

Privacy Statement

ONLINE PRIVACY STATEMENT

CH International is committed to responsibly handling and protecting your personal data. We created this statement to provide you with clear and understandable information about our privacy practices when you access or use our website www.chconsultingservice.com, so you can make informed decisions about the use of your personal data by CH. When accessing other services and applications through our site, please read the specific privacy terms that may apply.

CH reserves the right to update this statement by publishing a new version online. The last update of this statement occurred in December 2020. When this statement refers to CH, it means CH and its affiliates with which you have, have had, or will have business relationships, deciding which of your data will be collected and how it will be used. You can learn about CH's affiliates by visiting the list of offices on our website.

COLLECTION OF PERSONAL DATA

CH collects personal data that you provide directly when requesting information about our services, subscribing to our website services, email notifications, or newsletters, sending a question through our inquiry forms and service centers, or placing an order on our website. This data may include:

- Identification and contact data, such as first name, last name, job title, phone number, email, address, and country;
- Financial and transaction data, such as credit card details;
- Any information that you voluntarily share, such as comments, opinions, and information provided through our service centers.

CH also collects personal data automatically when you visit our website. This data may include:

- Device information, such as IP address, referring website, pages visited, as well as visit time on CH's website;
- Internet registration information collected by our partners, such as Google Analytics, which does not personally identify you;
- Information collected by cookies (for more information, please refer to the Cookie Policy).
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PURPOSES FOR PERSONAL DATA

CH will use your personal data for the following purposes:

- Improve the website to ensure that content is presented in the most effective way for you and your device;
- Send emails and communications regarding services and events that may interest you, if this aligns with your marketing preferences;

- Analyze your usage of our website for trend monitoring and promotional marketing purposes;
- Respond to inquiries, comments, and provide support through communication channels such as customer service or contact;
- Maintain the security of our website, comply with legal requirements and obligations;
- Execute or finalize any contact or request you made on CH's website;
- Set up and manage your user account;
- Share data with Bureau Veritas Group and NCC Group companies so they can offer products or services to you.

You will be notified before we collect any personal data for any other purpose.

HOW WE SHARE PERSONAL DATA

CH shares and transfers your personal data as described in this document and always in accordance with all privacy practices and local privacy requirements. Occasionally, we may share non-personal, anonymized, and statistical data with third parties for our own business purposes. We may share personal information with the following parties and for the following reasons:

- Other companies in the Bureau Veritas Group and other companies in which NCC Group is the majority owner when necessary to fulfill the purpose for which you provided your personal data, specifically if needed for service delivery, account administration, sales, marketing, and support.
- CH adopts measures from the Bureau Veritas Group and NCC Group following the global data protection policy, this privacy statement, and applicable local law when handling personal data.
- Occasionally with contracted third parties and suppliers performing certain functions on behalf of CH, such as sample collection and delivery, fulfilling inspection orders, sending emails, removing repetitive information from customer lists, data analysis, and processing credit card payments, direct marketing services, and cloud hosting services. These individuals will only have access to the information necessary to perform their functions and will not be able to use it for any other purposes than providing services to CH.

For any reason, at CH's sole discretion, it believes it is reasonable to do so, including to comply with any law, regulation, or government or court order for disclosure of information; in the event of a merger, sale, restructuring, acquisition, partnership, or assignment, to disclose necessary information to identify, contact, or process a person who may be infringing our business values and principles or other terms and conditions; or to otherwise protect CH from companies.

PERSONAL DATA RETENTION PERIOD

CH will keep your personal data stored for the necessary period to fulfill the original purposes for which it was collected. Please note that in certain cases, a longer retention period may be required or permitted by law or for CH to pursue its business interests, obtain certifications, comply with legal obligations, fulfill our contracts, or resolve any litigation. The criteria used to determine our retention periods include:

- How long is it necessary to retain the data to provide our products or services or conduct business?
- Do you have an account with us? In this case, we will keep your data while your account is active or for as long as necessary to provide you with the services.
- Are we subject to any legal, contractual, or similar obligation to keep your data? Examples include laws that require data to be retained in the applicable country, government orders to preserve data relevant to any investigation, or data that must be retained for contract or litigation purposes.

PROTECTION OF PERSONAL DATA

CH observes rigorous security procedures regarding the storage and disclosure of the information you provide us to prevent unauthorized access, loss, or destruction of your personal data. These include:

- Physical protections, such as locked doors and file cabinets, controlled access to our facilities, and secure destruction of media storing your personal data.
- Technological protections, such as the use of antivirus software, terminal protection, and monitoring of our systems and data centers to ensure compliance with our security policies.
- Organizational protections, such as training and awareness programs about security and privacy, to ensure that employees understand the importance of protecting your personal data and know how to do so.

CH does not seek to collect sensitive personal data (also known as special categories of data). If this is done, the data will always be collected in accordance with local data privacy requirements. If you choose to provide us with unsolicited sensitive personal data, you will be required to authorize the processing of such data on a case-by-case basis through a specific express authorization form.

CH does not intentionally collect or solicit personal data from individuals under the age of 16. If you are under 16, please speak with your parent/guardian for permission before providing any personal information to CH. Without this authorization, you may not provide us with your personal data. If we become aware that we have collected data from an individual under the age of 16, we reserve the right to delete such data without prior notice or authorization.

HOW TO ACCESS AND CONTROL PERSONAL DATA

We are committed to ensuring that you can exercise your right to access and control your data. If you registered an account on www.chconsultingservice.com and/or local equivalents, you can directly and independently access your online profile and other personal data, as well as update, change, and, if permitted by law, add or delete personal data by logging into the applicable website or service with your account credentials.

Otherwise, and according to our internal procedures, we will respond to the following requests as described below. All requests should be sent to the email: sales@chconsultingservice.com or by written contract.

- **Access to personal information:** You have the right to know what personal information CH holds about you, subject to our right to confirm your identity. If you request a copy of your data, we may charge a fee, unless local law prohibits it.

- **Correction and deletion:** In some places, including the EU (according to EU data protection laws for data subjects), you have the right to correct and update your personal data if it is incorrect or needs to be updated. You also have the right to request the deletion of your personal data; however, this may not always be possible due to legal requirements and other obligations to retain data. If we are requested to delete your data, we may retain some minimal information about you to demonstrate that we have fulfilled our obligations.
- **How to make a complaint:** Complaints regarding our adherence to the practices described in this statement should be submitted as described below. In some locations, including under EU data protection laws regarding complaints from EU data subjects, you have the right to make a formal complaint to a data protection authority.
- **Marketing preferences:** CH may regularly send marketing communications about our services through various channels such as email, phone, text message, printed correspondence, and third-party social media, in accordance with relevant marketing laws. Where required by law, we will obtain your consent before initiating these activities.

Our targeted emails contain messages that use web beacons, cookies, and similar technologies so that we can know if you opened, read, or deleted the message and which links you opened. When you open a link in a marketing email from CH, we also use a cookie to record the pages you visited and the content you downloaded from our websites, even if you are not registered or a subscriber.

Additionally, you can exercise your right to opt-out of marketing communications by doing so in the emails we send you. In these cases, we will retain minimal personal data to note that you opted out of receiving communications and to avoid contacting you again. Please note that even if you opt out of marketing communications, you may still receive our administrative communications, such as technical updates about our products or services, order confirmations, notifications about your account activities, and other notices.

HOW TO CONTACT US

If you have any questions or concerns regarding your privacy, please contact us:

- By email: sales@chconsultingservice.com.
- In writing, forwarding your communication to CH at the address listed in the Office List.