



Performance Summary: Customer Privacy

Customer Privacy						
GRI	Required Data	Unit	OR Performance			
			2020	2021	2022	2023
-	IT Security/ Cybersecurity Breaches					
	Breaches of information security					
	Total number of information security breaches	Number of incidents	0	0	0	0
	Total number of customers and employees affected by company's data breach	Number of incidents	0	0	0	0
	Total amount of fines/penalties paid in relation to information security breaches or other cybersecurity incident.	THB	0	0	0	0
GRI 418-1 (2016)	Substantiated complaints concerning breaches of customer privacy and losses of customer data					
	Customer privacy breaches					
	Total number of substantiated complaints received concerning breaches of customer privacy	Number of incidents	0	0	0	0
	- Complaints received from outside parties and substantiated by	Number of incidents	0	0	0	0
	- Complaints from regulatory bodies	Number of incidents	0	0	0	0
	Customer privacy breaches breakdown by OR business unit					
	Oil Business (PTT Station)	number of incidents	0	0	0	0
	- Complaints received from outside parties and substantiated by	number of incidents	0	0	0	0
	- Complaints from regulatory bodies	number of incidents	0	0	0	0
	Oil Business (LPG)	number of incidents	0	0	0	0
	- Complaints received from outside parties and substantiated by	number of incidents	0	0	0	0
	- Complaints from regulatory bodies	number of incidents	0	0	0	0
	Oil Business (Lubricant Business)	number of incidents	0	0	0	0
	- Complaints received from outside parties and substantiated by	number of incidents	0	0	0	0
	- Complaints from regulatory bodies	number of incidents	0	0	0	0
	Retail Business (Café Amazon)	number of incidents	0	0	0	0
	- Complaints received from outside parties and substantiated by	number of incidents	0	0	0	0
	- Complaints from regulatory bodies	number of incidents	0	0	0	0
	Customer data leaks, thefts, or losses					
	Total number of identified leaks, thefts, or losses of customer data	Number of incidents	0	0	0	0
-	Customer Privacy Information					
	Percentage of user's customer data is used for secondary	%	No Data	No Data	0	0

Remarks:

N/A (Not Applicable): There is no relevant to the operations of OR.

No Data: There is no data in the reporting year.

Total number of Substantiated Complaint shows the breach cases which written statement by regulatory or similar official body addressed to the organization that identifies breaches of customer privacy, or a complaint lodged with the organization that has been recognized as legitimate by the organization