

Country Specific Information

ARGENTINA

Personal data protection is governed by Section 43 of the Constitution, by the Data Protection Law No. 25,326, as restated by the Executive Order No. 1,558/2001 (the “PDPL”), and by the complementary regulations issued by the Data Protection Authority.

Please, note that under the PDPL, “personal data” is defined as information of any kind related to determined or determinable individuals or legal entities.

Under the PDPL, the right to access the personal information includes the rights:

- to know whether the personal data is in the file, record or database.
- to know which of the personal data is included in the file, record, or database.
- to request information regarding the source of the personal data.
- to request information on the purposes of the personal data collection.
- to know the intended use of the personal data.
- to know whether the file is registered in accordance with the requirements of the PDPL.

The Argentine Agency of Access to Public Information, supervisory body of Personal Data Protection Law No. 25,326, is entitled to receive claims and complaints in connection to the breach of Personal Data protection rules.

BRAZIL

Whenever the Brazilian Data Protection Law (LGPD) is applicable to the processing of your personal information, you have the right to:

- obtain from Solenis the confirmation of the existence of the processing,
- access the processed data processed,
- obtain the correction of incomplete, inaccurate or out-of-date data,
- request the anonymization, blocking or deletion of unnecessary or excessive data or data processed in breach of the provisions of the LGPD,
- request the portability of the data to another service provider or product provider, by the means of an express request, pursuant with the regulations of the Brazilian national authority (ANPD), and subject to commercial and industrial secrets,
- request the deletion of personal information processed with your consent,
- obtain information about public and private entities with which Solenis has shared your data,
- obtain information about the possibility of denying consent and the consequences of such denial,
- revoke the consent provided,
- oppose to the processing carried out based on one of the situations of waiver of consent, if there is a breach of the provisions of the LGPD, and

- request the revision of decisions made solely based on automated processing of personal information affecting your interests, including decisions intended to define personal, professional, consumer and credit profile, or aspects of personality.

CANADA

If you are a resident of Canada, or if our processing of your personal information is governed by Canadian privacy legislation, the following additional information applies to you. Please note that your rights may differ depending on your province or territory of residence within Canada.

Unless otherwise allowed by the laws applicable in your province or territory of residence, we will only collect, use, communicate, or otherwise process your personal information with your consent. You are generally not obliged to provide your personal information; however, please note that we may be unable to provide certain services to you if you refuse to do so.

You may opt in to receiving email, SMS or other marketing electronic communications at the time that you purchase or register for our products or services, programs, events or promotions, or any time thereafter. We may also have your implied consent to send you such marketing electronic communications under applicable laws.

You may opt out of receiving email or SMS marketing communications, by clicking “unsubscribe” within any marketing email you receive, texting “STOP” within any SMS marketing you receive, through your online account (if you have created one). Please note the following regarding withdrawal of consent or changes in your privacy preferences:

- even if you have opted out of receiving marketing communications from us, we may still contact you for transactional purposes, in compliance with applicable laws (e.g., for customer service, product information, service or reminder notices, or recalls). We may also need to contact you with questions or information regarding your customer service inquiries; and
- it may take some time for all of our records to reflect changes in your preferences (e.g., if you request that you not receive personalized marketing communications from Solenis, your preference may not be captured for a promotion already in progress).

You can also request that we change the manner in which we contact you for marketing purposes, and you can request that we not transfer your personal information to unaffiliated third parties for the purposes of direct marketing or any other purposes.

If you are a resident of Québec and we use your personal information to render a decision concerning you, we will retain this information for a period of no less than one year.

You have the right to lodge a complaint with the relevant data protection authority of your habitual residence.

You may raise a concern or file a complaint with the Federal Office of the Privacy Commissioner at <https://www.priv.gc.ca/en>.

If you are a resident of the province of British Columbia, you should contact the the Office of the Information & Privacy Commissioner for British Columbia at <https://www.oipc.bc.ca/>.

If you are a resident of the province of Alberta, you should contact the Office of the Information and Privacy Commissioner of Alberta at <https://oipc.ab.ca/>.

If you are a resident of the province of Québec, you should contact the Quebec Commission d'accès à l'information at <https://www.cai.gouv.qc.ca/>

INDIA

Without limiting and in addition to the terms of the Privacy Notice, the following terms may be applicable to the processing of personal information if you are located in India: collection and processing of your personal information is governed by the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011 ("Privacy Rules").

Legal rights available to help manage your privacy

Under the Privacy Rules, you have the following rights:

- The right to review and revise your personal information; and
- The right to withdraw your consent.

Contact us

To exercise any applicable rights, or if you have questions or complaints about the collection, use or disclosure of personal information, or if you believe that we have not complied with this Privacy Notice, please contact us at privacy@solenis.com or by using the [Data Request Form](#), or by using [Contact Us](#) form.

INDONESIA

An Indonesian language version of the Privacy Notice is available [here](#). In the event of any inconsistency or different interpretation between the Indonesian language text and the English text, the English text version shall control, and the relevant Indonesian text shall be deemed to be automatically amended.

MALAYSIA

You have the following data protection rights under the Malaysian Personal Data Protection Act 2010 (PDPA).

- **Right of access:** You have the right to request access to and obtain a copy of information of your personal information that we have collected and is being processed by or on behalf of us. We reserve the right to impose a fee for access of your personal information in the amounts as permitted under law. When handling a data access request, we are permitted to request for certain information to verify the identity of the requester to ensure that he/she is the person legally entitled to make the data access request.
- **Right of correction:** You may request for the correction of your personal information. When handling a data correction request, we are permitted to request for certain information to verify the identity of the requester to ensure that he/she is the person legally entitled to make the data correction request.
- **Right to limit processing of your personal information:** You may request to limit the processing of your personal information by using the contact details provided above. However, this may affect our provision of our products and services to you.

We have appointed Office of Data Privacy to oversee compliance with this Privacy Notice. If you have any questions, concerns or complaints regarding our compliance with this Privacy Notice, the

information we hold about you or if you wish to exercise your rights (including to access, correct and/or limit the processing of your personal information), we encourage you to contact us by sending an email to privacy@solenis.com, by using the [Data Request Form](#), or by using [Contact Us](#) form.

We will investigate and attempt to resolve complaints and disputes and make every reasonable effort to honour your wish to exercise your rights as quickly as possible and, in any event, within the timescales provided by applicable laws.

MOROCCO

The data subject consents to the collection and processing of their personal information by Solenis Group entities located in Morocco ([List of Solenis Group Companies](#)) in compliance with Law no. 09-08 on the protection of individuals against the processing of personal data, in the context of and for the purposes provided in this Privacy Notice and in this country-specific notice.

The data subject further consents to the processing of their personal information, in accordance with this Privacy Notice.

PERU

Notwithstanding the Privacy Notice, below, we detail the provisions that are applicable to the processing of personal information under the scope of application of the Peruvian Personal Data Protection Law - Law No. 29733 and its regulations. In case of any discrepancy, discordance and/or controversy between this section and the Privacy Notice, when the scope of application of the Peruvian Personal Data Protection Law - Law No. 29733 and its regulations are applicable, the provisions of this section shall prevail:

The means to exercise the rights provided for by the Law No. 29733 have been duly informed in the "Contact Us" section of the Privacy Notice.

However, if you consider that you have not been duly attended to in the exercise of your rights, you may file a complaint with the National Authority for the Protection of Personal Data, by contacting the Mesa de Partes of the Ministry of Justice and Human Rights: 350 Scipión Llona Street, district of Miraflores, province and department of Lima, Peru, by filling out the form /published in the following link: <https://www.minjus.gob.pe/wp-content/uploads/2018/12/FORMULARIO-DE-PROCEDIMIENTO-TRILATERAL-DE-TUTELA.pdf>

PHILIPPINES

Philippine law provides residents of the Philippines with the following rights related to their personal information:

Right to access personal information

Upon request in writing to privacy@solenis.com, you should have access to information about you, and obtain a copy of, your personal information that we are processing, including information on the following:

- Contents of personal information and categories of information that were processed;
- Reasons for the disclosure and purposes for granting access to the recipients of your personal information;
- Information on automated processing, in case the information was used as the sole basis for any decision that significantly affects or will significantly affect you as a data subject;
- Date when your personal information was last accessed or modified;

- The designation, identity, and address of the controller and/or processor other than Solenis, if any;
- The period for which particular categories of information will be stored; and
- The designation, name or identity, and address of the personal information controller's data protection officer.

Right to be informed

You have the right to be informed, whether personal information pertaining to you shall be, are being, or have been processed, including the existence of automated decision-making and profiling. You shall be notified and furnished with information before the entry of your personal information into the processing system of the personal information controller, or at the next practical opportunity: (a) description of the personal information to be entered into the system; (b) purposes for which they are being or will be processed, including processing for direct marketing, profiling or historical, statistical or scientific purpose; (c) basis of processing, when processing is not based on your consent; (d) scope and method of the personal information processing; (e) the recipients or classes of recipients to whom the personal information are or may be disclosed; (f) methods utilized for automated access, if you have allowed the same, and the extent to which such access is authorized, including meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for you; (g) the identity and contact details of the personal information controller or its representative; (h) the period for which the information will be stored; and (i) the existence of your rights as a data subject, including the right to access, correction, and object to the processing, as well as the right to lodge a complaint before the Philippine National Privacy Commission.

Right to rectification

You likewise have the right to request completion of incomplete information. You have the right to ask the personal information controller to correct it immediately and accordingly unless the request is vexatious or otherwise unreasonable. If the personal information has been corrected, the personal information controller shall ensure the accessibility of both the new and the retracted information and the simultaneous receipt of the new and the retracted information by the intended recipients thereof: Provided, that recipients or third parties who have previously received such processed personal information shall be informed of its inaccuracy and its rectification, upon your reasonable request.

Right to erasure or blocking

You shall likewise have the right to request the suspension, withdrawal, or order the blocking, removal, deletion, or destruction of your personal information from the personal information controller's filing system under the following circumstances:

- the personal information incomplete, outdated, false, or has been unlawfully processed,
- the personal information concerns private information that is prejudicial to you, unless justified by freedom of speech, of expression, or of the press or otherwise authorized, or
- the personal information controller or personal information processor violated your rights as a data subject.

The personal information controller may notify third parties who have previously received such processed personal information.

Right to personal information portability

You have the right to request the transfer of your personal information to you or a third party of your choice, in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you. The right to have personal information transmitted directly to a third party is limited to cases where this is technically feasible.

Right to damages

You have the right to be indemnified for any damages you sustain due to such inaccurate, incomplete, outdated, false, unlawfully obtained or unauthorized use of your personal information, taking into account any violation of your rights and freedoms as a data subject.

Right to lodge a complaint with your local supervisory authority

The supervisory authority in the Philippines is the National Privacy Commission (<https://www.privacy.gov.ph>).

RUSSIA FEDERATION

You should review our [Russian Federation Privacy Statement](#)

SAUDI ARABIA

If you are in the Kingdom of Saudi Arabia (“**KSA**”), then the KSA Personal Data Protection Law (issued pursuant to Royal Decree No. M/19 dated 09/02/1443 AH as amended pursuant to Royal Decree No. M/148 dated 05/09/1444 AH) (“**KSA PDPL**”) and its implementing regulations (Administrative Decision No. 1516/1445) may apply to your personal information.

Definitions

The term sensitive personal information should be read in accordance with Sensitive Data as defined in the KSA PDPL.

Purposes and legal basis for processing

Data protection laws in the KSA provide that personal information may not be processed, or the purpose of processing changed, without your consent, except for specific cases. Solenis will rely on consent as the main basis to process your personal information under the Solenis Privacy Notice, however the following lawful grounds may be relied on by us for processing your personal data:

- if the processing serves your interests and it is impossible or difficult to contact you;
- if the processing is in accordance with another law or in implementation of an earlier agreement to which you are a party; or
- when processing is necessary for achieving our legitimate interests, provided that this does not prejudice your rights or conflict with your interests and provided that the data is not Sensitive Data.

Your personal data will not be processed in a manner inconsistent with the purpose of its collection or in cases other than those provided for in the KSA data protection laws.

Document retention

In terms of how long we will store your information, we will promptly destroy personal information after completion of the purpose for the data's collection. However, this data can be retained after the purpose ceases, where it does not contain anything which can lead to your identification.

We will retain any data after its purpose ceases where there is either a legal justification requiring it to be retained, in which case it shall be destroyed on the lapse of this period or when the purpose is satisfied (whichever is longer), or if the data is related to a case under judicial consideration and the data is required for that purpose, in which case it shall be destroyed once the judicial procedures are concluded.

Your legal rights

Data protection laws in the KSA provide you with rights in relation to the processing of your personal information. These include the following, subject to any restrictions by KSA data protection laws:

the right to be informed about the legal basis and the purpose of the collection of your personal information, as well as our contact details, your rights, and explanation of how to withdraw consent for the processing of your personal information;

- the right to access your personal information held by Solenis;
- the right to access your personal information held by Solenis in a readable and clear format;
- the right to request correcting, completing or updating of your personal information held by Solenis; and
- the right to request destruction of your personal information held by Solenis when such information is no longer needed.

Complaints

Should you be concerned about the processing of your personal information or that any of your data protection rights have been violated, you have the right to file a complaint with the Saudi Data & AI Authority. You can find details on how to contact the Authority here: [Contact Us \(sdaia.gov.sa\)](https://sdaia.gov.sa).

SOUTH AFRICA

If the processing of your personal information is governed by South African data privacy legislation, i.e. the Protection of Personal Information Act, 2013 (**POPIA**), the following additional information is applicable to you.

Reference to "controller" and "data controller" in the General Privacy Notice includes "responsible party" under POPIA.

Reference to "sensitive data" in the General Privacy Notice includes "special personal information" under POPIA.

Reference to "personal information" in the General Privacy Notice and this Appendix for South Africa is as defined in POPIA and includes personal information of existing, juristic persons as well as natural persons.

To the extent that the transfer of personal information requires prior authorisation / regulatory approval from the Information Regulator in South Africa, we will ensure that such prior authorisation has been obtained prior to transferring the personal information.

In terms of POPIA you have the following rights in relation to your personal information, subject to any restrictions by any applicable laws:

- to request access to, and information regarding the nature of personal information held and to whom it has been disclosed. Such request for access may be refused on the basis of the grounds of refusal in the Promotion of Access to Information Act, 2000;
- to request the restriction of processing of personal information in the circumstances contemplated in POPIA;
- to not to be subjected to a decision which is based solely on the automated processing of personal information intended to provide a profile of such person, save for in the circumstances permitted by POPIA;
- to request to rectify or correct personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully;
- to request deletion of personal information that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully or where we are no longer authorized to retain it;
- to object to processing of personal information where the processing is on the basis that (a) it protects your legitimate interests; (b) it is necessary for pursuing our legitimate interests or that of a third party to whom it is disclosed; or (c) it is for the purposes of direct marketing other than by unsolicited electronic communications;
- to institute civil proceedings; and
- to lodge a complaint with the Information Regulator in South Africa whose details are as follows:

Information Regulator
27 Stiemens Street
Braamfontein
Johannesburg
South Africa
2001

Email: POPIAComplaints@inforegulator.org.za

If you have any questions in relation to the processing of your personal information or how to exercise the abovementioned rights, please contact the information officer as follows:

Solenis Technologies South Africa Proprietary Limited

Attn: Data Privacy Office
257 Jean Avenue
Central Office Park No. 5
Centurion
Gauteng
South Africa
0157

Email address: privacy@solenis.com

TURKEY

In the Privacy Notice, the following provisions in this Country-Specific Information Turkey Addendum (“**Addendum**”) apply to you if you are a data subject located in the Republic of Turkey.

In the event of any discrepancy between this Addendum and the Privacy Notice, the provisions of this Addendum shall apply. If there is no discrepancy between the Addendum and the Privacy Notice, the provisions of this Addendum are supplemental to the Privacy Notice.

Data collection & processing

Your personal information will only be processed under the data protection legislation, in particular the Turkish Law on Protection of Personal Data w. no 6698 (“DPL”).

As described under the section “Who is Responsible for Looking After Your Personal Information” of the Privacy Notice, Solenis Group entity located in Turkey (please check [List of Solenis Group Companies](#)) is the controller of the personal information obtained via our websites, mobile applications and social media pages (together referred to as our “digital assets”). Solenis Group entity located in Turkey (please check [List of Solenis Group Companies](#)) are the controllers of the personal information obtained through entering into business relationships with us and when visiting our premises. These could be through automated or non-automated channels.

Legal basis

We collect and process your personal information under the conditions regulated by the DPL. We process your personal information with the purposes provided in the section titled “How we may use your personal information” under the Privacy Notice based on the following legal basis:

What We Use Your Information For	Legal Basis for Using Personal Information
To provide you with our digital assets.	<ul style="list-style-type: none"> • Performance of a contract based on Art. 5/2-c of DPL. • Legitimate interests for the management of our business based on Art. 5/2-f of DPL.
To manage our relationship with Users of our Digital Assets and Business Partners	<ul style="list-style-type: none"> • Performance of a contract based on Art. 5/2-c of DPL. • Legitimate interests for the management of our business based on Art. 5/2-f of DPL.
To operate our digital assets and to comply with our contractual obligations	<ul style="list-style-type: none"> • Performance of a contract based on Art. 5/2-c of DPL. • Legitimate interests for the management of our business based on Art. 5/2-f of DPL.
To send solicited information (e.g., quotes in response to an enquiry), surveys and promotions, webinars and seminars)	<ul style="list-style-type: none"> • Performance of a contract based on Art. 5/2-c of DPL. • Legitimate interest for the management of our business based on Art. 5/2-f of DPL.
To facilitate marketing communications	<ul style="list-style-type: none"> • <u>For our business partners</u>: Legitimate interests for the management of our business based on Art. 5/2-f of DPL. • <u>For consumers</u>: Consent based on Art. 5/1 of the DPL.
To obtain your feedback	Legitimate interests for the management and improvement of our website and services based on Art. 5/2-f of DPL.

What We Use Your Information For	Legal Basis for Using Personal Information
To comply with applicable legal requirements and regulations	Compliance with legal and regulatory obligations based on the Art. 5/2-ç of DPL.
To help us keep our digital assets available and secure, to manage our digital assets and improve your user experience	<ul style="list-style-type: none"> • Legitimate interests for ensuring the effective operation of our website and ensuring that the content from our website is presented in the most effective manner for you and for your computer based on Art. 5/2-f of DPL. • Explicit consent based on Art. 5/1 of the DPL. <p><i>(If you review or download information on our websites, we track the visit to give us information about which part of the site is frequented.)</i></p>
To facilitate your access to our office and events.	<ul style="list-style-type: none"> • Legitimate interest for the management of our events, including ensuring attendee security based on Art. 5/2-f of DPL. • Explicit consent in relation to sensitive data, i.e. accommodating disability access requirements and alimentary choices based on Art. 5/1 of the DPL.

Your rights

You have the following legal rights, which are specified in Article 11 of the DPL, in relation to the personal information we hold about you. As a Turkish data subject, you may apply to the data controller:

- to learn whether your personal information are processed,
- to demand information as to if your personal information have been processed,
- to learn the purpose of the processing of your personal information and whether these personal information are used in compliance with the purpose,
- to know the third parties to whom your personal information are transferred in the country or abroad,
- to request the rectification of the incomplete or inaccurate data, if any,
- to request the erasure or destruction of your personal information in the event that the reasons for the processing no longer exist,
- to request notification of the operations carried out regarding your request on the rectification of the incomplete or inaccurate data or your request on the erasure or destruction of your personal information to third parties to whom your personal information have been transferred,
- to object to the emergence of a result to the detriment of yourself by analyzing the processed data solely through automated systems,
- to claim compensation for the damage arising from the unlawful processing of your personal information.

If you provided your explicit consent, you also have the right to withdraw your consent anytime and when you withdraw your consent, we will stop processing of your personal information for that specific processing operation.

Disclosing your information to third parties

Please note that we will only disclose your personal information if we have a valid legal basis to share your personal information pursuant to DPL.

Why We Share Your Personal Information with Third Parties	Legal Basis for Disclosing Personal Information
To provide you with our product and/or services, including managing our business and services' delivery.	<ul style="list-style-type: none">• Performance of a contract based on Art. 5/2-c of DPL.• Legitimate interests for the management of our business based on Art. 5/2-f of DPL.
To manage our business operations, including managing our technology systems and applications, internal procedures, infrastructure, advertising and marketing.	<ul style="list-style-type: none">• Legitimate interests for the management of our business based on Art. 5/2-f of DPL.
To comply with applicable laws and regulations.	Compliance with legal and regulatory obligations based on the Art. 5/2-ç of DPL.

Contact us

To exercise any applicable rights, or if you have questions or complaints about the collection, use or disclosure of personal information, or if you believe that we have not complied with this Privacy Notice, please contact us at privacy@solenis.com or by using the [Data Request Form](#), or by using [Contact Us](#) form.

Supervisory authority

The Supervisory Authority in Turkey is the **Kişisel Verileri Koruma Kurumu** (www.kvkk.gov.tr) and the address is Nasuh Akar Mahallesi 1407. Sok. No:4, 06520 Çankaya/Ankara.

UNITED ARAB EMIRATES

If you are in the United Arab Emirates (“**UAE**”), then the UAE Personal Data Protection Law (“**UAE PDPL**”) may apply to your personal information.

Definitions

The term sensitive personal information should be read in accordance with Sensitive Personal Data as defined in the UAE PDPL.

Purposes and legal basis for processing

Data protection laws in the UAE provide that personal information may only be processed with your consent or if the conditions listed below are satisfied. We will rely on consent as the main basis to process your personal information, however we may also process your personal information if the processing:

- is for personal information that has become available and known to the public by your actions;
- is necessary to perform a contract to which you are a party or to take, at your request, procedures for concluding, amending or terminating a contract; or

- is necessary to fulfil obligations imposed by other laws of the UAE on Solenis.

Document retention

In terms of how long we will store your information, we will not keep your personal information in any form which allows your identification for any longer than is necessary for its purpose. Where our legal basis for processing ceases, we will ensure all of your personal information is deleted, anonymised or securely encrypted. Please note we may not delete, anonymise or securely encrypt your personal information when necessary for legal claims or compliance with any applicable laws.

Your legal rights

Data protection laws in the UAE provide you with rights in relation to the processing of your personal information. These include the following, subject to any restrictions by any applicable laws:

- the right to request your personal information in a structured machine-readable manner;
- the right to request the transfer of your personal information to another controller;
- the right to request correcting, completing, updating or deleting your personal information;
- the right to restrict our processing of your personal information;
- the right to stop processing of your personal information when it is used for direct marketing, conducting statistical surveys, or in violation of any applicable UAE laws;
- the right to withdraw your consent; and
- the right not to be subject to automated decision making, including profiling.

Please note that the rights listed above are not absolute rights. Some of the rights only apply in certain circumstances and we have certain rights to refuse your requests. For example, we are entitled to refuse your requests if they are excessively repetitive, if complying with the request would affect our information security or where complying with the request would affect the privacy of others.

Complaints

If you have any concerns or complaints about how we process your personal data in the UAE, then you can lodge a complaint with the UAE Data Office.

Information on the UAE Data Office can be found here: <https://u.ae/en/about-the-uae/digital-uae/data/data-protection-laws>

UNITED STATES OF AMERICA

This supplement provides additional information (our “**US Notice**”), as required under certain U.S. state privacy laws, about our privacy practices and the rights consumers may have regarding their personal information. This US Notice is intended to supplement the information provided in the Solenis General Privacy Notice, which describes, generally, how and for what purposes we may collect, process and disclose your personal data and the choices you have.

Categories of Personal Information. While the categories of personal information we collect depends upon the nature of our relationship and interactions with you, in general, we categories of personal information we collect about consumers includes the following categories (as set forth under the California Consumer Privacy Act (“CCPA”)),

Categories of Personal Information Collected	
Identifiers	Unique identifiers, such as name, user ID, username; email address, phone number, address and other contact information; IP address and online identifiers; and other unique personal identifiers.
	In limited circumstances, we may collect certain government identifiers, including SSN, driver's license number, passport number, tax ID and other government identifiers.
Customer Records	Information that individuals provide us in order to purchase, use or obtain our products and services. For example, information contained in customer service and support records and purchase orders, such as name, account name, contact information, and payment information, as well as your registration and account-related information if you create an account to access or use our products or services. This also includes payment, billing address, bank account, credit score, and payment card details, as well as other information submitted through 'Contact Us' and other online forms.
Commercial information	Records of property, products or services purchased, obtained, or considered.
Internet and electronic network activity information	Your browsing history, clickstream data, search history, and information regarding interactions with our websites, applications, advertisements and other online content and services.
Geolocation data	Location information about a particular individual or device, such as information derived based upon your IP address.
Audio, visual and other electronic data	Audio, electronic, visual, thermal, olfactory, or similar information, such as, video and CCTV footage, images of you and vehicle information (e.g., collected from visitors to our offices), photographs and images (e.g., that you provide us) and call recordings (e.g., of customer support calls).
Professional information	Professional and employment-related information such as current and former employer(s) and position(s), business contact information and professional memberships).
Education Information	Educational history, such as the schools attended, degrees awarded, and associated dates.
Profiles and inferences	We may process the personal information we collect in order to draw inferences about your preferences and other characteristics.
Protected classifications	We collect some information that is considered a protected classification under California/federal law, such as your gender, date of birth, citizenship, marital status, and disability status. Generally, we collect this type of information only where necessary to provide you with accommodations or

	to comply with our legal obligations, or on a voluntary basis as part of our diversity and inclusion program.
Sensitive personal information	Some of the information we collect may be considered sensitive personal information, including: SSN, driver's license number, passport number, tax ID and other government identifiers; and health and disability information.

Sources of Personal Information. In general, we may collect the categories of personal information identified in the table above from you and from the following categories of sources:

- Our affiliates and subsidiaries
- Marketing, advertising and analytics providers and social networks
- Internet service providers, operating systems and platforms
- Our vendors and service providers
- Public sources and data providers
- Distributors and marketing partners
- Business customers (e.g., the company or employer on whose behalf you use our products or services or interact with us)
- Payment processors
- Credit and debt collection agencies

Retention. We retain your personal information (i) for as long as is reasonably necessary for the purposes for which it was collected pursuant to the provisions of this Privacy Notice and (ii) as long as required by applicable laws, to resolve disputes, troubleshoot problems or assist with investigations. To determine the appropriate retention period for personal information, we consider the applicable legal requirements, the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorized use or disclosure, the purpose for which we process such data, and whether we can achieve those purposes through other means. In some circumstances we may store your personal information for longer periods of time, for instance where we are required to do so in accordance with legal, regulatory, tax, accounting requirements, to ensure we have an accurate record of your dealings with us in the event of any complaints or challenges, or if we reasonably believe there is a prospect of litigation relating to your personal information or dealings with us.

Purposes of Collection, Use Processing and Disclosure of Personal Information. As further described in the section “**How we may use your personal information**” of our Privacy Notice, we may process the categories of personal information we collect about you, as authorized by you or required by law, as well as for the following purposes

- Onboarding and verification
- Providing and supporting our products and services and responding to you
- Managing customer relationships
- Communications and marketing
- Enforcing our agreements
- Protecting rights and preventing fraud and misuse
- Evaluating and improving our products, services and business
- As part of our internal business operations

Sensitive Personal Information. If you are a California resident, please note that, notwithstanding the purposes described above and below, we do not use or disclose sensitive personal information

beyond the purposes authorized by the CCPA. Accordingly, we only use and disclose sensitive personal information as reasonably necessary (i) to perform our services requested by you, (ii) to help ensure security and integrity, including to prevent, detect, and investigate security incidents, (iii) to detect, prevent and respond to malicious, fraudulent, deceptive, or illegal conduct, (iv) to verify or maintain the quality and safety of our services, (v) for compliance with our legal obligations, (vi) to our service providers who perform services on our behalf, and (vii) for purposes other than inferring characteristics about you.

Disclosures. As further described in the “**Sharing Personal Information**” of our Privacy Notice, we may disclose the information we collect with your authorization and where required by law, as well as with the following categories of third parties for business purposes:

Category of Third Party	Categories of Personal Information Disclosed
<u>Affiliates and subsidiaries</u> : Solenis group companies who provide and support our services and the performance of our contractual obligations.	All categories
<u>Vendors and service providers</u> : technology providers, IT service providers and other vendors who process personal information on our behalf in order to help us to operate our business or deliver our products and services, and are subject to confidentiality obligations,	All categories
<u>Advertising, marketing and analytics providers</u> : entities that we work with to evaluate and improve our products and services and to measure and improve our advertising and marketing to better reach you with relevant information;	Identifiers; Commercial records Internet and other electronic network activity info
<u>Regulatory and compliance</u> : government organizations and agencies, law enforcement, regulators, auditors, global trade compliance and legal advisors for compliance and internal audit purposes;	All categories
<u>Partners and distributors</u> : joint marketing partners and our authorised distributors so that they may contact you about our products and services;	Identifiers Customer records Commercial information Professional information
<u>Payment processing services</u> .	Identifiers Customer records Commercial information
<u>Credit and debt recovery agencies</u> : to help us to operate our business and comply with our contractual obligations to the extent permitted by the law.	Identifiers Customer records Commercial information

Sales and Sharing. While we do not disclose personal information to third parties in exchange for monetary compensation, we may disclose or make available (i) identifiers, commercial records and internet and electronic network activity information to advertising, marketing and analytics providers to improve and evaluate our marketing and ad campaigns and better reach customers and prospective customers with more relevant ads and content; and (ii) identifiers, customer records, commercial records and commercial information to distributors and marketing partners so that they can contact users about our products and services and respond to inquiries and requests for

information about our products and services. We do not sell or share any sensitive personal information, nor do we sell or share personal information about anyone we know is under the age of 16.

Privacy Rights. Subject to certain limitations, the privacy laws of certain states (including, California, Colorado, Connecticut, Utah and Virginia) provide residents additional rights under the laws of their respective states, which may include:

- **Right to Access/Know:** The right to request that we disclose certain information about our collection and use of personal information, including to know what personal information we have collected about you, including the categories of personal information, the categories of sources from which the personal information is collected, the business or commercial purpose for collecting, selling, or sharing personal information, the categories of third parties to whom we disclose personal information, and the specific pieces of personal information we have collected.
- **Right to Delete:** The right to request that we delete any of the personal information that we collected and maintain about you.
- **Right to Opt-Out:** to opt out of certain types of processing, including:
 - to opt out of the “sale” of their personal information.
 - to opt out of targeted advertising by us and to opt out of “sharing” as defined by the CCPA
 - to opt out of any automated processing of personal information for purposes of making decisions that produce legal or similarly significant effects.
- **Right to Correct:** The right to request that we correct any of inaccurate personal information that we maintain about you, subject to certain exceptions.
- **Right to Non-Discrimination:** The right to not be discriminated against for exercising any of your privacy rights.
- **Right to Appeal:** to appeal our denial of your privacy request.

Opting Out of Sales and Targeted Advertising/Sharing. You may submit a request to opt out through our webform: [Data Request For Information | Solenis](#). We will apply your opt out based upon the personal information in our records that is linked or reasonably linkable to the information provided in your request. In addition, our website responds to global privacy control—or “GPC”—signals, which means that if we detect that your browser is communicating a GPC signal, we will process that as a request to opt that particular browser and device out of sales and sharing (i.e., via cookies and tracking tools) on our website. Note that if you come back to our website from a different device or use a different browser on the same device, you will need to opt out (or set GPC for) that browser and device as well. More information about GPC is available at: <https://globalprivacycontrol.org/>. **(At this time, our website does not recognize browser do-not-track signals.)** You can also opt out of most cookies (other than those that are necessary to the proper functioning of the website), including targeting cookies on our websites by using the cookie preference manager for that particular website. California and Colorado residents may also designate and authorized agent to submit one of these opt out requests on their behalf.

Other Requests: If you would like to submit a request to access/know, delete, correct, or opt out of profiling, or appeal a denial of our request, please contact us by phone +1 866 337 1533 or contact form using the contact information below. We may need you to provide additional information to verify your request, such as providing certain data elements so that we can confirm they match the personal information already maintained by us. We will not use this additional information for anything other than handling your request. California residents may designate an authorized agent to make a request in certain circumstances on your behalf. We will endeavor to respond to all such requests the time allowed under the laws or other applicable regulations, although there may be a brief delay in processing a request while we verify that the request is valid and originates from you

as opposed to an unauthorized third party. If we require more time, we will inform you of the reason and extension period in writing.

California Shine the Light Law. Where applicable, California Civil Code Section 1798.83 permits users of the websites that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request please contact to contact our Office of Data Privacy by sending an email to privacy@solenis.com, or by using the [Data Request Form](#), or by using [Contact Us](#) form.

Nevada Residents (SB-220). Nevada consumers have the right to request that a company not sell their personal information for monetary consideration to certain other parties. If you are a Nevada consumer and wish to exercise this right, please send an email with the subject line “**Nevada Resident Do Not Sell Request**” to privacy@solenis.com or by using the [Data Request Form](#), or by using [Contact Us](#) form.

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