



Privacy Notice

pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, on the protection of natural persons in the processing of such personal data and the free movement of data, which repeals Directive 95/46/EC (hereinafter referred to as the "Regulation" or "GDPR") and pursuant to the Slovak law no. 18/2018 Coll. on the protection of personal data (hereinafter referred to as "the law")

Introduction

FUSO Industries Slovakia LTD., located in Považská Bystrica, Slovak Republic, **as the Controller** (hereinafter referred to as the "Controller") hereby **informs its customers, business partners** (customers and suppliers), as well as **their employees** authorized for individual areas of communication regarding the supply of products and services within the framework of contractual relations, **about the processing of their personal data associated with pre-contractual communication and business relations.**

Privacy Policy

We process your personal data only based on legal conditions, which are specified in the regulation or in the law. As controller, we are responsible for the protection of your personal data, which we have obtained or are obtaining from you in accordance with the regulation and the law in the scope and manner according to the information provided in this declaration.

Your personal data will be stored and backed up securely, in accordance with our security policy and the security policy of our intermediaries, and only for the period specified below.

Access to your personal data will be given to recipients and persons authorized by us who process it based on our instructions and in accordance with our security policy. As an operator, we are obliged to ensure data backup in accordance with the security requirements of the regulation and the law.

Source of obtaining personal data

We primarily obtain your personal data directly from you, when you voluntarily provide it to us in connection with an inquiry or request for our products that you address to us in person, by telephone, in writing by post or electronically, based on your request.

If you are an employee of our business partner, which is a legal entity, or a self-employed person who has designated you as his authorized person for individual areas of communication regarding the supply of products and services within the framework of contractual relations, we obtain personal data from your employer; providing the data that is the content of this information does not affect your employer's information obligation to the extent according to Article 13 of the regulation, or § 19 of the Act when obtaining and processing your personal data in connection with the employment relationship between an employee and an employer.

We also obtain your personal data from our contractual partners or from other authorized persons in connection with the fulfillment of contracts or our other contractual, pre-contractual or other obligations.

Categories of personal data

Data that we process by default about customers, business partners, including personal data of their employees:

Identification and contact data: name, surname, contact and delivery postal address, telephone contacts, e-mail contacts, and if you are a natural person doing business, also your business name, address of the place of business or headquarters, identification number and tax identification number.

Banking, financial and transaction data: bank account data, payment data.

Information created by our company as a result of the conclusion of the relevant contract: in particular, the customer number, the date and number of the issued accounting and tax document, the type and quantity of the purchased goods or services, the purchase price of the purchased goods or services, the date and method of payment of the price for the goods or services, the date and the method of delivery of the goods or the implementation of the service.



Information about our mutual communication or other contact related to the conclusion and performance of the contract: in particular, the communication channel used, the date and content of the communication.

Information related to a possible withdrawal from a contract concluded using means of remote communication (in particular, the date of withdrawal, the method of settlement of an already completed purchase).

Information related to your claim for purchased goods/services (in particular, the date of the claim, numbers and data of the claim documents, description of the claimed defect, required method of processing the claim, method of processing the claim, date of processing the claim).

Information related to your complaint or appeal: in particular, identification and contact information about the complainant or the appellant, the reason for the complaint, appeal, method of resolution of the complaint, appeal, or dispute.

Information about your evaluation: of the purchased product and satisfaction with our company.

The necessity of providing personal data

We absolutely need your personal data from you, because if they are not provided, there cannot be a contractual relationship between the supplier and the customer, since in accordance with Slovak Act no. 513/1991 Coll. - Commercial Code as amended (hereinafter referred to as the "Commercial Code"), your identification as a contractual party is one of the essential requirements of the contract. However, if you decide not to provide us with your telephone number or e-mail address, this does not prevent the formation of a contractual relationship, but our mutual communication will not be as effective as if you had provided them to us.

We will require the provision of the identity document number only from persons authorized by the customer to receive our deliveries. The purpose is the need for clear identification when handing over and taking over our products and preventing the possibility of another person taking them over, as well as the successful resolution of any complaint's procedure.

Recipients of personal data

All your personal data will be stored in our internal systems and will be further provided by us to various cooperating entities. Recipients of personal data can be:

- control, supervisory and other state authorities within the scope of their activities in accordance with a special legal regulation (e.g. Slovak Trade Inspection, Personal Data Protection Office, Tax Office, etc.),
- courts and law enforcement authorities based on their request, or within the legitimate interests of the operator in proving, exercising, and defending legal claims,
- contractually authorized service providers who:
 - provide us with management, hosting, and service services for the software applications we use,
 - ensure the delivery of the goods ordered by you (Slovak Post, deliverymen, courier),
 - participate in processing and settlement of claims made by you (manufacturers or suppliers of goods),
 - provide us with legal services, they ensure the protection of our legally protected interests and represent us in determining, defending, and enforcing our legal claims (lawyers, executors).
- other recipients to whom the operator is obliged to provide personal data in accordance with a special law or legitimate interest, such as auditors, legal advisors, tax and accounting advisors, insurance companies, banks, credit registers, persons who are with us in an employment-legal or other similar relationship, namely to the extent that is absolutely necessary for the performance of their work or rights, and which at the same time in relation to the provided or made available personal data they will have to the extent and under the conditions agreed in the written contract that we conclude with them or established by generally binding by law, the obligation to keep such information confidential.



We have duly concluded contracts with all intermediaries, based on which we have ensured the protection of your personal data. We ensure that these intermediaries ensure an adequate level of personal data protection, in accordance with applicable legal regulations relating to the protection of personal data.

We will notify you of information about a specific business partner to whom your personal data may be made available in a specific case based on your request sent to the address of our company headquarters.

Purpose and period of personal data processing

We will collect and further process your personal data for the following purposes:

↳ **Delivery of products, handling of complaints and settlement of insurance claims**

For the fulfillment of contractual obligations within your order, based on which we will deliver products to you as our customer, as well as other obligations related to order management, receiving and handing over goods, handling insurance claims, processing claims and complaints, invoicing in connection with the delivery of goods and related services, storage of related documentation and records, mutual communication between contractual parties, etc. The legal basis for processing your personal data for this purpose is Article 6(1)(b,c) GDPR, i.e. fulfillment of the contract and fulfillment of the legal obligations of the controller arising mainly from Slovak Act no. 513/1991 Coll. - Commercial Code as amended. In this case, the provision of personal data by the person concerned is a contractual requirement. In case of failure to provide personal data, it will not be possible to enter a contractual relationship with the data subject.

We will process your personal data for the time necessary to achieve the purposes of their processing, but at the longest for the duration of the contractual relationship. After the termination of the contractual relationship, your personal data will only be stored, for a period of 10 years from the end of the contract, because the obligation to store the contract and accounting and tax documents related to the contract, which contain your personal data, follows from generally binding regulations, from of the Slovak Accounting Act.

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↳ **Fulfillment of contractual obligations**

To fulfill contractual obligations or take measures at your request before we conclude a contract with you, especially for the purposes of processing and sending quotations, preparing and concluding contracts, recording contracts including all their changes in our internal system, checking the fulfillment of contracts and the obligations of the contracting parties especially in the framework of purchase contracts and framework contracts, as well as other obligations related to contract management, receiving and handing over goods, handling insurance claims, processing claims and complaints, invoicing in connection with the supply of goods and services, keeping related documentation and records, mutual communication of contractual parties, etc. The legal basis for processing your personal data for this purpose is Article 6(1)(b,c) GDPR, i.e. fulfillment of the contract and fulfillment of the legal obligations of the controller arising mainly from Commercial Code as amended.

In this case, the provision of personal data by the person concerned is a contractual requirement. In case of failure to provide personal data, it will not be possible to enter a contractual relationship with the data subject.



After the termination of the contractual relationship, your personal data will only be stored, for a period of 10 years from the end of the contract, because the obligation to store the contract and accounting and tax documents related to the contract, which contain your personal data, follows from generally binding regulations, from of the Slovak Accounting Act.

↳ **Dealing with customer complaints**

To resolving customer complaints, the company processes the following personal data: name, surname, information provided in the complaint and, depending on how the customer filed the complaint, their address, phone number or e-mail address. The legal basis for the processing of personal data is Article 6(1)(b) GDPR. The processing of personal data by the company is necessary to resolve the customer's complaint.

↳ **Exercising the rights of affected persons**

It is the legal obligation of the controller to ensure the proper handling of requests by which the affected persons exercise their rights in accordance with the regulation.

Your personal data, processed for the purpose of properly exercising the rights of the data subject, may be processed for a period of 5 years if you exercise the right of the data subject.

↳ **Exercising company claims**

The company processes the following data for the purpose of asserting the company's claims: data specified in contracts with customers and suppliers, data specified in complaints, data required for filing a lawsuit by the company, data specified in a lawsuit against the company, data specified in theft records, data kept in accounting and other data necessary in connection with the possible application of claims or the defense of the company's interests. The purpose of processing these personal data is the legitimate interest of the controller, and the legal basis for processing is Article 6(1)(f) GDPR. The processing of personal data by the company is necessary for the purposes of the legitimate interests of the company. The legitimate interest of the company is the protection of its property as well as protection against unjustified claims against the company.

If we assert legal claims against you and conduct judicial or administrative proceedings, or if you assert legal claims against us and conduct judicial or administrative proceedings against us, personal data will be processed for proving, exercising, or defending legal claims until the legal termination of such proceedings.

In the event that you have not fulfilled your obligation to our company, that we have suffered damage due to reasons on your part, or in the event that, on the contrary, you assert your claims against our company through certain legal means, or there is a real risk that the aforementioned situations will occur in the future, we can process your personal data in the entire above-mentioned scope on the basis of the legitimate interest of our company consisting in the recovery of our claims and/or the protection of the rights and legally protected interests of our company (e.g. determination, defense or enforcement of legal claims before the court). For this purpose, we store your personal data after the statutory limitation period.

↳ **Fulfilling the company's legal obligations**

The company processes personal data for the purpose of fulfilling the company's legal obligations. The legal basis for processing is Article 6(1)(c) GDPR (e.g. Accounting Act, Value Added Tax Act, Income Tax Act, Consumer Protection Act, Archives and Registries Act). The processing of personal data by the company is necessary for the purpose of fulfilling legal obligations by the company.

For this purpose, we store your personal data in accordance with the deadlines determined by the laws applicable to the company, according to the Slovak Act on Accounting and the Slovak Act on Archives and Registries.

Transfer to third countries or an international organization

Between FUSO Industries LTD. located in Považská Bystrica, Slovakia and the headquarters of FUSO Industries LTD. located in Osaka, Japan, data transfers are made to enable the parties to operate as a group of businesses.

Your rights according to the Regulation and the Slovak Personal Data Protection Act



Right of access

You have the right to be provided with a copy of the personal data we hold about you, as well as information about how we use your personal data. In most cases, your personal data will be provided to you in written document form, unless you request another way of providing it. If you have requested the provision of this information by electronic means, it will be provided to you electronically if technically possible.

Right to rectification

We take reasonable steps to ensure that the information we hold about you is accurate, complete, and up to date. If you believe that the data, we hold is inaccurate, incomplete, or out of date, please do not hesitate to ask us to correct, update or supplement this information.

Right to erasure

You have the right to ask us to delete your personal data, for example, if the personal data we have obtained about you is no longer necessary to fulfill the original purpose of processing. However, your right must be assessed considering all the relevant circumstances. For example, we may have certain legal and regulatory obligations which mean that we will not be able to comply with your request.

Right to restriction of processing

In certain circumstances, you are entitled to ask us to stop using your personal data. These are, for example, cases when you think that the personal data, we have about you may be inaccurate or when you think that we no longer need to use your personal data.

Right to data portability

In certain circumstances, you have the right to ask us to transfer the personal data you have provided to us to another third party of your choice. However, the right to portability only applies to personal data that we have obtained from you based on consent or based on a contract to which you are a party.

The right to object

You have the right to object to data processing based on our legitimate interests. If we do not have a compelling legitimate reason for processing, and you file an objection, we will not process your personal data further.

The right to file a complaint

If you want to file a complaint about the way your personal data is processed, including exercising the above-mentioned rights, you can contact Personal Data Protection Coordinator directly by e-mail: gdpr@fuso-industries.eu. We will properly check all your suggestions and complaints.

If you are not satisfied with our answer, or if you believe that we are processing your personal data unfairly or illegally, you can file a complaint with the supervisory authority, which is the Personal Data Protection Office of the Slovak Republic (<https://dataprotection.gov.sk>).

Final provisions

In case of any questions regarding the processing of your personal data, you can contact us in person or in writing at the address of our headquarters or you can directly contact our Personal Data Protection Coordinator by e-mail: gdpr@fuso-industries.eu.

This information is up-to-date and valid from March 1, 2024.

We reserve the right to change, modify and update this privacy policy at any time. Please check regularly to see if you are familiar with our most up-to-date announcement.