

# Data Protection Notice

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Robert Bosch (SEA) Pte. Ltd (hereinafter " Robert Bosch (SEA) Pte. Ltd" or "We" or "Us") welcomes you to our internet pages and mobile applications (together also referred to as "Online Offers"). We thank you for your interest in our company and our products. This data privacy information applies to interested parties, customers and business associates and to the users of our online offerings.

## Robert Bosch (SEA) Pte. Ltd respects your privacy

The protection of your privacy throughout the course of processing personal data as well as the security of all business data is an important concern to us. We process personal data that was gathered during your visit of our Online Offers confidentially and only in accordance with statutory regulations. Data protection and information security are included in our corporate policy.

## Controller

Robert Bosch (SEA) Pte. Ltd is the controller responsible for the processing of your data; exceptions are outlined in this data protection notice.

Our contact details are as follows:

Robert Bosch (South East Asia) Pte Ltd  
11 Bishan St 21  
Singapore 573943

## Collection, processing and usage of personal data

**Processed categories of data** The following categories of data are processed by using the service dashboard:

- Communication data (e.g. name, telephone, e-mail, address, IP address)
- Contractual master data (e.g. contractual relationships, contractual or product interest)
- Client history
- Contract billing and payment data
- Planning and regulation data
- Transaction data

Additional categories of data will be processed when a service is booked and used:

- Miscellaneous: The data categories might be extended by booking of additional services. The details will then be provided by the DPUC for those services. On request to our support-channels or over

the contact form, those additional data categories will also be provided upfront.

There are situations in which we cannot take action without certain personal data, for instance because this personal data is needed to process your orders or to give you access to a website or newsletter. In such cases, we unfortunately cannot supply what you desire without the relevant personal data.

**Principles** Personal data consists of all information related to an identified or identifiable natural person, this includes, e.g. names, addresses, phone numbers, email addresses, contractual master data, contract accounting and payment data, which is an expression of a person's identity. We collect, process and use personal data (including IP addresses) only when there is either a statutory legal basis to do so or if you have given your consent to the processing or use of personal data concerning this matter, e.g. by means of registration.

**Processing purposes and legal basis** We, as well as the service providers commissioned by us, process your personal data for the following processing purposes as part of our **online offerings**:

- Provision of these Online Offers and fulfillment of a contractual obligations under our contractual terms including invoicing. Invoicing may include the sale of claims. *Legal basis:* Fulfillment of contractual obligation, respectively our justified interest in an efficient claims management as regards the sale of claims
- Resolving service disruptions as well as for security reasons. *Legal basis:* Fulfillment of our legal obligations within the scope of data security, and justified interest in resolving service disruptions as well as in the protection of our offers.
- Self-promotion and promotion by others as well as market research and reach analysis done within the scope statutorily permitted or based on consent

*Legal basis:* Consent / justified interest on our part in direct marketing if in accordance with data protection and competition law

- Safeguarding and defending our rights. *Legal basis:* Justified interest on our part for safeguarding and defending our rights.

**Registration** If you wish to use or get access to benefits requiring to enter into the fulfillment of a contract, we request your registration. With your registration we collect personal data necessary for entering into the fulfillment of the contract (e.g. first name, last name, date of birth, email address, if applicable, details on the preferred payment method or on the account holder) as well as further data on voluntary basis, if applicable. Mandatory information is marked with an \*.

**Log files** Each time you use the internet, your browser is transmitting certain information which we store in so-called log files. We save log files for a short period of time to determine service disruptions and for

security reasons (e.g., to investigate attack attempts) and delete them afterwards. Log files which need to be maintained for evidence purposes are excluded from deletion until the respective incident is resolved and may, on a case-by-case basis, be passed on to investigating authorities. Log files are also used for analysis purposes (without the IP address or without the complete IP address). Also see module web analysis. Log files are also used for analysis purposes (without the IP address or without the complete IP address) see module "Advertisements and/or market re-search (including web analysis, no customer surveys)". In log files, in particular the following information is saved:

- IP address (internet protocol address) of the terminal device which is being used to access the Online Offer;
- Internet address of the website from which the Online Offer is accessed (so-called URL of origin or referrer URL);
- Name of the service provider which was used to access the Online Offer;
- Name of the files or information accessed;
- Date and time as well as duration of recalling the data;
- Amount of data transferred;
- Operating system and information on the internet browser used, including add-ons installed (e.g., Flash Player);
- http status code (e.g., "Request successful" or "File requested not found").

#### **Data transfer** *Data transfer to other controllers*

Principally, your personal data is forwarded to other controllers only if required for the fulfillment of a contractual obligation, or if we ourselves, or a third party, have a legitimate interest in the data transfer, or if you have given your consent. Particulars on the legal bases can be found in the Section – Purposes of Processing and Legal Basis. Third parties may also be other companies of the Bosch group. When data is transferred to third parties based on a justified interest, this is explained in this data protection notice. Additionally, data may be transferred to other controllers when we are obliged to do so due to statutory regulations or enforceable administrative or judicial orders.

#### *Service providers (general)*

We involve external service providers (Bosch.IO GmbH) with tasks such as sales and marketing services, contract management, payment handling, programming, data hosting and hotline services. We have chosen those service providers carefully and monitor them on a regular basis, especially regarding their diligent handling of and protection of the data that they store. All service providers are obliged to maintain confidentiality and to comply to the statutory provisions. Service providers may also be other Bosch group companies.

**Transfer to recipients outside the EEA** We might transfer personal data to recipients located outside the EEA into so-called third countries. In such cases, prior to the transfer we ensure that either the data recipient provides an appropriate level of data protection (e.g. due to a decision of adequacy by the

European Commission for the respective country or due to the agreement based on so-called EU model clauses with the recipient) or that you have consented to the transfer. You are entitled to receive an overview of third country recipients and a copy of the specifically agreed-to provisions securing an appropriate level of data protection. For this purpose, please use the statements made in the Contact section.

**Duration of storage; retention periods** Principally, we store your data for as long as it is necessary to render our Online Offers and connected services or for as long as we have a justified interest in storing the data (e.g. we might still have a justified interest in postal mail marketing after fulfillment of our contractual obligations). In all other cases we delete your personal data with the exception of data we are obliged to store for the fulfillment of legal obligations (e.g. due to retention periods under the tax and commercial codes we are obliged to have documents such as contracts and invoices available for a certain period of time).

## Usage of cookies

**General** In the context of our online service, cookies and tracking mechanisms may be used. Cookies are small text files that may be stored on your device when visiting our online service.

**Management of cookies and tracking mechanisms** You can manage your cookie and tracking mechanism settings in the browser and/or our privacy settings.

*Note: The settings you have made refer only to the browser used in each case.*

**Deactivation of all cookies** If you wish to deactivate all cookies, please deactivate cookies in your browser settings. Please note that this may affect the functionality of the website.

**If you wish to deactivate all cookies, please deactivate cookies in your browser settings. Please note that this may affect the functionality of the website.** When visiting our websites, you will be asked in a cookie layer whether you consent to our using of any convenience cookies, marketing cookies or tracking mechanisms, respectively. In our privacy settings, you may withdraw the consent with effect for the future or grant your consent at a later point in time.

**Categories** We distinguish between cookies that are mandatorily required for the technical functions of the online service and such cookies and tracking mechanisms that are not mandatorily required for the technical function of the online service. It is generally possible to use the online service without any cookies that serve non-technical purposes.

**Technically required cookies** By technically required cookies we mean cookies without those the technical provision of the online service cannot be ensured. These include e.g. cookies that store data to ensure smooth reproduction of video or audio footage. Such cookies will be deleted when you leave the website.

**Provider:** Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA

**Function:** Administration of website tags via a user inter-face, integration of program codes on our websites

## Security

Our employees and the companies providing services on our behalf, are obliged to confidentiality and to compliance with the applicable data protection laws. We take all necessary technical and organizational measures to ensure an appropriate level of security and to protect your data that are administrated by us especially from the risks of unintended or unlawful destruction, manipulation, loss, change or unauthorized disclosure or unauthorized access. Our security measures are, pursuant to technological progress, constantly being improved.

## User rights

*To enforce your rights, please use the details provided in the Contact section. In doing so, please ensure that an unambiguous identification of your person is possible.*

**Right to information and access:** You have the right to obtain confirmation from us about whether or not your personal data is being processed, and, if this is the case, access to your personal data. **Right to correction and deletion:** You have the right to obtain the rectification of inaccurate personal data concerning yourself without undue delay from us. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed, including by means of providing a supplementary statement. This does not apply to data which is necessary for billing or accounting purposes or which is subject to a statutory retention period. If access to such data is not required, however, its processing is restricted (see the following). **Restriction of processing:** You have the right to demand for – as far as statutory requirements are fulfilled – restriction of the processing of your data.

**Data portability:** You are entitled to receive data that you have provided to us in a structured, commonly used and machine-readable format or – if technically feasible – to demand that we transfer those data to a third party.

**Objection to data processing based on the legal basis of “justified interest”:** In addition, you have the right to object to the processing of your personal data at any time, insofar as this is based on a justified interest. We will then terminate the processing of your data, unless we demonstrate compelling legitimate grounds according to legal requirements which override your rights.

**Withdrawal of consent:** In case you consented to the processing of your data, you have the right to revoke this consent with immediate effect. The legality of data processing prior to your revocation remains unchanged.

**Right of complaint with supervisory authority:** You have the right to lodge a complaint with a supervisory authority. You can appeal to the supervisory authority which is responsible for your place of

residence or your state of residency or to the supervisory authority responsible for us.

**State Commissioner for Data Protection and Freedom of Information** Address: Lautenschlagerstraße 20, 70173 Stuttgart, Germany

Postal address: P.O. Box 10 29 32

70025 Stuttgart

GERMANY

Phone +49 711/615541-0

FAX: +49 711/615541-15

Email: [poststelle@lfdi.bwl.de](mailto:poststelle@lfdi.bwl.de)

## Changes to the Data Protection Notice

We reserve the right to change our security and data protection measures if this is required due to technical development. In such cases, we will amend our data protection notice accordingly. Please, therefore, notice the current version of our data protection notice, as this is subject to change.

## Contact

If you wish to contact us, please find us at the address stated in the Controller section. To assert your rights and to notify data protection incidents please use the following link: <https://www.bkms-system.net/bosch-datenschutz> For suggestions and complaints regarding the processing of your personal data we recommend that you contact our data protection officer:

### Data Protection Officer

Information Security and Privacy Bosch Group (C/ISP)

Robert Bosch (SEA) Pte. Ltd

Postfach 30 02 20

70442 Stuttgart

GERMANY or send an email to [DPO@bosch.com](mailto:DPO@bosch.com)

**Effective date: 2022-03-09**