

Privacy Statement

The Privacy Statement for the Nulandis website elucidates the type of information we gather about you, the purposes for which we utilize it, and the means by which you can manage it concerning the Nulandis U.S. website and any affiliated websites, mobile applications, or other online services (collectively referred to as the "Site") linked to this Privacy Statement.

Nulandis is a business of AECI Limited based in South Africa. This statement is aligned with the AECI Limited privacy policy which can be accessed at <https://investor.aeciworld.com/governance>.

Depending on the division you are interested in, the processing of personal information may differ or provide additional information or terms. These will be available in a separate link for your approval as and when applicable.

Recognizing the importance of your privacy, our objective with this privacy statement is to empower you to make well-informed decisions regarding your personal data. This document provides the mechanisms through which you can control the information shared and the processing thereof. Additionally, this privacy statement extends to the personal data collected through traditional hardcopy methods.

We may update this privacy statement from time to time. When we do, we will post it on the Site and include the effective date of the update.

1. Sources of personal data

1.1. Data you share with us.

We may gather personal information when you furnish it directly to us, encompassing the following scenarios:

- Establishing an account
- Enrolling in a service
- Subscribing to a mailing list
- Participating in a rewards program
- Entering a promotional event
- Seeking a rebate
- Placing an order for a product
- Providing comments on a social media post
- Completing a physical form
- Reaching out to us for any purpose

1.2. Information collected automatically

When you access the Site, information may be automatically gathered directly from you or your devices, either by us or through third-party analytics providers. We (along with third parties operating on our behalf) may obtain this information directly from your browser as it interacts with our Site.

Additionally, we may collect such data through cookies and analogous technologies, typically functioning by placing a small file (such as a text file or graphic) on your browser. These files are utilized to identify your device and gather information. Throughout this privacy statement, the term "cookies" is generally employed to encompass these technologies.

Cookies are generally categorized based on their function and intended purpose into one of four categories:

- Necessary Cookies: These cookies are essential for the proper operation of our Site and enable you to utilize its features.
- Performance Cookies: Information gathered by these cookies pertains to how you navigate our Site and is utilized to enhance and customize future web experiences, delivering content more aligned with your

interests. These cookies may be incorporated into our promotional communications to gauge performance and provide more pertinent offers/content based on preferences.

- **Functional Cookies:** Our Site employs these cookies to recall your chosen preferences, offering personalized features and requested services. The information gathered may be anonymized and is not utilized to monitor your browsing activities on other websites.
- **Marketing Cookies:** Utilizing cookies, we deliver our content and advertisements more effectively. Further details on advertising, including your choices concerning these cookies, can be found below.

Below are some of the analytics services we utilize. Click on the accompanying links for details on how these services collect and process data. It's important to note that we are not accountable for the privacy practices of third party analytics services or the content presented in their privacy statements.

- Google Analytics (www.google.com/policies/privacy/partners/)

1.3. Social Media Interaction

We may gather information when you engage with us on social media, potentially involving the use of cookies. If you connect our Site with a social media account, specific information related to that account may be collected. You can manage the shared information from your linked social media account by adjusting the privacy settings for that account.

1.4. Information from External Sources

We may obtain information about you from diverse sources, including our affiliates, public and third-party databases, and entities such as data brokers and advertising networks. For instance, if you opt to participate in analytics, communications, or marketing programs, including those managed by third parties, we may augment your information by acquiring or merging it with technical, cookie, or other data collected by us or received from third parties.

2. Categories of personal information

We gather data provided by you that pertains to, describes, references, is capable of being associated with, or could reasonably be linked, either directly or indirectly, to a specific consumer or household ("personal data"). Some of this information may qualify as sensitive personal data according to applicable laws. Depending on the service requested and the information provided by you, these may include:

- Identifiers such as a real name, alias, email, postal address, account name or social security number
- Personal data such as identifiers, credit or debit card information and protected classifications such as race, gender, ethnicity
- Consumer's interaction with a Nulandis internet web site, application, or advertisement
- Derivations made from any of the data outlined in this section to formulate a consumer profile that mirrors the preferences and attributes of the consumer
- Geolocation data
- Professional or employment information
- Audio recordings, photographic or similar information

While certain information we gather and handle about you may be deemed sensitive personal data, we solely process such information for legally authorized purposes, such as delivering services you request from us or verifying your information. You can choose to withdraw permission to use your information at any time-either by writing or clicking on a provided link

While information will be shared with the affiliates of Nulandis, we do not, under any circumstances sell your

information to third parties or share it for purposes of cross-context behavioural advertising, including individuals under the age of 16.

3. Purpose for processing personal information

The interpretation of the term "personal data" may vary based on applicable laws. Generally, we define "personal data" as information uniquely identifying you. However, we will consider information collected from you as personal data whenever required by applicable law.

We collect personal data about you for the following reasons:

3.1. Internal Operations:

Conducting customer requests, enhancing products or services, auditing billing and forecasting, performing data analysis, and assessing quality and safety to operate and improve our business.

3.2. Advertising and Marketing:

Contacting you for promotions, offers, events, or surveys, as well as optimizing, personalizing, and evaluating the effectiveness of our Site's content and communications. This includes auditing related to ongoing consumer interactions and transactions, attracting consumers to facilitate commercial transactions directly or indirectly.

3.3. General Administrative Functions:

Utilizing your information to communicate essential Site updates, manage registered accounts, provide account credits, offer customer service, and administer available promotions or programs.

3.4. Social Media Engagement:

Engaging with the public through various social media platforms (including Facebook, Twitter, YouTube, Pinterest, and Instagram). This involvement aims to boost awareness of our company and products, respond to messages, aggregate data on content interactions, analyze trends, identify brand advocates and influencers, and monitor conversations about our company and products through social media listening. It is crucial to note that when you engage with us on these platforms, the platform providers will also handle information related to you. Refer to the privacy policy of the respective platform provider for more details.

3.5. Security Measures:

To aid us in safeguarding against, detecting, or investigating fraud or other criminal activities, as deemed necessary for security purposes.

3.6. Legal Requirements:

In instances of legal obligations or the necessity to pursue or defend against legal claims, we may process your information for various legal purposes.

3.7. Communication Initiatives:

For the purpose of reaching out to you regarding any of the aforementioned reasons, facilitating communication as needed.

4. Sharing your information

We do not share your personal data with any third-party vendor or website owner for their independent marketing purposes. In the twelve (12) months preceding the effective date of this Privacy Statement, we have not engaged in the sale of personal data of California consumers.

We may disclose your information in the following circumstances where there is a need to do so:

4.1. Affiliates and Economic Interests:

Our affiliates and other companies in which we hold economic interest or ownership rights.

4.2. Service Providers and Partners:

Entities working on our behalf, including third parties providing services such as Site management, communication delivery, and execution of marketing programs and promotions.

4.3. Business Partners:

Our business partners.

4.4. Legal and Government Entities:

With other third parties, such as law enforcement or government entities, under the following circumstances:

- ✓ If there is a suspected violation of our Site policies.
- ✓ If we believe someone may be causing harm to our rights, property, other users, or anyone else.
- ✓ To provide information to law enforcement.
- ✓ As required by law.

4.5. Corporate Restructure:

As part of a corporate restructure, such as liquidation, reorganization, merger, sale of the company, consolidation, change of control, asset or stock acquisition/disposition, or other corporate combination. In such cases, we will make reasonable efforts to ensure that the transferee handles your information in accordance with this privacy statement.

4.6. Permission-based Sharing:

Any other entities when you grant us specific and informed permission.

5. Consumer Rights under U.S. Privacy Legislation

This section outlines the procedures for exercising your rights in accordance with the California Consumer Privacy Act, the Virginia Consumer Data Protection Act, the Connecticut Data Privacy Act, the Colorado Privacy Act, and, effective December 31, 2023, the Utah Consumer Privacy Act. Collectively, these regulations are referred to as the "U.S. Privacy Laws."

The rights detailed in this section exclusively pertain to residents of the states covered by the U.S. Privacy Laws. Residents of these states are entitled to the following rights:

5.1. Right to Know and Access:

The right to know and access the following information:

- Categories of personal data collected about you.
- Categories of sources from which we obtained the personal data.
- Business or commercial purposes for collecting or sharing personal data.
- Categories of third parties with whom we share personal data.
- Specific pieces of personal data collected about you.

5.2. Data Portability:

The right to receive your personal data in an electronic format, facilitating transmission to another entity without hindrance.

5.3. Correction or Deletion:

The right to request correction or deletion of the personal data we have collected from you.

We retain the right to deny requests in specific circumstances, such as instances where there is a reasonable belief that the request is fraudulent, your identity cannot be verified, or retention of your information is necessary to comply with legal obligations. In certain states, consumers may also designate an agent to make data subject requests on their behalf.

To submit a request regarding your rights under the U.S. Privacy Laws, you or your authorized agent can contact us on Compliance.Office@aeciworld.com. To fulfil your request, we need to **verify it**. This involves confirming your identity and entitlement to access, correct, or delete information. Additional information may be requested for verification purposes only, not for any other use. We typically do not charge a fee for processing your request, unless it is excessive or unfounded. If a fee is deemed necessary, we will explain the decision and provide a cost estimate before proceeding.

Depending on your jurisdiction, you may have the right to appeal our decision to reject your request. Notification of your intention to appeal should be conveyed through the original method used for your initial request.

6. Non-discrimination

Your privacy rights are significant to us. If you choose to exercise your privacy rights under the U.S. Privacy Laws, we assure you that we will not engage in any retaliatory actions. This includes:

- Denying you goods or services.
- Charging you different prices or rates for goods or services, whether through discounts, benefits, or penalties.
- Providing you with a different level or quality of goods or services.
- Indicating that you might receive a different price, rate, level, or quality of goods or services.

7. Retaining Personal Information

We will retain your information for a duration that is reasonably necessary to fulfil the purposes outlined above and to adhere to statutory and regulatory retention obligations, as well as other legal commitments we may have, including those associated with litigation.

8. How we protect your information

We have enacted technical, administrative, and physical security measures aimed at safeguarding your personal data against unauthorized access, disclosure, use, and alteration. While we make every effort to maintain the security of your personal data, it's essential to note that no security measures are entirely foolproof. Exercise caution when transmitting personal data over the Internet.

9. Children's personal information

Due to the significant emphasis on safeguarding children's privacy, we refrain from collecting, processing, or utilizing any information on our Site pertaining to individuals known to be under 16 years old, unless we have obtained prior, verifiable consent from their legal representative. The legal representative holds the right, upon request, to access the information provided by the child and/or request its deletion. If you wish to exercise this right, please contact us using the details provided in the "Contact us" section below. Additionally, we do not knowingly sell or share the personal information of consumers under 16 years of age for cross-context behavioural advertising purposes.

10. Control your information

- 10.1. **Personal Data Management:** Update your account profile and preferences, withdraw consent for future information use, and modify communication preferences by logging into your account.
- 10.2. **Opting Out of Promotional Material:** Opt-out of commercial emails or texts by following instructions in our messages or contacting us. Please allow up to ten business days for processing.
- 10.3. **Cookies and Interest-Based Advertising:** Adjust your browser settings to control cookies. Learn more at <https://www.allaboutcookies.org/> . Opt-out of interest-based ads through the Digital Advertising Alliance.
- 10.4. **Location-Based Information:** Disable location-based services on your device if desired, but be aware that it may affect certain features.
- 10.5. **Global Privacy Controls / Do Not Track:** Enable Global Privacy Control (GPC) signals at the browser level. Note that we currently do not respond to "do not track" signals, and our data practices align with this privacy statement.

11. Third Party Links

We may offer links to other websites managed by unaffiliated third parties for your convenience. However, it's essential to note that such links do not constitute our endorsement or approval of those websites or their content. We do not oversee the maintenance of these third-party websites and bear no responsibility for the availability, accuracy, or quality of their content. Any website accessed through our Site is independent,

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and we make no representations or warranties regarding their nature. Before utilizing any third-party websites, we recommend reviewing the respective terms and conditions associated with their use.