

PRIVACY POLICY

We take the protection of your personal and company-related data very seriously and strive to make the use of our services as secure as possible. We are committed to complying with statutory data protection requirements. This data protection policy describes the type of data that we collect from you, how and for what we use it, and how we protect it.

1. Area of Applicability

This policy applies to the website available at www.bisol.com.

The controller of personal data within the meaning of the EU General Data Protection Regulation (GDPR) and the applicable law governing the protection of personal data is:

BISOL Group d.o.o.
Latkova vas 59a
3312 Prebold, Slovenia
T: +386 3 703 22 50 info@bisol.com

The authorized person for personal data protection:

Head of marketing
Latkova vas 59a
3312 Prebold, Slovenia

During further website development to improve our services, it may occur that supplements to this Privacy policy are necessary. The latest version of this Privacy Policy will always be published on the website www.bisol.com.

2. Which Data is Recorded

Personal data and company-related data refers to any information about personal or material circumstances that we receive during your visit to the website, subscription to e-news and during your ordering of our goods or services, and which can be attributed to you directly or indirectly. The information includes your ID number, your full name, title, gender, date of birth, postal address,

address coordinates (longitude and latitude), telephone number(s), email address, bank details etc. In addition, we will process your company name, company address, any existing branches, your tax number, email address, bank details, and first name, last name, e-mail address, date of birth and telephone number of the company contact or authorised person.

3. Cookies and Web Tracking

Our websites use things called cookies, which are small text files that are stored on your computer and can be accessed again when you revisit our website. Cookies enable you to register for our services and help us to personalise the website for you.

You can also use some parts of our website without needing to register or log in. Even if you don't log in to the website, we will still record certain information automatically so that we can collate data on how our website is used and how efficient it is in a bid to adjust it to our users' needs. We will therefore collect and process information on your IP address, the time and length of your visit, the number of visits you make, which forms you use, your search settings, your display settings and your favourite settings on our website. Different cookies are stored for different lengths of time. Majority of the cookies we use are automatically deleted when you leave our website (the so-called "Session Cookies"), but to a lesser extent also analytical, functional and advertising cookies (i. e. "Analytical", "Functional" and "Marketing Cookies"). We log access to our website and downloads of files from the website. The cookies on our websites are used exclusively for information purposes and are processed by BISOL for the purpose of analysing the data collected.

We use JavaScript to track your user behaviour on our website to be able to tailor our web services to the needs of our users. We determine your browser type, location, time and duration of your use, URL and page name, as well as the

referring website. You can refuse the collection of this data by deactivating JavaScript directly from your web browser.

4. Conversion measurement with the Facebook pixel

We use the "Facebook-Pixel" by Facebook Inc. ("Facebook") (fr: Facebook Cookie for Opt-Out identification) within its website with your consent. This is a cookie; a small text file that is stored on your computer which can be retrieved. It can be used to track users' actions after they have viewed or clicked on a Facebook ad. This enables us to track the effectiveness of Facebook advertising for statistical and market research purposes. The data collected in this way is anonymous for us, so it does not provide any inference as to the identity of the users. However, the Facebook data is stored and processed so that a connection to the respective user profile can be made, and Facebook can use the data for its own advertising purposes, according to the Facebook Data Usage Guideline (<https://www.facebook.com/about/privacy>). You can enable Facebook and its partners to place advertising on and outside of Facebook. A cookie for these purposes can also be stored on your computer. By using the website, you agree to the use of the visitor action pixel.

5. Sharing

On the website, there are integrated share buttons of the social networks LinkedIn, YouTube, and Facebook. There is also an integrated share button for e-mails. These share buttons can be recognised by their logos.

All share buttons are set up according to data protection. A direct connection is only established between your browser and the server of the operator of the respective social network once you click on the website's respective share button (and only then). According to the operators of the social networks mentioned, no personal or company-related data is collected from the social networks unless you click on the

respective share button if you are not logged in to these social networks. This data, including the IP address, is only collected and processed for logged-in users. If you do not wish to have a record of your visit to our website allocated to your social network account, please log out of the user account of the respective social network.

At this point, we point out that as a provider of the website, we obtain no knowledge of the content of the transmitted data or how the social networks use it. For more information on the use of social networks, see the respective social network's privacy policy.

6. Use of Data

We use your personal and company-related data exclusively in compliance with legal requirements. The personal and company-related data is recorded and processed exclusively within the framework of our contractual obligations (Art 6 Sec 1 lit a and b GDPR). In addition, we use your personal or company-related data only in cases and to the extent to which you give us your specific consent.

We use your personal data to communicate with you, in order to verify your identity, to provide you with your personal area on our website, to handle your inquiries and orders, to forward your inquiries to the closest business partners of the BISOL Group, for the purposes of creating the desired offer, and to provide you with our services. Furthermore, we use your data to determine the Benefits due to you as result of your participation in the BISOL Supreme™ Cashback.

If you have given us your separate consent, we will also use your data, in the scope of the given consent, to provide you with, for example, offers and promotions from our company. You can revoke this consent at any time, whereby the revocation makes the further processing for the future inadmissible.

We store your personal and company-related data as long as there is a business relationship with you and, furthermore if there are legally standardized longer retention periods or if we need the data in the context of an official procedure.

7. Data Security and Forwarding

To protect your data, we use, among other things, encryption for data transmission (SSL encryption), firewalls, hacker defence programmes and other state-of-the-art security devices. When communicating via e-mail, the security of the data can only be guaranteed by us according to the latest state of the art technology.

The use of your personal and company-related data will be handled in principle by BISOL Group. Your personal data and company-related data can, however, be transferred / delivered to other service providers (the closest business partners of the BISOL Group), as well as to other companies within BISOL Group.

To carry out our services, communicate with you and manage our online presence we use the services of certain service providers. We assure you that we carefully select these service providers to ensure legal and secure data processing. In addition, we have obligated the service providers to use your personal data and company-related data only according to our instructions and according to the Data Protection Acts of Slovenia and the Data Protection Acts of the European Union. Further use of the data by these service providers is prohibited.

In addition, we will pass on your personal data and company-related data to the BISOL Group, insofar as this is necessary for recording purchases and calculating the resulting benefits, ensuring the necessary data security measures are taken. The BISOL Group companies are also obligated only to use your personal data and company-related data for the sole purpose for

which it was given, as provided for in the Data Protection Acts of Slovenia and the European Union. In particular, the affected services are as follows: contact via electronic messages (e. g. e-mail, SMS), by telephone or by letter for informing about products and your purchases, and processing transactions.

BISOL Group is an international corporation. Our business activities, management structure and our technical infrastructure transcend national borders. We can therefore send your personal data and company-related data to other BISOL Group companies abroad. A transfer of your personal or company-related data to the Member States of the European Economic Area, to Switzerland and to other countries with adequate level of data protection requires no further consent. If, however, your personal and company-related data is transferred to any country other than those mentioned above, we will inform you and of course comply with the applicable data protection regulations, provide you with appropriate guarantees and ensure the enforcement of your rights and remedies.

We will not pass on your personal data and company data to any natural or legal persons other than the natural and legal persons within the BISOL Group and to the closest business partners of the BISOL Group, unless you have given us your consent.

8. Your Data Protection Rights and Contact

You have the right to obtain information about the personal or company-related data that we process about you and may request their correction, deleting or restriction of processing. You also have the right of objection and the right to data portability (which means you have the right to receive the data in a structured, common and machine-readable format).

If you believe that the processing of your personal or company-related data violates the EU General Data Protection Regulation, you have the

right to lodge a complaint with the Information Commissioner of the Republic of Slovenia or to the supervisory authority of another EU Member State.

If the use of your personal or company-related data on this website is based on your consent you have the right to revoke your consent for the processing of this data for the future at any time without having to provide any reasons. By withdrawing your approval, your data may no longer be used. Please inform us in writing of your wish to withdraw approval (by post or e-mail) using the following address:

BISOL Group d.o.o.
Marketing Department
Latkova vas 59a
3312 Prebold, Slovenia
E-mail: marketing@bisol.com

Please also use this contact information for any questions regarding the use of your data as well as for information about the enforcement of your data protection rights.

Latkova vas, 18. 3. 2022