PRIVACY POLICY FOR CONDAIR DEVICES, CONDAIR PORTAL AND CONDAIR APP

We are delighted with your interest in our company. Data privacy has a high priority for the management of the Condair Group AG, Condair Inc., and Condair Ltd. (collectively, “Condair”, “we,” “us,” or “our”). This privacy policy summarizes what personal data Condair collects, uses, and processes. This privacy policy also informs you of your rights with respect to our use of your personal data.

This privacy policy applies to information collected through our Condair Mobile Application (“Condair App”), Condair devices (“Equipment”) that you register in our Condair App and/or in our Service Backoffice Site, all related sites and subdomains (“Condair Portal”) which support the registered Equipment, and our services through the Condair Portal.

COLLECTION AND USE OF YOUR DATA

A. Data we collect

In connection with your use of the Equipment, Condair App and/or the Condair Portal, we may collect the following categories of data:

- **User account data:** In order to use the Condair App and/or the Condair Portal, you may be required to create an account with us. Your user account data may include name, e-mail address, username and password.
- **Contact data:** Data enabling us to contact you directly, such as your name, e-mail address, telephone number and your addresses, when you place an order via the Condair Condair App and/or the Condair Portal.
- **Installation and servicing history:** Records of the installation of our products at your address or on your property and data about the servicing of this product.
- **Device data, remote access:** Data about the electronic devices (computer, mobile phone, smartphone) you use to connect to your Condair Condair App and/or the Condair Portal, such as data about the device type, your IP address, the browser you use and other applications on your device connected to our services and products.
- **How you use your Equipment:** Data about the Condair products and services you use at home or other premises, which devices are connected with the Condair App and Condair Portal and how these devices are used together with Equipment. This includes, for example, data about room air humidification, room air temperatures and humidifier settings and time schedules for controlling your Equipment, such as room air humidity, room air temperature and type of the device you have connected to your Equipment.
- **How you use your Condair Condair App and/or Condair Portal:** When you use the Condair Condair App and/or the Condair Portal, we record data about the pages viewed by you and how you used them.
- **Demographic Information:** We may have access to demographic details about you such as birthdate, gender, ZIP code, and other similar details.
- **Location data:** Data about the exact location of your Equipment, if you share this with us. This will allow you to optimise control of room air humidity by reference to weather data.
- **Call and email records:** If you call or email our customer service agents, we may keep records of those conversations.
- **Inferences:** We may use any of the above information to draw inferences from these categories of information such as consumer preferences, behavior, and characteristics.

2505 / EN

B. How we collect data

Condair collects data from the following sources:

- **You:** Condair collects personal data directly from you, for example when you create your Condair account, use the Codair Condair App and/or the Condair Portal and their associated services, buy products from us, complete forms and communicate directly with us by e-mail or other method.
- **Your Devices:** Certain information is automatically collected from the electronic devices (computer, mobile phone, smartphone) you use to connect to your Condair Condair App and/or the Condair Portal.
- **Public Sources:** We may also obtain data from publicly accessible sources (e.g. debt enforcement registers, land registers, commercial registers, press, internet, media, social media).
- **Third Parties:** We may collect data from other companies (including those within the Condair Group and Condair Affiliates) and from authorities and other third parties (credit agencies, address dealers, installers and service technicians about the installation

and maintenance of Equipment in your home or other premises, information from media and internet, credit information, your addresses and possibly interests and other socio-demographic data). Your information may be collected and processed independently in accordance with the third party's own privacy notices. We may combine the information provided by third parties with any information we collect.

- **Data processing through use of the Condair App and the Condair Portal:** When you visit the Condair App and the Condair Portal, general information is automatically collected (e.g., date of your visit, time zone, type of web browser and its settings, version and language, your IP address, MAC address of the terminal device (e.g., computer or cell phone), the operating system used, content retrieved and the domain name of your internet service provider).
- **Server Log Files:** The Condair App and the Condair Portal automatically collect and store information in so-called „server log files", which your browser automatically transmits to us.

If you have given us consent to process your personal data for specific purposes (for example, when you register to receive newsletters), we will collect your personal data within the scope set and based on this consent. We may also base the collecting and processing of personal data on other legal grounds, if at all necessary. These include the fulfillment of a contract, the implementation of pre-contractual measures or the protection of other legitimate interests.

If you are acting on behalf of a third party or providing us with information about a third party, you declare that you are an authorized representative or agent of that third party and/or that you have obtained all necessary consents from that third party to the collection, processing, use and disclosure of their personal information to us or by us in accordance with the terms of this privacy statement.

C. Purposes of processing

We may use the data we collect for the following purposes:

- Fulfilling the purposes of our organization, providing our services and initiating and executing agreements with our customers and business partners, as well as to comply with our legal obligations. If you work for our members, customers or business partners, your personal data may also be collected.
- Providing and developing our products, services and websites, apps and other platforms, on which we are active.
- Administration of your account; installation and customer services.
- Investigation of misuse of your account, fraud and debt collection.
- Processing payment for our products and services.
- Shipping of products to you.
- Data analysis and statistical records for better understanding of how you use our products at home and for providing you with advice and recommendations for the use of our products. Such data may include:
  - How you use our products
  - How you use our Condair App and Condair Portal
  - Device data, remote access
  - Device data, product
  - Transaction data
  - Installation and servicing history
  - Records of your correspondence with our customer service teams
- Identifying products and services which might be of interest to you.
- Validating recommended applications.
- Continuous personnel training.
- Purpose of customer acquisition.
- Credit or creditworthiness checks.
- Advertising and marketing (including the organization of events), provided you have not objected to such use of your data.
- Market and opinion research, media monitoring.
- Assertion of legal claims and defense in connection with legal disputes and official proceedings.
- Prevention and investigation of crimes and other misconduct (e.g., conducting internal investigations, data analysis to combat fraud).
- Guarantees of our operations, in particular IT, our websites, apps and other platforms.

Condair Affiliates use personal data to provide their services (maintenance) and to initiate and execute service agreements with you, as well as to comply with their legal obligations.

We may anonymise and summarise any personal data we hold (so that the data cannot be traced back to you). We may use anonymised and aggregated data for purposes including the testing of our IT systems, research, data analysis, improvement of our website, apps and products and the development of new products and services.

D. How we share your data and for what purposes

We may share your information in the following ways:

- Affiliates and Subsidiaries: Condair may share your information with our affiliates and subsidiaries in order to provide services to you.
- Service Providers: We partner with third parties to assist with many aspects of our business, including fulfilling orders, advertising, analyzing your interests and activity on the Condair Portal, and helping us communicate with you. These third parties may provide services related to any of the purposes described in Purposes of processing, and we may share with them any types of information described in Data we collect. We may also receive information collected by these third parties and combine it with the information we have collected. Your information may also be collected and processed by third parties, such as the payment providers you select, who will process your information independently in accordance with their own privacy notices.
- Legal Compliance: We will disclose information about you, including to government bodies or law enforcement agencies, when we believe it to be necessary for compliance with the law or to protect Condair or our customers.

E. Duration of retention

Unless an explicit retention period is specified at the time of collection or in this privacy statement, we process and store personal data until it is no longer required to fulfill the purpose for which it was collected, unless legal retention obligations (e.g., commercial and tax retention obligations) do not allow deletion. It is possible that personal data will also be retained for the period in which claims can be asserted and insofar as we are otherwise legally obligated to do so, or whether otherwise required by legitimate business interests (e.g., for evidence and documentation purposes).

F. Your privacy choices

You can control the data we collect in the following ways:

- Local information is only available in the app, if it is manually entered by the user or the service organization. Geolocation from the phone are not used by the app. Emails: You can unsubscribe from marketing emails by clicking the unsubscribe link in the footer of such email.
- Online Advertising: For information about opting out of third party advertising, visit: NAI Opt-Out and DAA Opt-Out. You can also click on the icon that may appear on some of our advertising served through these technologies. We may use more than one third party company for placing this advertising, which would require you to opt out of each company.

To learn more about your privacy rights and options, see Your European and Switzerland Privacy Rights and Your United States Privacy Rights, below.

G. Service messages

If you choose in the Condair App or in the Condair Portal settings, the Condair App and/or the Condair Portal sends service messages by e-mail or a push notification directly to your smartphone or device via our Condair App whenever we have something important or interesting, we need to draw to your attention or whenever you ask to be informed about various events. You can unsubscribe this notification service in the settings. If you choose to use our service message functionality and have a service agreement with one of Condair Affiliates, the relevant Condair Affiliate receives respective service messages over the Condair Portal.

H. Security

Condair implements a variety of security measures to maintain the safety of your personal data. For this purpose, we use appropriate technical and organizational measures. While we take these measures, no security measures are perfect or impenetrable.

Condair Portal uses SSL encryption for security reasons and to protect the transmission of confidential content. You can recognize an encrypted connection by the fact that the address line of the browser changes from „http://“ to „https://“.

You can protect your information by selecting strong, unique passwords for your accounts and any associated email addresses. If you have concerns about the security of your account, or wish to alert us of any potential vulnerabilities, please contact data-protection@condair.com.

We do not guarantee that our service will be available at specific times: malfunctions, interruptions or downtimes may occur.

I. Children’s privacy

The Condair App and Condair Portal are not intended for children under 16. No one under 16 should share any personal data with us through the Condair App or Condair Portal. We do not knowingly collect any personal data from children under 16 on our Condair App or Condair Portal. To request deletion of personal data relating to a child under 16, please email data-protection@condair.com.

J. Changes to privacy policy

This privacy policy is for your information only and is not part of any contract with you. We reserve the right to change the content of this privacy policy at any time and without notice. The current version published on our website and in the Condair App applies. We therefore recommend that you consult this privacy policy regularly. In addition to this privacy policy, we may inform you separately about the processing of your data, for example by means of further separate data protection statements relating to specific relationships (e.g., customer, client, or applicant relationships).

YOUR EUROPEAN AND SWITZERLAND PRIVACY RIGHTS

K. Controller

The responsible party for the processing of personal data and, therefore, the controllers according to this privacy policy is:

Condair Group AG
Gwattstrasse 17
8808 Pfäffikon SZ
Switzerland («Condair Group»)
Website: www.condairgroup.com

If you have a service agreement with a service company of Condair Group or a distributor the relevant entity (individually or collectively referred to as “Condair Affiliate” or “Condair Affiliates”). Please find a list of the entities and their respective contact data under the following link: https://www.condairgroup.com/company-information.

The person responsible for data protection at our Condair Group can be reached at the aforementioned postal address, by e-mail to data-protection@condair.com or by telephone at +41 55 416 62 02.

L. Representative of the Condair Group in the EU/EEA:

Condair GmbH
Nordportbogen 5
22848 Norderstedt
Deutschland

In addition to the Condair Group, Condair GmbH serves as a contact point for supervisory authorities and data subjects in the EU/EEA for all questions in connection with the processing of personal data by the Condair Group.

M. Personal Data and Terminology

For purposes of Your European and Switzerland Privacy Rights, personal data is any information relating to an identified or identifiable natural person such as name, address, telephone number, e-mail address, date of birth, etc. (“personal data”).

Processing means any operation with personal data, irrespective of the means and the procedure applied, in particular, the collection, storage, use, revision, disclosure, archiving or destruction of data (“processing” or processed”).

Controller means a natural or legal person, public authority, agency or other entity which, alone or jointly with others, determines the purpose and the means of processing personal data (“controller”).

Any natural or legal person, public authority, agency or other entity which processes personal data on behalf of the controller is a processor (“processor”).

Data Subject is any natural person whose personal data is processed (“data subject“).

N. Rights of the data subject

Consent given can be revoked at any time, without affecting the lawfulness of the data processing carried out already. In addition, depending on the circumstances and the applicable data protection law you may have the right to information, correction, deletion, or restriction of the processing of your personal data, the right to object to the processing and the right to data portability. Please note that the exercise of these rights may conflict with contractual agreements and may have consequences such as the premature termination of the contract or cost consequences. We will inform you in advance if this is not already contractually regulated. We are also entitled to make use of the statutory restrictions on your rights, for example if we are obliged to retain or process certain data, have an overriding interest in doing so, or require it for the assertion of claims.

In addition, every data subject has the right to enforce his or her claims in court or to file a complaint with the competent data protection authority, if the applicable law provides such a right. The competent data protection authority in Switzerland is the Federal Data Protection and Information Commissioner (FDPIC/EDÖB).

Regarding your rights as well as further questions, suggestions, and comments on the subject of data protection, please contact the person responsible for data protection at the contact data mentioned at the beginning (see section A).

O. Data Transfer

Within the scope of our business activities and the purposes mentioned in Section C of Collection and Use of Your Data, we also disclose personal data to third parties, insofar as this is permissible and appears to us to be appropriate, either because they process data for us or because they use the data for their own purposes. This concerns in particular the following entities:

- service providers of us (e.g., installers and service technicians, development partners), including other processors (such as newsletter, cloud or IT providers) and other controllers (Condair Affiliates, see section A and D);
- suppliers, subcontractors and other business partners;
- logistics enterprises;
- domestic and foreign authorities, agencies or courts;
- other parties in possible or actual legal proceedings;
- other companies of the Condair Group.

We never pass on data to third parties for advertising purposes.

In this context, your personal data may be stored in Switzerland as well as in other countries in Europe and the United States where the service providers we use are located (such as Microsoft). If personal data is processed outside of Switzerland or the European Economic Area, we will take the steps required by applicable data protection law to ensure that your personal data is treated as securely and safely as it is in Switzerland or within the European Economic Area, unless we can rely on an exception clause. An exception may apply in the case of legal proceedings abroad, but also in cases of prevailing public interests, if the performance of a contract requires such disclosure or if you have consented.

YOUR UNITED STATES PRIVACY RIGHTS

P. Your rights

Certain states in the United States afford their residents rights with respect to their personal data. The rights described herein are subject to exemptions under applicable law. For purposes of this section, the term “personal data” includes both “personal information” and “personal data” as defined by applicable law.

If your personal data is subject to a privacy law in your state, you may have certain privacy rights with regard to that information. You may have the right to:

- Know, access, and confirm your personal data.
- Delete the personal data we have about you, subject to exceptions under applicable law.
- Correct inaccuracies in your personal data.
- Obtain your personal data in a portable and readily usable format.
- Opt-out of the use or processing of your personal data for profiling or targeted advertising.
- Opt-out of the sale or sharing of your personal data.

Under certain state laws, you may also have the right not to receive discriminatory treatment for the exercise of any of these privacy rights. We will not discriminate against you because you have exercised any of your rights.

Certain state laws may also provide you the right to appeal our decisions regarding your rights requests if we do not respond to your requests or do not take action regarding your requests. Additionally, if you are a resident of the state of California, you may have a right to pursue legal action for improper handling of your personal data.

Q. How to Submit a Request

If you wish to exercise the rights listed above, and are a resident of a state that provides such privacy rights, you may submit a request by emailing data-protection@condair.com or by calling us at +41 55 416 62 21 . If you choose to submit your request via email, you must include “Privacy Rights Request” in the subject line and clearly provide us with the following information: what type of request you are making, your full name, email address, and physical address. You may only make one request per email.

We are required to provide you with access to your personal data or delete your personal data only in response to verifiable consumer requests. We will compare the information you provide by telephone or via email with any information we may have in our possession in order to verify your request. We may also contact you to request additional information in relation to your request. The information you provide must match the information we have in our possession. This measure is in place to help ensure that personal data is not disclosed to any person who does not have the right to receive it. The information collected through this process will be used for verification purposes only.

R. Authorized Agent

Please note that you may authorize an agent to exercise any of these rights on your behalf by contacting us by email at data-protection@condair.com. If you use an agent, we will take measures to verify your agent’s authorization similar to the verification described above. We may require more information to ensure proper verification of you and your agent’s identity and authorization.

S. Categories of Personal Data Collected and Disclosed for a Business Purpose

We collect and disclose the categories of personal data that are indicated in the chart below. Note that the specific pieces of personal data we collect about you may vary depending on the nature of your interactions with us and may not include all of the examples listed.

Category of Personal Data Collected	Business Purposes for Collection, Use, and Disclosure
Identifiers (such as your name, address, email address, birthdate, online identifiers, or other similar identifiers)	• Respond to your requests • Provide the Condair App and Condair Portal to you • Guide decisions about Condair, our Condair App, Condair Portal, tools, and communications • Prevent, detect, and investigate fraud, security breaches, and potentially prohibited or illegal activities • Comply with applicable laws and regulations
Records Information (such as your name, address, telephone number,)	• Respond to your requests • Provide the Condair App and Condair Portal to you • Prevent, detect, and investigate fraud, security breaches, and potentially prohibited or illegal activities • Comply with applicable laws and regulations
Characteristics of protected classifications (such as your age, gender or race and ethnicity)	• Respond to your requests • Provide the Condair App and Condair Portal to you • Personalize your experience by providing content through the Condair App and Condair Portal • Inform our marketing practices
Commercial information (such as records of the services you have purchased, obtained, or considered)	• Provide the Condair App and Condair Portal to you • Personalize your experience by providing content through the Condair App and Condair Portal • Comply with applicable laws and regulations • Inform our marketing practices
Internet or other electronic network activity information (such as your IP address, device identifiers, device advertising identifiers, mobile network, operating system details, language preferences, referring URLs, length of visits, anonymous traffic data, pages viewed, and information regarding interactions with our services or advertisements)	• Enhance your experience with the Condair App and Condair Portal by remembering your preferences from a previous use of the Condair App and Condair Portal • Guide decisions about the Condair App and Condair Portal, applications, services, tools, and communications • Operations • Prevent, detect, and investigate fraud, security breaches, and potentially prohibited or illegal activities • Comply with applicable laws and regulations
Geolocation data	• Respond to your requests • Provide the Condair App and Condair Portal and services to you • Personalize your experience by providing content through the Condair App and Condair Porta
Inferences used to create a profile reflecting your preferences, characteristics, and behavior.	• Inform our marketing practices • Guide decisions about the Condair App and Condair Portal, applications, services, tools, and communications • Analytics • Comply with applicable laws and regulations

We may also collect personal data about you that does not directly fit within one of the categories listed above, which information is described in Data we collect.

We share personal data about you with service providers and third parties for business purposes, such as operational purposes and other purposes related to providing you with the services you seek from us. For more information about the business purposes for which we disclose personal data, see How we collect data.

T. Sources of Personal Data

We may collect your information from the categories of sources listed under How we collect data.

U. Categories of Personal Data Sold or Shared

We may disclose your personal data for the following purposes, which are not a sale: (i) for reasons mentioned above; (ii) if you direct us to share personal data; (iii) to comply with your requests under applicable law; and (iv) as otherwise required or permitted by applicable law.

We do not sell personal data or share personal data about you for purposes of cross-context behavioral advertising, profiling, or targeted advertising.

We do not knowingly sell or share personal data of individuals under the age of 16 without affirmative consent.

V. Deletion Rights

You may request that we delete your personal data that we have collected directly from you. Under applicable law, we may decline to delete your personal data under certain circumstances, for example, if we need the personal data to complete transactions or provide services you have requested or that are reasonably anticipated, for security purposes, for internal business purposes (including maintaining business records), to comply with law, or to exercise or defend legal claims. Note also that we are not required to delete your personal data that we did not collect directly from you. We require a reasonable or high degree of certainty that the requester is the consumer for which a deletion request is applicable, depending on the sensitivity of the personal data.

W. California Consumer Privacy Rights Requests from January 1, 2023 – December 31, 2023

Type of Request	Total Requests Received	Requests Denied	Requests Complied With	Average Days to Respond
Request to Access Data	0	N/A	N/A	N/A
Request to Delete Data	0	N/A	N/A	N/A
Request to Opt-Out of "Sale"	0	N/A	N/A	N/A
Request to Opt-Out of "Sharing"	0	N/A	N/A	N/A
Request to Correct	0	N/A	N/A	N/A

X. Sensitive Personal Information and Sensitive Data

We will not process your Sensitive Data or Sensitive Personal Information (as those terms are defined under applicable privacy law) without your prior consent.

Y. Additional California Privacy Rights

California residents may also ask us to provide them with (i) a list of certain categories of personal data that we have disclosed to third parties for their direct marketing purposes during the immediately preceding calendar year, and (ii) the identity of those third parties. California residents may make one request per calendar year. In response to your written request, Condair is allowed to provide you with a cost-free means to opt-out of such sharing.

Condair has chosen to provide you with a cost-free means to opt-out of such sharing, which you can accomplish by emailing us at data-protection@condair.com. In your request, please include a subject line that states "CA Shine the Light Request", state that you are a California resident, and identify that you would like to opt out of sharing your data with third parties for their direct marketing purposes. You can also opt out by sending this same information to us at the following address:

Condair Inc.
1021 6th Street
Racine, WI 53403

Effective Date: June 30, 2024