

**Personal data** describe something about you or that can lead to your identification. For example, your name, address, telephone number, personal email address, and the IP address of your computer. We only collect personal data that you have provided to us. In the table below, you can see what data we collect about you.

## What Do We Use Your Personal Data For?

We not only collect data, but we also process them. "Processing" is a legal term from the GDPR. Under "processing" falls everything you can do with personal data, from collecting to deleting. This includes consulting, linking, or forwarding. As EHOSS, we can only process personal data if there is a legitimate reason for doing so. If you are a customer, partner, manufacturer, or supplier, we process your personal data to fulfill the contract we have concluded with you. As a visitor to our website or one of our locations, we only process your personal data if you have given us your consent or to ensure security (camera monitoring).

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The law distinguishes between "ordinary" and "sensitive" personal data. Examples of sensitive personal data are information about a person's religion, criminal history, or union membership. We only collect "ordinary" personal data and do not use automated decision-making to serve you.

We store your personal data as long as necessary for the purposes for which we use them. This may vary depending on the data. Sometimes the law prescribes how long we must archive certain personal data. The table below lists our grounds for processing your personal data and the duration for which we can store them.

## With Whom Do We Share Your Personal Data?

Sometimes it is necessary to share data with organizations outside EHOSS. For example, EHOSS collaborates with supply chain partners. At EHOSS, we outsource some tasks. For example, a third party manages our website, another third party prints and distributes our marketing materials, and another third party, such as a financial organization or bank, requests information about our partners. In exceptional cases, we also provide data when required by law. For example, the government may require assistance in cases of fraud.

To ensure the security of your data, we enter into data processing agreements with our partners. This means they work in compliance with the GDPR, and we exchange data securely. We do not exchange data with parties outside the European Union.

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## Are Your Data Safe?

EHOSS takes all possible measures to ensure that your personal data do not fall into the wrong hands. The systems in which your data are stored are secure. We also agree on this with our external partners who process personal data for us.

If something goes wrong, we will correct the situation immediately. Personal data can end up where they do not belong, for example, due to loss or theft. This is a data breach. We resolve this issue. We report this data breach to the supervisory authority and, if necessary, to the parties whose personal data were involved in the breach.

## Can You Review and Change Your Personal Data?

Yes, you can. You have the legal right to inspect, correct, or delete them. If you want to submit a request, simply send an email to [compliance@ehoss.com](mailto:compliance@ehoss.com). If you wish to withdraw your consent for a service (for example, a digital newsletter or other mailing), you can use the unsubscribe button at the bottom of the newsletter/ mailing or send an email to [compliance@ehoss.com](mailto:compliance@ehoss.com).

## Do You Have Any Questions About Privacy or Your Data?

EHOSS with offices at Gogolova 326/18, 851 01 Bratislava, Slovakia, is responsible for your data. At all our locations, we adhere to the same policy, which complies with the GDPR. If you have any questions about privacy or your personal data, send an email to [compliance@ehoss.com](mailto:compliance@ehoss.com).

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## What Personal Data of Yours Do We Process?

### Partners, Customers, Manufacturers, and Suppliers

We collect data from partners, customers, manufacturers, and suppliers that are necessary for executing the logistics process, document flow, organizational or managerial issues that are part of the concluded agreement. We archive these data for 7 years after the last transaction for the Tax Office. Then we delete the information or anonymize the transactions.

### Camera Monitoring

All our locations are equipped with cameras. They are important for your safety, as well as for the safety of our employees and products. We delete camera images after four weeks, unless there is a legitimate reason to retain them longer, such as for a police investigation.

## Events

At our locations, we regularly organize events in which you can participate as a partner, customer, manufacturer, supplier, or visitor. For organizational purposes, we request your name, email address, and phone number. We use this information to organize the event, inform you about it, and approach you in the future with information, special offers, or events, as well as to track visitor behavior on the website to tailor advertisements to their search behavior.

## Information Policy

Recording data is necessary for EHOSS's service provision, such as order processing, financial processing, logistical activities, and implementing corrections. Additionally, (transactional) data is used for creating and providing reports/market reports, price suggestions, marketing advice, etc. In the case of reports shared by EHOSS, this information cannot be traced back to an individual company. Our goal is to ensure more efficient functioning of the supply chain, and data can help in this.

Regarding any data entrusted to EHOSS, users of the online/web services have constant access to personal data. Additionally, EHOSS complies with applicable laws and regulations in the areas of privacy, competition, and data security. Integrity and confidentiality are paramount, which we can demonstrate at all times.

## Current and Additional Measures

With the advent of EHOSS and as a result of the 100% Digital initiative, EHOSS maintains the following measures and has implemented additional measures:

- **Data Access:** Access to data is exclusively limited to employees who require this data by virtue of their position, the Partner Contact Centre to handle queries, and Financial Services to conduct financial transactions.
- **Awareness Training:** All EHOSS employees have undergone and will continue to undergo training on the EHOSS Code of Conduct, which, among other things, specifies how to handle commercially sensitive information. Additionally, significant attention is given to Security Awareness training (e.g., employees are required to maintain confidentiality).
- **Disciplinary Measures:** In the event of detected or reported violations or deviations, the HR policy applies, which stipulates sanctions for these violations.
- **Technical Measures:** Technical measures have been implemented to regulate access to our systems: authentication (is the person seeking access really who they claim to be?) and authorization (what can you do as a user in a particular environment?). Furthermore, procedural measures have been taken to determine how changes are implemented in IT systems.
- **Information Policy Committee:** The "EHOSS Information Policy Committee" formulates our information policy and monitors its implementation.

- **Internal Audit:** EHOSS's Internal Audit Department and the external auditor conduct periodic investigations into the design, existence, and operation of the aforementioned measures.

## EHOSS Information Policy

EHOSS is developing a new digital infrastructure for infrastructure projects, platforms, and EHOSS products. By the end of 2026, all direct transactions will be 100% digital. As part of the 100% Digital initiative, partners, customers, manufacturers, and suppliers are providing EHOSS with more data from direct transactions than before. This leads to questions from the market regarding what EHOSS can and cannot do with this data. In this informational message, we explain our data policy and how we have tightened it over the past few months thanks to feedback from partners, customers, manufacturers, and suppliers.

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EHOSS strives for 100% integrity in data processing, with implementation guarantees that this is done in accordance with a transparently communicated and monitored policy. In the market, partners, customers, manufacturers, and suppliers conduct business with each other in various ways. Forward supply, contract trade, installations and service, requests, and seasonal offers are just some of the available forms. Under new conditions, the functions of the new digital infrastructure allow, for example, digitally recording contract information between a partner, customer, manufacturer, and buyer, such as agreements on prices, quantities, labels, and stickers, and other conditions. It is very important that partners, customers, manufacturers, and buyers can rely on integrity in data processing.

## Website and Cookies

EHOSS uses cookies and other technologies on its websites. Cookies are small information files from a website that are stored on the device you use to visit the website, such as a computer, tablet, smartphone, or smartwatch. When we refer to "cookies" below, we also include comparable technology.

Cookies allow us to recognize your web browser. We use three different types of cookies:

1. **Functional Cookies:** Necessary for the operation of the website. We use them, for example, to offer you the possibility to remain logged in through the website or other EHOSS online services;
2. **Analytical Cookies:** Analyze how the website or other EHOSS online services are used, for example, which pages are most frequently opened, so we can improve the website experience. We use Google Analytics for this purpose and mask your IP address;
3. **Tracking Cookies:** (also called marketing cookies) document.