

Privacy Notice

TCS Technology Solutions

GmbH (TTS)

Complaint procedure

December 20, 2023

of: **TCS Technology Solutions GmbH (“TTS”)**

regarding: **Complaint procedure** according to
**German Supply Chain Due Diligence Act
(Lieferkettensorgfaltspflichtengesetz – LkSG)**

and to our
Rules of Procedure – LkSG Complaint Procedure (published on our website)

Purpose of this document

TCS Technology Solutions GmbH (“TTS” or “we”) [TTS, Bundeskanzlerplatz 4, 53113 Bonn] is committed to protecting the privacy and security of your personal data.

This privacy notice applies to the LkSG complaint process for the German Supply Chain Due Diligence Act and describes how we process (collect and use) personal data about you in accordance with the European Union General Data Protection Regulation (GDPR) and the new Federal Data Protection Act (BDSG new). In this notice, “personal information” means information that (either in isolation or in combination with other information) enables you to be directly or indirectly identified. Confidential information means all information or materials furnished by the Disclosing Party (“Complainant”) to TTS in written or electronic form, which is confidential, proprietary, or otherwise not generally available to the public.

As it regards your personal data processed by TTS, TTS is a “Data Controller”. This means that we are responsible for protecting your personal data in accordance with our use (processing) and the requirements of the GDPR. As is required under applicable data protection laws, with this Notice we hereby notify you of the following information regarding TTS’ processing of your personal and your rights to your data. As it regards TTS’ use or processing of your personal data, we consider “processing” to be any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, vital disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

What personal data is collected

The personal data collected depends on the type of report submitted and if and which personal data you disclose by your email. You are in control of the personal data collected and processed, based on whether you wish to share your contact information or remain completely anonymous.

You may, however, voluntarily disclose your personal data as part of the LkSG complaint process, in particular information about your identity, e.g. your first and last name, your country of residence, your telephone number or your email address which will then be processed by TTS.

TTS does not request or process any special categories of personal data (also known as sensitive personal data), e.g. information on racial and/or ethnic origin, religious and/or ideological convictions, trade union membership. Due to free text in your email, however, such special categories of personal data may be voluntarily disclosed by you. Your email may also contain personal data of third parties, which you refer to.

If you wish to remain completely anonymous, you should ensure that no personal data is provided in your email.

How your personal data is collected

In the context of our complaint mechanism, we will process your personal data sent via your email through our digital systems.

Grounds for using information about you

Who will process my personal data?

Your data will be processed by TTS only and persons bound to confidentiality. Depending on the type of report you submit, we may also process your personal data for the purposes below.

Why is my personal data being processed?

Your personal data will be processed solely for the purpose of investigating your complaint and taking any necessary remedial action. As such, TTS will process your personal data in order to check the report you have made through your email and to investigate suspected compliance or legal violations.

It may happen that we have questions for you. For this purpose, we may use the personal contact information (in case provided) or the email address you used.

Under what legal basis is my personal data processed?

Your personal data will be processed based on your voluntary sharing given when reporting via your email. Furthermore, we process your personal data insofar as this is necessary for the fulfilment of our legal obligations in particular in regard to the LkSG complaint process. This includes reports on facts relevant to criminal law, competition law and labor law.

We have a legal obligation in the processing of personal data to prevent and detect violations within TTS, to verify the legality of internal processes and to protect our integrity. If you provide us with special categories of personal data (e.g. sensitive personal data), we will process these based on your voluntary disclosure during the reporting or investigation processes.

We do not intend to use your personal data for purposes other than those listed above. Otherwise, your prior consent will be obtained.

Data Sharing

Privacy of the individual and confidentiality of the access to the information shared in the LkSG related complaint process requires the highest standards of behavior.

Hence, only TTS trusted person(s) and Investigators will be able to access details provided in the group of companies and would not have any access to the telephone number or email address from where it was made (unless individual shares the same). You can be ensured that we will keep the identity of the complainant confidential

Where is my data transferred?

The stored data will only be processed by specially authorized persons within TTS in line with LkSG Rules of Procedure. Insofar as this is necessary to fulfil the aforementioned purpose, specially authorized persons of our group may also be entitled to inspect the documents. This is particularly the case when the investigation is carried out in the country concerned.

All persons authorized to inspect the data are expressly obliged to maintain confidentiality.

Data Security

TTS has put in place appropriate technical and organizational security measures to prevent your personal data from accidental loss, unauthorized use or access and wrongful alteration or disclosure. In addition, we limit access to your personal data to those employees, agents, contractors and other verified third parties who have been authorized by TTS to process your data upon our instructions and as mandated by applicable law; subject to a duty of confidentiality.

Additionally, TTS has put in place procedures to promptly and effectively handle any actual or suspected data security breach and will notify you and any applicable government regulator of a suspected breach where we are legally required to do so.

Data Retention

How long is my data stored?

We store personal data only as long as it is required for the purpose, but a maximum of 3 years starting from the closure of the complaint.

Data Subject Rights

What are my rights to my personal data?

Under certain circumstances where you provide your personal data via email, by law you have the right to:

- **Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you.
- **Request correction** of the personal data that we hold about you. This enables you to ask us to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal data. This enables you to ask us, in certain situations, to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.
- **Request the restriction of processing** of your personal data. This enables you to ask us, in certain circumstances, to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Data portability:** This enables you to ask us, in certain circumstances, to provide you with the personal data you have provided to us in a structured, commonly used, and machine-readable format or to transmit the personal data that you have provided to us to another party.
- **Automated decision-making:** The right not to be subject to a decision based solely on automated processing that produces legal effects concerning you or similarly significantly affects you.

If you would like to exercise a data subject right, please contact your Data Protection Officer as outlined below.

What we need from you in order to comply with your request?

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal data is not disclosed to any person who unauthorized to receive it.

Contact your data protection officer

We have appointed a data protection officer (DPO) to oversee the compliance of TTS with applicable data protection laws and with this privacy notice. If you have any questions about this privacy notice or about how TTS processes or protects your personal data, please contact your DPO:

- TCS Technology Solutions GmbH at: DCE.TTSDPO@TCS.com

Data protection supervisory Authority under GDPR

If you're not satisfied of how we process your personal data and the processing of your personal data is subject to the EU GDPR, you can lodge a complaint at any time to our Data Protection Officers or to the relevant data protection supervisory Authority; you can find the complete list of the European Authorities: [Click here](#)

Changes to this privacy notice

We reserve the right to update this privacy notice at any time. If material updates are required, TTS will make the updated privacy notice available to you. Additionally, TTS may also notify you via particular data processing notices from time to time about the processing of your personal data, where necessary.