



Personal Data Protection Policy of the Department of Special Investigation (DSI)

The Department of Special Investigation (DSI) has established this Personal Data Protection Policy to protect the personal data of individuals who use DSI services or contact the DSI through the following designated channels:

- 1) DSI website (www.dsi.go.th)
- 2) DSI Headquarters on Chaeng Watthana Road
- 3) Mail or email (dsi@dsi.go.th)
- 4) Hotline 1202

DSI will collect, use, or disclose personal data of service users or people contacting DSI only as necessary for the performance of our duties under legal purposes. The process of investigating special cases under the Special Case Investigation Act, B.E. 2547 (2004) and its amendments is considered a criminal justice process and is therefore exempt from the Personal Data Protection Act, B.E. 2562 (2019) according to Section 4, Paragraph One (5).

For other DSI activities, such as networking, public services, public consultations, human resources management, procurement, training/seminars, finance, and public relations, DSI is still considered a data controller. To ensure effective personal data protection, DSI has established the following policies and practices.

Personal Data Collection

1) When collecting personal data from service users or people contacting DSI through designated channels, DSI will collect only necessary information, such as name, surname, ID number, phone number, address, email address, and bank account number. If any other information is needed, the officers will inform you beforehand.

2) For those interested in participating in specific DSI activities, we may collect additional information such as date of birth, domicile, gender, age, nickname, position, affiliated organization, and social media name (Facebook, Line, Instagram, Twitter).

3) The retention period for personal data is subject to the nature of the service or official contact. You will be informed of such period at the time of data collection. The retention period may vary in accordance with the situation and the nature of the related work.

4) To survey the popularity/satisfaction of service or official contact, which will be helpful in improving the quality of our website, additional personal data collection such as IP address, web browser type, and date and time of website access is required. This collection is in accordance with Section 26, Paragraph One of the Computer-related Crime Act, B.E. 2550 (2007) and its amendment (No. 2), B.E. 2560 (2017).

5) The collection, use, or disclosure of personal data requires explicit consent from the personal data owner before or at the time of collection, use, or disclosure, according to the designated consent form.

Use or Disclosure of Personal Data

DSI will use your personal data only for the benefits of providing services and official contact in accordance with the objectives and authorities within the scope of relevant laws. It will not be disclosed to unrelated parties or be displayed in any manner inconsistent with the purpose of collection, unless consent is given by the personal data owner or it is required to do so by law.

In cases where DSI hires external agencies or individuals to work with personal data, those agencies or individuals must maintain the confidentiality and security of the personal data and are prohibited from using it beyond the purposes specified by DSI.

Rights of Data Personal Owners

DSI will inform data personal owners of their rights before or at the time of data collection. These rights include the right to withdraw consent, the right to access their data, the right to request a copy, the right to object, the right to request deletion or destruction, and the right to request suspension of the use of personal data, as provided by law.

Security of Personal Data

DSI maintains security standards for personal data in accordance with the Notification of the Ministry of Digital Economy and Society on Personal Data Security Standards, B.E. 2563 (2020). In addition, DSI restricts access to personal data to relevant officers only, with security measures in place to record access, modification, alteration, duplication, destruction, or disclosure of personal data. Those who request services or contact DSI through the DSI website must verify their identity each time to prevent access by other parties impersonating personal data owner.

For advanced security, DSI will conduct inspection and risk assessments to prevent, respond to, and mitigate cyber threats both domestically and internationally, as stipulated in the Cybersecurity Act, B.E. 2562 (2019).

Use of Cookies

Cookies are processes that enhance the user experience on the DSI website. They allow web servers to retrieve information later. Cookies are installed while you browse the website. After you exit your browser, some cookies may be stored on your computer as files, while others may expire or not be stored. DSI will use the information recorded or collected by “cookies” for statistical analysis or other activities to improve service quality.

Updates to the Personal Data Protection Policy

DSI may update or revise this policy as needed to ensure suitability and effectiveness of the services. We will notify you of any changes through the DSI website and/or other channels. Therefore, you are recommended to review this policy each time you use DSI services or contact DSI.

Compliance with the Personal Data Protection Policy and Contacting DSI

DSI requires all personnel to prioritize and be responsible for protecting personal data in accordance with the DSI’s Personal Data Protection Policy.

*If you have any questions/suggestions about this Personal Data Protection Policy, please contact:
Department of Special Investigation, Bureau of Special Case Management, 128 Chaeng Watthana Road,
Thung Song Hong Subdistrict, Lak Si District, Bangkok 10210.
Website: <http://www.dsi.go.th>, Phone: 0 2831 9888, Hotline 1202, Fax: 0 2975 9882 email: dsi@dsi.go.th*