

krib Privacy Policy

Application krib and website kribwork.com

Revised: June 2026

This Privacy Policy (the “Policy”) is issued by Kribwork Skill Co., Ltd. (“krib”, the “Company”, “we”, “us” or “our”) to explain how krib collects, uses, discloses, transfers, stores and otherwise processes personal data of users when they register for, access or use the krib platform, including the mobile application, website and related services.

This Policy is prepared in accordance with the Personal Data Protection Act B.E. 2562 (2019) of Thailand (“PDPA”) and other applicable laws. By registering for, accessing or using the krib services, users acknowledge that they have read and understood this Policy. If a user does not wish krib to process personal data as described in this Policy, some or all features of the platform may not be available to that user.

1. Data Controller

The data controller for the krib services is:

Kribwork Skill Co., Ltd.

Thai address: 101/366 M.4, Saima Sub-district, Mueang Nonthaburi District, Nonthaburi 11000, Thailand

English address: 101/366 M.4, Saima, Muang, Nonthaburi 11000, Thailand

Contact and complaint email: krib@kribwork.com

The Company determines the purposes and means of processing personal data in connection with the use of the krib services, including account registration, identity verification, job booking, job acceptance, payments, Wallet/Coin, refunds, disputes, No-Show events, reviews, ratings, labels and other system data necessary to provide the services.

2. Key Definitions

Term	Meaning
Owner	A person who hires or requests services through the krib platform.
Helper	A service provider or worker who accepts jobs through the krib platform.
Platform	The krib application, website, back-office systems, digital tools and other krib services.
Payment Gateway	A licensed payment service provider that may process payment data as a separate data controller or data processor, as applicable.
Wallet	A wallet or stored-value account within the system that displays balances, refunds, credits or receivables under the applicable system rules.
Coin	A krib in-system value unit used to pay certain fees, such as Platform Fee or Rating / Quality System Fee, under the conditions shown in the system.
Krib Ratings & Labels	Scores, ratings, badges, skill levels, indicators or summary information generated by the system from actual usage data and system data.
No-Show	An event where either party fails to follow the scheduled appointment or system-required job-start confirmation process.

3. Scope of this Policy

This Policy applies to the processing of personal data arising from the use of the krib services, including:

- registration of Owner or Helper accounts and identity verification through eKYC or related verification processes;
- job search, booking, job acceptance, communications, payment, escrow or payment holding, refunds, withdrawals and management of Wallet/Coin;
- management of Site Location, Site Checklist, QR-code scan, Arrived timestamp, geofence, No-Show events, support tickets and notification logs;
- ratings, reviews, calculation of Krib Ratings & Labels, ranking, badges and labor quality assessments;
- warranty claims, Rework, Refund, Auto Negotiation, disputes and retention of system evidence;

- customer support contacts, complaints, security monitoring and fraud prevention;
- statistical analysis, platform improvement, AI development or quality assessment systems, using data only to the extent necessary and appropriate.

This Policy does not apply to third-party websites, applications or services that users access through external links or external services. Users should review the privacy policies of such third-party providers directly.

4. Personal Data krib May Collect

4.1 Identity and Contact Data

- full name, nickname, telephone number, email address and profile photo;
- copies of, or information from, national ID cards, passports or other identity documents where necessary for eKYC or account verification;
- date of birth, age and information used to verify that a Helper is at least 18 years old;
- contact address, tax/accounting document address or job-site address;
- bank account or payout account information used for Wallet withdrawals.

4.2 Account and Profile Data

- account type, such as Owner or Helper;
- username, encrypted password and account settings;
- skills, experience, certificates, skill level, training history and work-related information of Helpers;
- Site Checklist, site photos, job details, on-site contact person and information submitted by Owners through the system;
- uniform, identification items or other evidence related to Helper service standards, where applicable.

4.3 Transaction, Payment, Wallet and Coin Data

- job details, dates, times, locations, job prices, fees, cancellations, refunds and job status;
- payment history, transaction reference numbers, approval or rejection status and data received from Payment Gateways;
- Wallet data, including incoming balances, refunds, credits, withdrawal history and withdrawal fees;
- Coin data, including Coin top-ups, Coin deductions for Platform Fee or Rating / Quality System Fee and related receipts or documents;
- purchase of uniforms, certificate review fees or other items paid through the system.

krib does not store full credit card or debit card numbers. Such data is processed by the relevant Payment Gateway or payment service provider under that provider's security standards.

4.4 Location and Job-Site Data

- Site Location or job-site pin set by the Owner;
- approximate location data of users when permission is granted or when required for system functionality;
- approximate geofence data, such as verifying that a Helper is within approximately 30 meters of the Site Location to display the Arrived button;
- Arrival timestamp, QR-code scan event, job-card status and other data used to verify job start or No-Show events.

4.5 Communications, Complaints and Dispute Data

- messages, chat, calls or contact history through the system, where available;
- support tickets, notification logs, complaint logs, admin notes and evidence related to No-Show, Refund, Rework, Auto Negotiation or disputes;
- proposed refund or payout amounts and acceptances or non-responses in the Auto Negotiation process.

4.6 Technical and Usage Data

- Device ID, device model, operating system, application version, IP address and access logs;
- cookies, tracking technologies and analytics tools such as Google Analytics, Firebase or similar tools;
- security data, such as abnormal login attempts, risky behavior, breach of account terms or attempts to bypass the system.

4.7 System-Generated and Inferred Data

- scores, reviews, ratings, badges, skill levels, quality indicators, work history, completion rate, repeat hiring rate, No-Show history, cancellations, claims and other quality signals;
- data produced from normalization, recalibration, cohort comparison or other system calculation methods for evaluating quality, reliability and platform behavior;
- statistical, anonymized or aggregated data for research, AI development, labor quality system development and service improvement.

5. Sources of Personal Data

- data provided directly by users, such as during registration, profile completion, job creation, job acceptance, document upload or complaint submission;
- data generated from platform usage, such as logs, timestamps, QR scans, Wallet/Coin records, transactions, ratings and support tickets;
- data from third parties, such as Payment Gateways, eKYC providers, cloud and analytics providers, certification bodies, financial institutions or government agencies, where supported by law or necessary consent;
- data from the other party, such as reviews, ratings, complaints, evidence photos or information necessary for service delivery and dispute resolution.

6. Purposes and Legal Bases for Processing

Purpose	Examples of Use	Possible Legal Basis
Service provision and account management	Account registration, identity verification, profile display, job creation, job acceptance and Job Card management.	Contract / Legitimate interest
Payments and transactions	Payment collection, holding of funds, refunds, withdrawals, Wallet/Coin management and document issuance.	Contract / Legal obligation / Legitimate interest
Job and dispute management	Rework, Refund, No-Show, tickets, QR scans, notification logs and Auto Negotiation.	Contract / Legitimate interest / Legal obligation
Fraud prevention and security	Detecting abnormal accounts, false information, system bypassing and attacks on the system.	Legitimate interest / Legal obligation
Quality and rating systems	Calculating Krib Ratings & Labels, badges, ranking, quality signals and review moderation.	Contract / Legitimate interest
Platform and AI development	Statistical analysis, improvement of labor quality models, system testing, bias reduction and algorithm improvement.	Legitimate interest / Consent where required
Communications and marketing	Job-status notifications, service updates, promotions or relevant offers.	Contract / Legitimate interest / Consent where required
Legal compliance	Tax, accounting, court orders, requests from public authorities and legal claims.	Legal obligation / Legitimate interest

7. Automated Processing, Profiling and Krib Ratings & Labels

- krib may use automated processing and profiling to calculate scores, ratings, labels, skill levels, quality indicators or trust signals from actual usage data and system data.
- These outputs are information for user decision-making. They are not certifications, warranties or guarantees of future performance.
- Scores or labels may change when new data becomes available or when krib improves calculation methods, weights, thresholds or display formats.

- Database structure, calculation methods, algorithms and display formats are the intellectual property of krib, without prejudice to the rights of data subjects under the PDPA.
- Users may request that krib review an output if they believe there is a material error. krib will review the matter based on system data and evidence.

8. Disclosure of Personal Data to Third Parties

krib may disclose personal data, to the extent necessary, to the following persons or organizations:

- the other party, whether Owner or Helper, as necessary for job assessment, contact, site access, service performance, review or dispute resolution;
- Payment Gateways, banks or financial service providers for payment collection, holding of funds, refunds, withdrawals, transaction verification and fraud prevention;
- eKYC providers, identity verification providers, cloud, hosting, database, analytics, notification, customer support and other technology service providers;
- legal, accounting and tax advisors, auditors, insurers or relevant experts, as necessary for business operations and legal compliance;
- financial institutions, fintech providers or regulated partners where there is a lawful basis or necessary consent, using only data that is necessary and appropriate;
- government agencies, courts, competent officials or regulators where required or permitted by law;
- transferees or relevant parties in connection with business restructuring, merger, acquisition or transfer of business, subject to appropriate data protection measures.

9. Cross-Border Transfer of Personal Data

krib may use cloud, analytics, payment, notification or infrastructure providers that store or process data outside Thailand. In such cases, krib will comply with applicable legal requirements or apply appropriate safeguards, such as data protection agreements, assessment of destination-country standards or other measures permitted under the PDPA.

10. Data Retention

krib retains personal data for as long as necessary for the purposes of processing and for the period required or permitted by law. Certain data may continue to be retained after account closure where necessary for legal compliance, fraud prevention, dispute resolution, legal claims or anonymization.

Data Type	Retention Approach
Account and profile data	Retained while the account is active and after closure to the extent necessary for legal or dispute-related purposes.
Transaction, Wallet/Coin, receipt and accounting/tax data	Retained for the period required by accounting, tax or other applicable laws.
No-Show, Refund, Rework, ticket, notification log and dispute data	Retained as necessary as evidence, for fraud prevention and for complaints or legal claims.
Krib Ratings & Labels and system-generated data	Retained for system reliability, historical recalculation, gaming prevention and model improvement, and may be anonymized where appropriate.
Statistical and anonymized/aggregated data	May be retained for analysis, research, system development and AI development without identifying individuals.

11. Rights of Data Subjects

Subject to the conditions and limitations under the PDPA, users may have the following rights:

- the right to access and obtain a copy of personal data;
- the right to request correction of data so that it is accurate, up to date and not misleading;
- the right to request deletion, destruction or anonymization of personal data;
- the right to request temporary restriction of processing;
- the right to object to certain processing activities;

- the right to request data portability where legally applicable;
- the right to withdraw consent where processing is based on consent;
- the right to lodge a complaint with the Personal Data Protection Committee if the user believes that processing is unlawful.

The exercise of certain rights may be limited or refused where permitted by law, including where processing is necessary for contract performance, legal compliance, fraud prevention, system security, dispute resolution, legal claims, protection of other users' rights or where the data has already been anonymized.

12. Protection of Users Under 18 Years of Age

The Helper service is not intended for persons under 18 years of age. krib's eKYC system uses information from identity documents to verify and prevent persons under 18 from registering as Helpers.

If krib becomes aware that personal data of a person under 18 has been collected unlawfully or in a manner inconsistent with the system conditions, krib may suspend the account, delete the data or take other necessary and appropriate action in accordance with applicable law. For users who are minors under civil law, certain uses of the services may require consent or another legal basis required by applicable law.

13. Security Measures

krib applies appropriate technical and organizational measures to protect personal data, such as access controls, encryption of certain data, logging, anomaly monitoring, role-based access limitation and periodic review of security measures.

However, no system can guarantee 100% security. Users should keep their account, password, devices and identity verification information confidential and notify krib immediately if they detect any abnormal activity.

14. Cookies and Tracking Technologies

When users access the krib website or application, we may use cookies, SDKs, pixels or similar technologies to remember settings, analyze usage, measure performance, prevent fraud, improve the system and enhance user experience. Users may configure their browser or device to restrict certain cookies, but some functions may not operate properly as a result.

15. Contact, Rights Requests and Complaints

Users may contact krib to ask questions, exercise PDPA rights, report problems or submit complaints relating to the services, payments, refunds, Wallet/Coin, transactions or personal data protection at:

Kribwork Skill Co., Ltd.

Thai address: 101/366 M.4, Saima Sub-district, Mueang Nonthaburi District, Nonthaburi 11000, Thailand

English address: 101/366 M.4, Saima, Muang, Nonthaburi 11000, Thailand

Email: krib@kribwork.com

krib may request additional information to verify the identity of the person making a rights request and will proceed within the timeframe required by law. The contact channel above is krib's official contact and complaint channel under applicable laws.

16. Updates to this Policy

krib may update this Policy from time to time to reflect changes in the services, laws, technology, partners, third-party providers or regulatory requirements. If there is a material change, krib will notify users through the application, website or other appropriate channels. Continued use of the services after the updated Policy becomes effective will be deemed acknowledgement of the updated Policy.

Note: This Policy is the English version of krib's Privacy Policy for use together with the Terms and Conditions of Service for Owners and Helpers, and other policies or rules announced by krib through the platform.

[] I acknowledge that I have received, read and understood krib's Privacy Policy, which explains how my personal data is collected, used, disclosed and processed for service provision, payment, identity

verification, fraud prevention, dispute management, calculation of ratings/labels and compliance with applicable laws.

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