

1. General privacy statement

Covalo (<https://www.covalo.com>) is a B2B platform for the personal and home care industry that is operated by Covalo Ltd. Covalo enables the searching and finding of chemical products, packaging, services and suppliers and allows buyers and suppliers to exchange information via the platform.

At Covalo we respect the privacy of individuals that interact with us via the website <https://www.covalo.com> (“the website”). This Privacy Statement describes the ways in which we, Covalo, collect, use and share Personal Data about you. By using this website, you consent to the collection and use of your Personal Data as described in this Privacy Statement. You also acknowledge that Covalo may periodically change, update or remove this Privacy Statement at its discretion. In this case, we will post updated versions of this Privacy Statement on this page. A revised Privacy Statement will apply only to data collected subsequent to its effective date. We encourage you to periodically review this page for the latest information on our privacy practices. Your continued use of our services following the posting of changes to the Privacy Statement will mean you accept those changes.

This Privacy Statement applies to Personal Data collected by Covalo, such as through this website, e-mail and other online tools, but not to offline collection.

2. Data collection, purpose, use and transfer

2.1 What Personal Data do we collect about you?

Some of our services do not require any form of registration, allowing you to visit our website without providing us with any information about you. However, most services may require you to register and therefore to provide us with your Personal Data. The types of Personal Data we collect depend on the interactions you have with Covalo and the services you use, but generally may include your name, company name, company position and contact details (email and telephone number) and information about your usage of the website. We may also receive your Personal Data by tracking how you interact with our services, for example by using cookies, local storage, and session storage to track visits, clicks, bookmarks, get in contact, request sample, request quote etc. We may collect your IP address, a number assigned to your computer whenever you access the Internet, to conduct system administration and report aggregated information to affiliates, business partners and/or vendors who conduct website analysis and website performance reviews on our behalf. In some instances, we may ask for your consent for collecting and using your Personal Data for the purposes as outlined in this Privacy Statement, in particular for sending you marketing materials, such as platform updates and newsletters or when you participate in any online survey. If you want to request what Personal Data we are processing for you, please contact us as described in the section “Contact” below.

2.2 How do we use your Personal Data?

We may use your Personal Data, only as described in this Privacy Statement, to provide you with our services, to respond to your requests and to the extent as otherwise permitted or required by applicable laws, or in support of any legal or criminal investigation. The

interactions and product requests of registered users with Covalo's indexed products are aggregated and shown in various analytics dashboards.

For registered users, this data can be seen in the form of high-level trends without user names associated with the search activity.

For registered and verified suppliers, this data is shown in the form of real-time analytics and lead dashboards that show how registered users are interacting with the respective suppliers' products. The leads dashboards do show individual registered user names associated with interactions and messages with the suppliers' products and is only accessible by the respective suppliers. Based on this data, suppliers might reach out to the registered users.

We may further anonymize and aggregate data collected through this website for statistical purposes to help us improve our products and services. Subject to your specific permission that we may collect separately, and your full control to opt out at any time, we may also use this information to market our products and services which may be of interest to you.

2.3 Who do we share your Personal Data with?

We may sell, share, or otherwise disclose your Personal Data to our trusted business partners that provide services for Covalo. These service providers' tasks may include technical support, evaluation of the platform, and marketing and sales support. Covalo has specific contracts in place with these parties to ensure that Personal Data is processed based on our instructions and in compliance with this Privacy Statement and any other appropriate confidentiality and security measures. We only share your Personal Data with these parties and other third parties as far as this is necessary to provide any services that you have requested or authorized, to protect your, our, or others' rights, property or safety, to maintain the security of our services or if we are required to do so because of applicable laws, court or other governmental regulations, or if such disclosure is otherwise necessary in support of any legal or criminal investigation or legal proceeding.

In addition, we might sell and/ or share data with suppliers that are listed on Covalo. For more information on this please see section 2.2.

Please note that Covalo companies, subsidiaries, authorities, customers, and suppliers to whom we may disclose your Personal Data may be located outside your country of domicile, potentially including countries such as the United States, whose data protection laws may differ from those in the country in which you are located.

2.4 Cookies, usage and user tracking

We use cookies, small text files that are automatically placed on your computer's hard drive when you access certain websites, and similar technologies, directly or through third parties, such as web analytics services like Matomo, Google Analytics, Hotjar, Facebook, LinkedIn, Bing and HubSpot. Cookies allow us and our third-party services to recognize and track you upon future visits.

We may use this information to store your preferences and settings, help improve the contents of our website, to enable you to register to websites and applications, and to compile aggregated statistics to evaluate visitors' use of our website or website activity, and for internal and market research purposes.

You have the right to choose whether or not to accept cookies and to opt out of Google Analytics or Matomo. You can block cookies by changing your browser settings so that

cookies from the Covalo or third-party website cannot be placed on your computer or mobile device. However, please note that if you choose to refuse cookies, you may not be able to use the full functionality of the website. To opt out of Google Analytics, please go to <https://tools.google.com/dlpage/gaoptout>.

To opt out of Matomo please go to <https://analytics.chemberry.com/index.php?module=CoreAdminHome&action=optOut&language=en>.

3. Data security and retention

3.1 How do we protect your Personal Data?

Covalo understands the importance of discrete treatment and protection of the data that you share with Covalo – whether the data is explicitly shared or collected through your usage of the platform. Data security on our websites is given absolute priority. We have therefore made great effort to ensure that our online security measures are effective. All our sites are encrypted with state-of-the-art TLS technology. All data is stored on encrypted disk space and hosted in a secure European cloud infrastructure. The software development follows security best practices. Further, we frequently scan our platform for possible security weaknesses and vulnerabilities.

Covalo endeavors to continuously adjust encryption technology along with technological progress in order to ensure the confidentiality of data transmitted via the Internet.

In addition, we have organizational measures with all Covalo team members in place to ensure your personal data are kept confidential at all times.

3.2 How long will we store your Personal Data?

We will store your Personal Data as long as required to fulfill the purposes outlined in this Privacy Statement, unless a longer or shorter retention period is required or permitted by law.

4. Access control and privacy rights

4.1 How may you access and control your Personal Data?

On our website you can delete your digital footprint by sending us a deletion inquiry to the contact information stated in the section “Contact” below. To execute your rights in respect to your Personal Data, see the section “What rights do you have in respect to your Personal Data?” below.

4.2 What rights do you have in respect to your Personal Data?

You have the right to know and inquire what Personal Data we hold about you and to request the correction or deletion of your Personal Data held by us or by a third party with whom we conduct business. In addition, you have the right to object to or to request the restriction of the processing of your Personal Data and you may contact your local data protection authority and file a complaint regarding the processing of your Personal Data.

If you would like to make such request, please contact us as described in the section “Contact” below. After providing satisfactory proof of identity, we will respond within a reasonable time.

5. Contact

5.1 How to contact us

If you have any questions, comments, or concerns about this Privacy Statement, or want to request access to your Personal Data or exercise your privacy rights, please contact us using the contact information below.

Covalo AG

Hoeschgasse 83

8008 Zurich

Switzerland

info@covalo.com

You can also reach out to the Data Protection Office of Covalo AG at:

dataprotectionoffice@covalo.com

5.2 How to delete your personal digital footprint

If you wish to request deletion of all your Personal Data from Covalo, please click the following link and send off the email that it creates:

Request deletion of your personal digital footprint