> 需泰国律师审阅后正式启用 / Admin-only: requires review by a Thai lawyer before official activation

PDPA Consent Texts and Consent Records

Version 1.1.0 | Effective date: 1 December 2026

Thai version governs; English and Chinese are translations (如有歧义以泰文版为准).

1. Design principles (apply to every consent below)

1. **Granular, no bundling.** Each consent is a separate checkbox with its own purpose. Acceptance of the Terms of Service, the Privacy Policy or any other consent is never conditioned on an optional consent, and no optional consent is hidden inside another text.
2. **Freely given.** Optional consents are never pre-ticked (default OFF). Only consent_service is required, and it covers only processing necessary to provide the Service.
3. **Clear and separate from other terms.** The consent request is displayed apart from the Terms, in plain language, in the user's language (Thai, Chinese or English).
4. **Informed.** Each text states controller, purpose, data, recipients and cross-border aspects where relevant, consequences of refusal, and how to withdraw. The Privacy Notice (pdpa-notice) is linked at each checkbox.
5. **Withdrawal as easy as giving.** Withdrawal is one switch in Settings > Privacy and Consents, or by replying STOP to marketing messages, or by email to [dpo@example.co.th].
6. **Evidence.** Every grant and withdrawal is recorded with the fields in section 5.
7. **Controller:** [บริษัท สยามวอยซ์ เอไอ จำกัด / Siam Voice AI Co., Ltd.], [ที่อยู่สำนักงานใหญ่ / Head office address], กรุงเทพมหานคร; DPO [dpo@example.co.th].

2. Summary table

ID	Label	Required?	Default	Collection point
consent_service	Use of data to provide the Service	Required (to use the Service)	Unticked until the user ticks it; cannot proceed without it	Signup
consent_kyc	KYC documents and face verification	Required only to unlock features that need KYC (L1–L3); optional otherwise	OFF	KYC flow
consent_recording	Recording and transcription of calls	Optional	OFF	Settings, first AI call setup; call-level for recipients
consent_marketing	Marketing messages	Optional	OFF	Signup, Settings

ID	Label	Required?	Default	Collection point
consent_cross_border	Transfer abroad where required	Optional	OFF	Signup, Settings
consent_ai_training	Use of content to improve AI	Optional (opt-in)	OFF	Settings only
consent_line_link	Link my LINE account	Optional	OFF	LINE linking flow, Settings
consent_winback	Win-back, coupon and referral offers	Optional	OFF	Signup, Settings, cancellation flow

3. Consent texts

3.1 consent_service (required)

- **Label:** I understand and agree that Nexora AI Call processes my data to provide the Service.
- **Full text:** I acknowledge the Privacy Notice and agree that [บริษัท สยามวอยซ์ เอไอ จำกัด / Siam Voice AI Co., Ltd.] collects, uses and discloses my account data, contact and call data, messages, billing data and technical data, as necessary to create and secure my account, provide AI calls, translation bridge calls, SMS, LINE messaging, knowledge base and document tools, bill me, prevent fraud and misuse (including login location and device checks, fraud scoring, and sampling and review of outbound call and SMS content, and quality scoring of calls) and give support. Telecom operators and the NBTC may receive end-customer KYC, sender-ID and number allocation records where carrier agreements or law require. Data is retained for the periods in the Privacy Policy (for example recordings 90 days by default, transcripts 1 year, billing records 10 years). This consent does not cover call recording, marketing, AI training, cross-border consent, KYC face data or LINE linking, which are asked separately.
- **Consequences of refusal:** We cannot create your account or provide the Service, because this processing is necessary for the Service.
- **Note:** Where processing is necessary for the contract or required by law, the lawful basis is the contract or the law; this checkbox serves as your acknowledgment and for transparency and does not limit your statutory rights.

3.2 consent_kyc (explicit consent for KYC documents and face data)

- **Label:** I agree to the processing of my ID documents and face image for identity verification.
- **Full text:** I agree that Nexora AI Call and its identity-verification service providers collect and process my ID card or passport copy, selfie or face image (including biometric face-matching data, which is sensitive personal data), company documents and proof of number ownership, to verify my identity, prevent fraud and illegal use, and to raise my account's KYC level. KYC documents are kept for the duration of my relationship plus 5 years after termination for anti-money-laundering and fraud-prevention purposes, then deleted. Face data used for matching is deleted within 30 days after

verification is completed, unless a longer period is required by law. Recipients: verification providers and authorities where required by law.
- **Consequences of refusal:** You can still use features that do not require KYC at level L0, but you cannot raise your KYC level, increase limits, use business or enterprise features or verify caller ID numbers that require it. If you decline only the face image, we may offer a manual document-review alternative where available.

3.3 consent_recording

- **Label:** I agree to recording and transcription of calls handled for me.
- **Full text:** I agree that the AI assistant may record the audio of calls it makes or answers for me, and produce transcripts, translations and summaries, to provide call history, quality checks, evidence and dispute handling. Recordings are kept for 90 days by default (I can change this where my plan allows) and transcripts for 1 year. Other call participants are informed and asked for their consent before recording starts; if they refuse, recording does not take place. I understand that recordings may contain voices of other people and that I must use them lawfully.
- **Consequences of refusal:** Calls still work, but without audio recordings and (where transcripts depend on recording) without transcripts, playback, and some summaries and dispute evidence.
- **Call-level record for recipients:** When the AI asks a call recipient for recording consent, the answer is logged against the call (subject type: call_recipient), with the time and the notice version spoken. Silence or refusal means no recording.

3.4 consent_marketing

- **Label:** I agree to receive news and promotions from Nexora AI Call.
- **Full text:** I agree that Nexora AI Call may send me marketing messages about its own products, offers and events by email, SMS and LINE, using the contact details I provided. Marketing SMS is sent only within 09:00–18:00 on weekdays (Asia/Bangkok). I can opt out at any time by replying STOP / ยกเลิก / 退订 / หยุด / UNSUBSCRIBE, using the unsubscribe link or changing my settings; opt-outs take effect immediately and at the latest within 24 hours across all systems, and one confirmation SMS is sent. Transactional messages (OTP, bills, security and service notices) are not marketing and will still be sent.
- **Consequences of refusal:** No effect on the Service. You will not receive promotions.

3.5 consent_cross_border

- **Label:** I agree to transfer of my data to providers outside Thailand where required.
- **Full text:** I have been informed that some of our providers (for example AI language model, speech recognition and synthesis, cloud, messaging and email providers) are located in or process data in countries such as Singapore, China, the United States, the European Union and Japan (for example Thai and Chinese speech providers and large language models used for the language of my calls), whose data protection standards may differ from Thailand's. I agree that my data may be transferred there for the purposes in the Privacy Policy, protected by contractual safeguards, and that vendors may not train on my data. Where transfer is permitted without consent (adequate protection,

appropriate safeguards or contract necessity under PDPA ss.28/29), Nexora AI Call relies on that basis rather than this consent. I can choose Thailand storage_region where my plan offers it.
- **Consequences of refusal:** We will use only providers and regions that satisfy PDPA ss.28/29 without your consent. If a feature can only be delivered through a provider abroad that cannot meet those bases, that feature may be unavailable to you, and we will tell you which.

3.6 consent_ai_training (opt-in, default OFF)

- **Label:** I agree that my content may be used to improve Nexora AI Call AI. (Optional)
- **Full text:** I agree that Nexora AI Call may use my call recordings, transcripts, messages and documents, after removing direct identifiers where reasonably possible, to improve and evaluate its own AI models (for example speech recognition accuracy for Thai-Chinese conversations). It will not be used to train third-party vendor models, and vendors are contractually prohibited from training on my data. This consent is off by default, applies only to content created after I tick the box unless I say otherwise, and I can withdraw it at any time; after withdrawal my content is not used for further training and is excluded from future training sets, though models already trained cannot be reversed where data has been irreversibly anonymised.
- **Consequences of refusal:** None. Refusal does not change price, features or quality of service.

3.7 consent_line_link

- **Label:** I agree to link my LINE account to my Nexora AI Call account.
- **Full text:** I agree that LINE Corporation shares my LINE user ID, display name and profile picture with Nexora AI Call and that Nexora AI Call may send me service messages through the Nexora AI Call LINE Official Account and associate my LINE ID with my account. LINE processes data under its own privacy policy and may transfer data outside Thailand. Messages I exchange with the Official Account, including conversations answered by the AI customer service, are stored as service and support records. I can unlink at any time in Settings; after unlinking, Nexora AI Call stops using my LINE ID, except for records it must keep.
- **Consequences of refusal:** You cannot use LINE-based notifications or LINE bot features. All other channels work.

3.8 consent_winback

- **Label:** I agree to receive win-back offers, coupons and referral invitations. (Optional)
- **Full text:** I agree that Nexora AI Call may use my contact details and my account activity (for example, that I have been inactive for 14 or 30 days, or have cancelled a subscription) to send me personalised offers, coupons and referral invitations by SMS, LINE and email. Marketing SMS is sent only 09:00–18:00 on weekdays (Asia/Bangkok) and at most within the frequency limits in the Marketing Consent and Opt-out Rules. This consent is separate from consent_marketing. I can withdraw it at any time by replying STOP / ยกเลิก / 退订 / หยุด / UNSUBSCRIBE, using the unsubscribe link or in Settings; withdrawal takes effect immediately and in any case within 24 hours. Coupons and referral rewards I have already earned stay valid under their terms.

- **Consequences of refusal:** None. You will not receive win-back offers, but you can still redeem coupons you enter yourself and use referral codes.
- **Note:** Referral commissions are part of the referral programme contract and are not marketing consent; Nexora AI Call never sends invitations to people on your behalf without your action.

4. Versioning

- Each text has a version (semver, starting at 1.0.0) and a SHA-256 content hash per language.
- **Material change** (new purpose, new recipient category, wider data, longer retention): new major or minor version; users are re-prompted at next login and the new consent is OFF until they tick it. Consent given under an earlier version covers only the purposes of that version.
- **Editorial change** (typo, clarification with no change of meaning): patch version, no re-prompt, but the new hash is logged.
- Previous versions and hashes are retained at least for the relationship plus 5 years.

5. Record-keeping fields

For every grant, refusal and withdrawal we store: record id; consent_id; consent version; text hash; language shown; state (granted / refused / withdrawn); subject id and subject type (user, tenant_member, contact, call_recipient); tenant id (if any); timestamp (UTC and Asia/Bangkok); collection point/channel (web, app, API, voice, SMS, LINE); IP address; user-agent; evidence reference (call id and audio offset for spoken consent; message id for SMS/LINE); withdrawal timestamp and method; the person who acted if on behalf of another (with proof of authority); and a hash-chain link to the audit log. Records are retained for the relationship plus 5 years, so that we can demonstrate consent as required by the PDPA.

6. Withdrawal text

"You can withdraw any consent at any time, as easily as you gave it, under Settings > Privacy and Consents, by replying STOP to marketing messages, or by emailing [dpo@example.co.th]. We will apply your withdrawal immediately and in any case within 24 hours (marketing) or within 7 days (other consents). Withdrawal does not affect processing that was lawful before withdrawal, and does not affect processing based on contract, law or legitimate interests. If withdrawing a consent means a feature can no longer be provided we will tell you before you confirm."

7. Children and representatives

Consent for minors must be given by the person with parental authority where the PDPA requires it. A user acting for a business or another person must have authority to give the consent and we record that fact.
