



Privacy Policy Statement

This Privacy Statement (the 'Statement') explains the personal information we collect from you, either directly or indirectly, and how we may use it. Personal information is any information that can be used to identify you or that we can link to you. The Statement also elaborates on the choices you can make about the data we collect, and how you can control these decisions. It applies to all products offered by BGB including our SILS app. It also applies to our websites, as well as other offline interactions, such as visiting a BGB stand at an event. Please read this Statement carefully to understand how BGB may collect, use and share your personal information.

Types of information we collect

We collect information you voluntarily provide to us, such as your name, phone number and email address; for instance, when you want to learn more about BGB Products and Services or when you contact us.

We may automatically collect information about you, when using BGB products, services and or any of our social media platforms we operate, this can include your use of our BGB Product or information collected by cookies and similar technologies when you use, access or interact with us via our websites or apps. We may, for example, collect information about the type of device you use to access our websites, the operating system and version, your IP address, your general geographic location, as indicated by your IP address, your browser type, the webpages you view on our websites, whether you interact with content available on our websites and how.

How we use personal Information

BGB uses the data we collect to provide you with the Products and Services we offer, which includes using data to improve and personalise your experiences. We also use the data to communicate with you, for example, informing you about your account, new products or services available, security and other types of updates via newsletters or other communication methods.

We may also use this data for research purposes, product improvement, customer support and marketing by BGB.

Please note, our Products may include links to Products or applications of third parties whose privacy practices may differ from this policy. If you provide personal data to any of those third parties or their products, your data is governed by their privacy statements, and we encourage you to read these privacy statements carefully.

How we may share personal Information

BGB uses a variety of third-party vendors to carry out services like website management and hosting, online product purchases and shipping, credit card processing and email communications. We only share your personal data as necessary, to complete a transaction, provide a Product or Service you have requested or authorised and only with vendors or agents working on our behalf for the purposes described in this Statement. In this case, your personal information will be shared with these agents or contractors but only for the purpose of performing services on behalf of BGB and in accordance with this Statement. It is our legitimate interest to process your personal data for these



purposes. For questions about third-party vendors, please send an email to privacy@bgbinnovation.com.

Affiliates and Subsidiaries

We may also share information with BGB controlled affiliates and subsidiaries for the purposes, such as, internal administration, promoting BGB Products and providing customers with our Products or Services. It is our legitimate interest to process your data for these purposes.

Compelled Disclosure

When legally required, strictly necessary for the performance of the services or to protect our rights, or the rights of our affiliates or users, we disclose your personal information to law enforcement authorities, investigative organisations, our affiliates or in legal proceedings.

M&A

We may share your personal information in the event of a merger, acquisition, or sale of all or a portion of our assets. Of course, we shall notify you via email and/or a prominent notice on our website and inform you of your rights.

The Legal Bases for Using Personal Information

Performance of a contract

The use of your personal information may be necessary to perform the agreement you have with us. For example, to complete your purchase of your BGB Product, to register and maintain your account, to help with delivery issues, to handle returns, to register a Product and to make sure that your BGB Product performs its basic functions in a secure way or to respond to your requests.

Legitimate Interest

We may use your personal information for our legitimate interests. For example, we rely on our legitimate interest to analyse and improve our Products and Services and the content on our websites and app, to send you notifications about updates or information about BGB Products and Services or to use your personal information for administrative, fraud detection or legal purposes.

Where we process your personal information based on our legitimate interest and no opt-out mechanism is available to you (e.g. in your BGB Product settings), you may exercise your right to object by sending an email to privacy@bgbinnovation.com.

Your Rights and Choices

You have a number of rights in relation to the information that we hold about you. These rights include:

- the right to access information we hold about you and to obtain information about how we process it;



- in some circumstances, the right to withdraw your consent to our processing of your information, which you can do at any time. We may continue to process your information if we have another legitimate reason for doing so;
- in some circumstances, the right to receive certain information you have provided to us in an electronic format and/or request that we transmit it to a third party; the right to request that we rectify your information if it's inaccurate or incomplete;
- in some circumstances, the right to request that we erase your information. We may continue to retain your information if we're entitled or required to retain it; the right to object to, and to request that we restrict, our processing of your information in some circumstances.
- Again, there may be situations where you object to, or ask us to restrict, our processing of your information but we're entitled to continue processing your information and/or to refuse that request.

Note: We rely on you to ensure that your personal information is complete, accurate and up to date. Please do inform us promptly of any changes to or inaccuracies in your personal information by contacting privacy@bgbinnovation.com.

Website Cookie Policy

We have a separate policy in place that is available on our website. Please see www.bgbinnovation.com for the latest policy document.

Changes to Our Privacy Statement

BGB may modify or update this Statement when necessary, to reflect customer feedback and changes in our BGB Products and Service. Please review it regularly. When we update this Statement, we will revise the 'Last Update' date at the footer of the Statement. If there are material changes to the Statement or in how BGB uses your personal data, we will inform you either by posting a notice of such changes, prior to them taking place, or by directly sending you a notification. We encourage you to regularly review this Statement to learn more how BGB is using your information.