data (Section 8 of the Privacy Notice)

The Personal Data that we collect from you may be stored and processed in Brazil, or transferred to, stored at or otherwise processed outside Brazil, including but not limited to Japan, USA or in any other country.

d) What are your rights? (Section 7 of the Privacy Notice)

We will collect, store and process your Personal Data in accordance with your rights under any applicable data protection laws, including the LGPD.

Therefore, we will comply with at least the following rights, granted by LGPD: (i) confirm that we process your personal data; (ii) grant to you a copy of your Personal Data processed by us; (iii) correct and update inaccurate Personal Data, upon your request; (iv) delete, block or anonymize your Personal Data that is unnecessary for the purposes of our processing activities; (v) perform data portability, where this right is applicable; (vi) exclude Personal Data processed upon your consent, by your request and/or stop processing activities, when applicable; and (vii) provide information about with whom we share your Personal Data.

Where a processing activity relies on your consent, you will be informed of the consequences of not providing your consent, including if it will limit any use, by you, of our products or services.

You can exercise your rights through the link below:

f) Contact Details

We will respond to your requests without undue delay and no later than fifteen days from the receipt of any such request, unless a longer period is permitted by applicable data protection laws or by the Brazilian National Data Protection Authority.

e) Children and Teenager's Personal Data (Section 10 of the Privacy Notice)

For Brazilian data subjects, We considerer a child a person with less than 12 years old and a teenager a person with age between 12 and 18 uncompleted years old.

We do not knowingly collect or try to collect Personal Data from or about a child and a teenager without the consent of a parent or guardian. Where we do collect Personal Data from a child and a teenager, we will rely on valid consent to process such data. If we become aware that Personal Data submitted to us relates to a child and a teenager without the consent of a parent or guardian we will delete or not use such data for any purpose, in order to comply with LGPD.

We will only process child's and teenager's Personal Data in their best interests, pursuant to Brazilian Law.

If you are a parent or guardian and you have queries regarding our processing of your child's and teenager's Personal Data, please contact us from the link below:

f) Contact Details

f) Contact Details

If you wish to exercise any of the above rights, please contact us from URL below:

<https://holdings.panasonic/global/support.html>

**Local representative**

Although the Service is provided by the Panasonic indicated in the Privacy Notice, in case of any doubts or requests regarding the Service, the Privacy Notice or this document, you can contact our local representative:

Data Protection Officer in Brazil

email: [privacidade@br.panasonic.com](mailto:privacidade@br.panasonic.com)

g) No modification

All other Sections of the Privacy Notice, not modified by this document, are applicable to the Brazilian data subjects and shall be read as including LGPD as applicable legislation.

## **PDPA Appendix**

### **(Appendix for Persons Who Are Thai Residents)**

Last Update: April 04, 2025

This Appendix for Persons Who Are Thai Residents, (the “**Thai Appendix**”) intends to inform the persons who have been to Thailand, are currently in Thailand, or will go to Thailand in the future, (the “**Thai Residents**”) and whose Personal Data (as defined below) will be processed by us either for (i) offering goods or services while they are staying in Thailand, irrespective of whether they make the payment thereof, or (ii) monitoring their behaviours which take place in Thailand about how we collect, use and disclose your Personal Data (as defined below) and what your rights and our obligations are in relation to the processing of your Personal Data in accordance with the Personal Data Protection Act B.E. 2562 (2019) (the “**PDPA**”). This Thai Appendix supplements the **Privacy Notice** and prevails over any conflicting provisions in the Privacy Notice. Capitalized terms used but not otherwise defined herein have the meanings ascribed thereto in the Privacy Notice. For the purpose of this Thai Appendix, “Personal Data” means any data relating to a person, which can identify such person whether directly or indirectly, excluding the specific data of a deceased person.

#### **1. Why do we collect your Personal Data?**

Your Personal Data is collected for using and/or disclosing in the manners as described in Clauses 4 and 5 of the Privacy Notice.

#### **2. International Transfer of Personal Data**

Your Personal Data will be transferred to countries which have different personal data protection standards than those of Thailand.

Country	Detail of Personal Data Protection Standards
Japan	Japan has personal data protection regulation, Act on the Protection of Personal Information, it may be different from PDPA in respect of your right, the existence or role of supervision authority, and/or the general rule for data collection, use and disclosure.

### 3. Your rights

You have the following rights under the PDPA.

- (1) **Right to withdraw consent:** You have the right to withdraw your consent given to us to process your Personal Data anytime during the period on which your Personal Data is under our possession.
- (2) **Right to access:** You have the right to access to your Personal Data and request us to provide you a copy thereof and to disclose the means by which your Personal Data was obtained without your consent.
- (3) **Right to data portability:** You have the right to obtain your Personal Data from us. If we make your Personal Data to be in a form which can generally be read or used by an automatic machine or device, and can utilize or disclose your Personal Data by an automatic method, and have the following rights:
  - (3.1) Request us to send or transfer your Personal Data in such form to others when it can be done by an automatic method.
  - (3.2) Directly obtain your Personal Data which we send or transfer in such form to others, except where it cannot be done due to technical conditions.
- (4) **Right to object:** You have the right to object the collection, use or disclosure of your Personal Data at any time.
- (5) **Right to erasure:** You have the right to request us to erase, destroy, and anonymize your Personal Data.

- (6) Right to restriction of use:** You have the right to request us to suspend the use of your Personal Data.
- (7) Right to rectification:** You have the right to request us to correct, up to date, complete and not cause misunderstanding to your Personal Data. If we do not proceed with your request under this provision, we will record your request with the reason thereof.

#### **4. Complaints**

In addition to your rights described in Clause 3 above, if you are not satisfied with how we process your Personal Data hereunder or we, including our employees or contractors, violate or does not comply with the PDPA, you may file a complaint to the Office of the Personal Data Protection Committee.

#### **5. Who is a child?**

If you are Thai Residents, Panasonic considers a child to be anyone less than the age of 20 under PDPA.

#### **6. Contact Details**

If you are Thai Residents, please contact us by using any of the communication means below.

##### **(1) Our contact details**

**Name:** Quality Assurance, Environment Affairs and CS Division, Panasonic Connect Co., Ltd.

**Address:** 4-1-62 Minoshima, Hakata-ku, Fukuoka City, Fukuoka 812-8531, Japan.

**URL:** <https://holdings.panasonic/global/support.html>

## **Consent Form (applicable to Thailand)**

Having thoroughly read the Privacy Notice dated June 1, 2022, and the Appendix for Persons Who Are Thai Residents dated June 1, 2022, I voluntarily give consent to the Company (i) to collect, use, and disclose my Personal Data for all purposes as described in Clause 4 of the Privacy Notice (the "**Purposes**"), (ii) to collect my Personal Data from third party source for the Purposes, (iii) to disclose my Personal Data to the third parties as described in Clause 5 of the Privacy Notice, and/or (iv) to transfer my Personal Data to countries which have different data protection standards than those of Thailand as described in Clause 2 of the Appendix for the Purposes.

Only those who agree with the above content can tap the "Agree" button on the Mobile Softphone application.

## **APPI Appendix**

### **(Processing of Personal Information in Japan)**

Last updated: June 1, 2022

Panasonic Connect Co., Ltd. (the "Company") will comply with Japanese laws, regulations, and other norms concerning the protection of personal information and provides this notification document (this "Notice"), in addition to the Privacy Notice, in accordance with the Company's Personal Information Protection Policy. It will also process and manage your personal information in the proper manner as set forth below.

When you use our Services in Japan, please understand the terms of this Notice as well as the Privacy Notice. This Notice will apply in priority to the Privacy Notice.

#### **1. Name of Representative of Personal Information Processing Business Operator**

Yasuyuki Higuchi

Representative Director, Member of the Board, President, Chief Executive Officer (CEO)

Panasonic Connect Co., Ltd.

Address : 8-21-1 Ginza, Chuo-ku, Tokyo 104-0061, Japan

#### **2. Provision of Personal Information**

The Company will not provide your personal information to third parties except as required by laws and regulations.

### **3. Joint Use of Personal Information**

The Company will not jointly use personal information.

### **4. Entrustment of Processing of Personal Information**

The Company will entrust all or part of the processing of acquired personal information to the extent necessary for 4. How do we use your Personal Data (purpose and legal basis)? of the Privacy Notice.

### **5. Processing of Pseudonymously Processed Information**

The Company will not process pseudonymously processed information (limited to that falling under personal information; the same applies in this section).

### **6. Request for Disclosure of, or Other Actions Concerning, Personal Information**

With respect to a request for the following or other actions under the Act on the Protection of Personal Information in Japan, please inquire with the point of contact stated in 12. Contact Us: notification of purposes of use of personal information held by the Company; disclosure of personal information; disclosure of a record of provision to third parties; correction, addition, or deletion of personal information; and cessation of using, or erasure of, personal information and cessation of providing personal information to third parties.

## PDPD Appendix (Vietnam)

Date: October 1, 2023

### I. Introduction

This Appendix is to ensure compliance with the personal data protection laws and regulations of Vietnam, including, without limitation, Decree No. 13/2023/ND-CP (“**Decree 13**”), if those laws and regulations apply to our processing of your Personal Data. Therefore, this Appendix takes effect where the Privacy Notice, including this Appendix, is used for our processing of your Personal Data pursuant to the data protection laws and regulations of Vietnam.

### II. Purpose

This Appendix provides additional provisions, or supplements or amends certain provisions, of the Privacy Notice from the perspective of Vietnamese law, including your rights and obligations concerning your Personal Data, and is an integral part of the Privacy Notice. This Appendix shall prevail over any conflicting provisions in the Privacy Notice and amendments thereto (if any).

### III. Amendments to the Privacy Notice

#### 1. What is Personal Data?

Section “[2. What is Personal Data?](#)” of the Privacy Notice is hereby replaced with the following:

#### 2. What is Personal Data?

For purposes of this Appendix, “Personal Data” means any information in the form of symbols, letters, numbers, images, sounds, or the like, in an electronic medium, that is associated with a specific individual or helps to identify a specific individual. For purposes of this definition, “information that helps to identify a specific individual” means information developed from a specific individual’s activities, which can identify a Data Subject when combined with other stored data or information. Personal Data includes basic personal data and sensitive personal data, as defined in Decree 13, respectively.

#### 2. How do we use your Personal Data (purpose and legal basis)?

- a. The third bullet point of section "[4. How do we use your Personal Data \(purpose and legal basis\)?](#)" of the Privacy Notice is hereby deleted in its entirety and replaced with the following:
  - **Other legal bases:** Other legal bases for processing your Personal Data without consent, as provided by Decree 13 and the applicable law of Vietnam;
- b. The final column (legal basis) of the table in section "[4. How do we use your Personal Data \(purpose and legal basis\)?](#)" of the Privacy Notice is hereby deleted.

### 3. [What do we do to keep your Personal Data secure?](#)

The following is added at the end of section "[6. What do we do to keep your Personal Data secure?](#)" of the Privacy Notice.

What are the potential unexpected consequences and damages that may occur during the processing of your Personal Data?

Notwithstanding the foregoing, you acknowledge that no data transmission over the internet is completely secure, and that transmissions may be exposed to cyberattacks, resulting in leakage of or unauthorized access to the collected Personal Data, and that you transmit this information to us at your own risk.

### 4. [Accessing your Personal Data and other rights you have](#)

The following is added at the end of section "[7. Accessing your Personal Data and other rights you have?](#)" of the Privacy Notice.

What are your obligations?

In addition to the rights above, you have certain obligations under Decree 13, and as may be provided in the relevant data protection regulations of Vietnam, including but not limited to the following obligations: (i) to respect and protect others' Personal Data, (ii) to provide your Personal Data fully and accurately once you consent to the processing of your Personal Data, and (iii) to comply with, and to prevent and combat violations of, the relevant data protection regulations of Vietnam.

**<Consent Form (applicable to Vietnam)>**

You acknowledge that (1) you are fully aware of: (i) the types of your personal data that we intend to process, (ii) the purposes for which we intend to process your personal data, (iii) the organizations and individuals that/who are permitted to process your personal data, (iv) your rights and obligations concerning your personal data, and (v) how to make an inquiry, complaint, or request concerning the processing of your personal data collected and processed by us; and (2) you hereby voluntarily and expressly give consent for us to implement all processing activities with regard to your personal data, in accordance with the Privacy Notice and as permitted by the applicable data protection regulations.

Only those who agree with the above content can tap the "Agree" button on the Mobile Softphone application.