

Data protection policy to the General Terms and Conditions of Sale, Delivery and Payment of Bosch Industriekessel GmbH for Commercial and Industrial Systems

We process personal data of the customer within the scope of delivery and business relation with the customer (hereinafter called "data"). The protection of personal data and the security of all business data are important matters for us, and these are factored into our business processes.

We process personal data confidentially and only in accordance with legal provisions.

1. Responsible for data processing

The following are jointly responsible for data processing the **Bosch Industriekessel GmbH**, Nürnberger Straße 73 in 91710 Gunzenhausen, Germany, Tel.: +49 (0) 9831 56 0, privacy.ttdi@bosch.com, the **Bosch Industriekessel Austria GmbH**, Haldenweg 7 in 5500 Bischofshofen, Austria, Tel.: +43 (0) 6462 2527 0, privacy.ttai@bosch.com, the **Bosch KWK Systeme GmbH**, Justus-Kilian-Straße 29-33 in 35457 Lollar, Germany, Tel.: +49 (0) 6406 9103-0, privacy.ttkw@de.bosch.com, and the **Bosch Thermotechnik GmbH**, Sophienstraße 30-32, 35576 Wetzlar, Tel.: +49 (0) 6441 418 0, privacy.ttde@bosch.com.

2. Processing of personal data

Personal data comprises all information which refers to an identifiable or identified natural person, for example the name, addresses, telephone numbers, e-mail address or other information, which express the identity of a person. We only process personal data if there is a legal basis for doing so.

3. Processed categories of data

3.1 The following data categories are processed by us within the scope of the acceptance, the execution of the contract and the business relation with the customer:

- address, delivery and installation data,
- contract master data, contract invoice and payment details,
- information from third parties (e.g. credit agencies),
- customer history, and
- contact data.

3.2 Upon entering the contract, the customer commits to providing the data required for the acceptance, execution and termination of the contractual relationship and to fulfilling the associated contractual obligations. Without this information, we are unable to fulfill our contractual obligations to the customer.

4. Processing purposes, legal basis

We and our commissioned service providers process the customer's data for the following processing purposes:

- Fulfilment of primary and secondary contractual obligations in accordance with our above General Terms and Conditions of Sale, Delivery and Pay-

ment for Commercial and Industrial Systems as well as the respective contractual conditions; credit rating (legal basis: art. 6 par. 1 s. 1b GDPR),

- Product monitoring and product safety based on our justified interest in ensuring the safety of our products (legal basis: art. 6 par. 1 s. 1f GDPR),
- Marketing, sales coordination, market research and reach measurement to the extent permitted by law (legal basis: art. 6 par. 1 s. 1f GDPR, justified interest in direct advertising, as long as this is compliant with the legal data protection and commercial regulations),
- Preservation and defence of our rights (legal basis: art. 6 par. 1 s. 1f GDPR, our justified interest in the assertion and defence of our rights).

5. Disclosure of data

5.1 The customer's data will only be disclosed by us to other parties (hereinafter called "third party") if this is necessary for the fulfilment of the contract, we or the third party have a justified interest in the disclosure or if the customer has given their consent. Third parties may also be the companies affiliated with us as defined in §§ 15 et. seq. AktG. We commission external service providers for tasks such as delivery, sales and marketing services, contract management, payment transactions, programming, data hosting and hotline services. We have carefully selected these service providers and monitor them regularly.

5.2 We also transfer personal data to third parties based outside the EEA in so-called third countries. In such cases, before the transfer we ensure that the recipient either has an adequate level of data protection or that the customer has given their consent to the transfer.

5.3 On request, the customer can receive an overview of the recipients in third countries and a copy of the specifically agreed regulations for ensuring the appropriate level of data protection.

6. Duration of processing; retention

In general, we process the customer's personal data as long as this is necessary to fulfil our contractual obligations (fulfilment of purpose), we are obliged to fulfil legal obligations, in particular to comply with commercial and tax retention periods and/or have a justified interest in further processing.

7. Security

Our staff and service providers commissioned by us are obligated to maintain secrecy and to comply with the regulations of the applicable data protection laws. We take technical and organizational measures to ensure an adequate level of protection of the processed data and to protect it from risks, particularly unintentional or unlawful destruction, manipulation, loss, modification or unauthorized disclosure or access. Our security procedures are continually improved as new technology becomes available.

8. Data protection rights of the customer

8.1 The customer can request information about data stored on them and has the right to receive a copy of their data. In addition, in justified cases the customer

may demand the deletion or correction of their data or restriction on the processing of their data.

8.2 The customer may object to the processing of their data at any time, particularly if the processing is done in our justified interest for the purpose of direct marketing, or may revoke their consent to data processing at any time with effect for the future.

8.3 The customer has the right to receive personal data, which he has made available to us for processing by consent or for the fulfilment of the contract, in a structured, common and machine-readable format or - if technically feasible - to demand that the data be transmitted to a third party.

9. Exercising data protection rights

9.1 The customer has the right to file a complaint with a data protection authority. The data protection authorities in charge for us are: the Bayerische Landesamt für Datenschutzaufsicht (Bavarian State Office for Data Protection Supervision), the Hessische Datenschutzbeauftragte (The Hessian Data Protection Commissioner) and the Österreichische Datenschutzbehörde (Austrian Data Protection Authority).

9.2 In order to exercise their rights, the customer may also contact us using the **contact data** specified in **paragraph 1**. Alternatively, the customer can contact our Data Protection Officer: data protection officer, information security and data protection (C/ISP)
Robert Bosch GmbH, PO Box 30 02 20 in 70442 Stuttgart, Germany.