

PRIVACY NOTICE FOR CLIENTS OF EPTA Baltics OÜ

Pursuant to Articles 13 and 14 of the EU Regulation 2016/679 ("GDPR")
for the Processing of Personal Data of Clients and Related Data Subjects.

For the purposes of this notice, "**Client**" refers to the natural or legal person with whom Epta Baltics OÜ (inclusive of its branches in Latvia and Lithuania) has a pre-contractual or contractual relationship for the purchase of Epta products and/or services, while "**Data Subjects**" refers to the natural persons, such as the Client administrators, employees, temporary workers, agents, or other counterparts acting on behalf of the Client, whose Personal Data are processed by Epta Baltics OÜ in the context of the supply contract for products or services.

We inform you below about the ways in which the Personal Data you provide in the context of Epta Baltics OÜ product and service sales relationship will be processed.

1. Data Controller Contact Information

The Data Controller is Epta Baltics OÜ, registration no. EE100305566, with its registered office at Tallinn, Ehitajate tee 108, 13517, Estonia ("**EPTA**" or the "**Data Controller**")

2. Personal Data Processed by the Data Controller

The Data Controller will process the following Personal Data, provided by you in relation to your personnel responsible for the execution and management of contracts and for the execution of pre-contractual measures with the Data Controller, necessary for the negotiation, stipulation, and execution of the contract, including name, surname, contact details, email address, company role, tax data, professional qualifications where relevant, any judicial data required by law - whether directly provided by you or obtained from public sources (e.g., Chambers of Commerce) - in addition to data that will be necessary to obtain from your contractual contacts as Data Subjects.

In the case of a self-employed or sole proprietor Client, in addition to the Personal Data highlighted above, data related to billing and payments (including VAT number), registration in registers or registers, economic/financial data (e.g., view and balance sheet), professional qualification, address, bank data may also be processed.

This Personal Data will be processed by the Data Controller in accordance with the GDPR and national regulations, including any measures issued by the Supervisory Authority, where applicable.

3. Purpose and legal basis for processing

The Personal Data you provide will be processed by the Data Controller for the following purposes:

- a) Strictly related and instrumental purposes (including, among others, the management of the warranty, technical assistance activities, maintenance, verification of product safety or any complaints), including administrative-accounting purposes (including the opening and management of the client registry and the administrative management of contracts and accounting management of invoicing, also on a special computer portal for Client management), the execution of internal controls (e.g. on safety, productivity, quality of services and products, asset integrity as well as in general purposes related to the execution of your purchase order governed by the General Conditions of Sale or otherwise by the contract in place between the parties. The legal basis for the processing is the fulfilment of a pre-contractual request or the performance of a contractual obligation.

- b) Marketing purposes (sending of Newsletters, advertising material about EPTA products or services, commercial communications/offers, invitations to events, direct sales, performance of market research) both through automated contact modalities (email, calls without operator, SMS, WhatsApp) and through traditional modalities (call with operator and paper mail), subject to your consent as a legal basis, whereas consent is always revocable completely or even only partially (e.g. objecting to receiving communications through automated modalities only). In relation to commercial communications sent by e-mail, you may also object to the processing of your Personal Data by clicking on the appropriate link in each commercial email.
- c) Purposes of use of Personal Data in the preparation of or with reference to studies or business references, subject to your consent as a legal basis, consent always revocable in full or even partially. You may object to the processing of your Personal Data by contacting the Data Controller at one of the addresses listed in Section 8 below.
- d) Purposes of protecting the EPTA's legal rights. The legal basis for the processing is the legitimate interest in the exercise or defence of a right in judicial or extrajudicial proceedings.
- e) Purposes of complying with legal obligations under tax/accounting/product safety and quality regulations. The legal basis for the processing is the execution of a legal obligation.
- f) The purpose of assessing your degree of satisfaction, by means of brief questionnaires by telephone or by email/ text message, in relation to the EPTA products and services you have requested and, if necessary, making appropriate improvements. The legal basis of the processing is the legitimate interest in an efficient business activity.
- g) Purposes of assessments of the Client solvency and financial reliability aimed at mitigating risk, for which the Data Controller may collect your Personal Data from authorised credit information providers. The legal basis for the processing is the legitimate interest in efficient business operations.

4. **Obligatory or optional nature of providing Personal Data and consequences of refusal to provide them**

The provision of your Personal Data is optional but, as they are necessary in order to fulfil legal, pre-contractual and contractual obligations, the lack of such information may make it impossible to proceed with the regular execution of your Order or your request.

Failure to provide your optional consent to the processing of your Personal Data for the purposes set out in points 3. b) and 3. c) above will in no way prejudice the possibility of proceeding with the purchase of products or services provided by EPTA.

If the execution of the supply necessarily also implies the processing of Personal Data of the Data Subjects provided by the Client, it is the Client responsibility to inform such Data Subjects and to obtain, where due, the consents necessary for the processing by EPTA of their Personal Data.

5. **Recipients of Personal Data**

The Personal Data of the Data Subjects will be processed by the EPTA and its authorised persons, mainly the staff of the Administration and Finance Department, the Marketing Department and the Sales Department, and also by other staff functions that may need to process the data (including the technical and research and development area), as persons in charge of processing, with electronic and manual systems according to the principles of fairness, lawfulness and transparency provided for by the applicable legislation on the protection of Personal Data, and protecting the confidentiality of the person to whom the data refer by means of technical and organisational security measures to guarantee an adequate level of security (e.g. preventing access to

unauthorised persons except in cases required by law, or the ability to restore access to the data in the event of physical or technical incidents).

Your Personal Data will also come to the knowledge of third parties (by way of example but not limited to, companies providing assistance/warehouse and packaging services, data processing, hosting, computer system maintenance and other IT services, billing and payment processing services, consultancy, audit companies), who will act as data processors, on the basis of a specific deed of appointment and specific and adequate instructions in terms of processing methods and security measures indicated in specific contractual documentation, or as independent data controllers, as the case may be.

Your Personal Data may also be shared with other third parties (e.g. police forces, Judicial Authorities, public administrations and bodies, as well as with parties legitimated by law to receive such information and other public authorities) where necessarily required by a legal obligation, following a binding judicial or administrative decision and/or for legal defence needs. These subjects act as independent data controllers.

Contact data may be communicated for very occasional needs to further Clients and/or suppliers of the Data Controller, for instance if the Data Controller must cooperate with such subjects for the performance of contractual obligations.

The complete and up-to-date list of the entities that process Personal Data as data controllers / processors is available upon request to the Data Controller by sending a written request using the contact details set out in paragraph 8 below.

The personal data may be communicated to other companies of the EPTA Group, including investee companies and subsidiaries both based in the European Union and outside the European Union (the updated list of which is available on the EPTA institutional website at the link <https://www.eptarefrigeration.com/en/contacts> and, on request, by contacting the Data Controller at the address in paragraph 8 below), where necessary for internal administrative and Group coordination purposes or if they must cooperate in the performance of contractual obligations as contractual parties or suppliers of products and services. In this case, as regards transfers outside the European Union, the transfer will take place in accordance with the provisions of paragraph 7 below.

The Data Controller also informs you that, in the event that the Data Subjects gain access to the company's premises, there may be a video surveillance and access control system, with the consequent processing of the Data Subjects' Personal Data (real time images, recordings, car data and identification data provided at the guardhouse) by internal and/or external parties specifically appointed on the basis of specific instructions. To this end, please refer to the specific information notice posted at the entrance gates of the relevant establishments, as regards Personal Data collected, processing methods, purposes, storage times and recipients.

6. Period of retention of Personal Data

The Data Controller retains your Personal Data as long as they are necessary to achieve the purposes for which they were collected and, specifically:

- For the purposes of point 3. a) above, the retention period is 10 years from the conclusion of the contract for the purchase of goods or the expiration or termination of the contract for services, as the case may be.
- For the purposes of point 3. b) above, the retention period will be 3 years from the issuance of your last consent for marketing purposes, at the approach of which time you will be asked whether you still have

an interest in receiving said communications, if so, renewing the mentioned retention period. Otherwise, at the expiration of the period the data will be deleted.

- For the purposes of point 3. c) above, the retention period is 3 years from the issue of the last consent for the purposes of studies and commercial references, at the approach of which term you will be asked whether you still wish to be included in said studies and references, if so, renewing the retention period. Otherwise, upon expiry of the period, the data will be deleted.
- For the purposes of points 3. d), the retention period is respectively for the necessary time for the establishment, exercise, or defense of legal claims.
- For the purposes of point 3. e) above, the retention period is 7 years from the end of the financial year when a business transaction was recorded.
- For the purposes of point 3. f) above, the retention period is 12 months from their collection.
- For the purposes of point 3. g) above, the retention period shall be until the end of the negotiation phase and, in the event of the conclusion of the contract, for the entire duration thereof.
- Personal Data acquired during the selection process, should a subsequent contractual relationship with EPTA not arise, will be retained for a period of 24 months from their acquisition, to enable EPTA to consider previous interlocations should you request us again regarding the possible purchase of products or services.

7. Transfer of Personal Data outside the European Union

The Controller informs you that it may transfer your Personal Data to service providers or other companies of the EPTA Group located in countries outside the European Economic Area ('**Third Countries**'). Such processing will take place according to one of the methods permitted by the applicable law, such as, for example, the signing from time to time - for those countries whose adequacy is not already recognised by a decision of the European Commission (pursuant to Article 45 of the GDPR) - of suitable Standard Contractual Clauses ("**SCC**") (pursuant to Article 46 (2) (c) of the GDPR), with the necessary ancillary measures.

By sending a written request to one of the addresses listed in paragraph 8 below, you may obtain further details on such transfers.

8. Your rights

The Data Controller informs you that Articles 15 to 22 of the GDPR grant Data Subjects the exercise of specific rights. You have the following rights in relation to the processing of your Personal Data towards the Data Controller:

- a) The right of access to your Personal Data, as well as the right to receive a copy of it.
- b) The right to rectification, should your Personal Data prove to be incorrect or out of date, which will enable us to fulfil our obligation to have up-to-date data relating to you.
- c) The right to erasure (or right to be forgotten) of your Personal Data, which may be limited in relation to our contractual or legal obligations.
- d) The right to the portability of your Personal Data, i.e. - in certain cases where applicable - the right to receive the Personal Data you have provided to us in a structured and commonly used electronic format, and to transmit it to you or to any other entity you have indicated as data controller.
- e) The right to object, under certain conditions, relating to your situation.
- f) The right to request the restriction of the relevant processing, in the cases provided for by the legislation.
- g) In cases where the processing is based on consent (also with reference only to channels with automated contact methods or traditional ones, in the case of marketing and newsletter purposes), the right to withdraw consent at any time without prejudice to the lawfulness of the processing based on the consent given before the withdrawal.

You may exercise these rights by sending a request to the following e-mail address: compliance@eptarefrigeration.com or by contacting the Data Controller by post at Tallinn, Ehitajate tee 108, 13517, Estonia.

You also have the right to lodge a complaint with the Estonian Data Protection Inspectorate (Andmekaitse Inspektsioon - <https://www.aki.ee/>) if you believe that the processing concerning you violates the applicable legislation.

This Notice (a) cancels and replaces in its entirety any other notice on the processing of personal data of the Data Controller's Clients on the areas and aspects regulated herein, (b) may be subject to changes or updates. In the event of substantial changes to this Notice, Data Controller will send you the new version of the Notice.

Last updated: July 1, 2025.