

Privacy Notice and Cookie Policy

1. Introduction

This document explains how we collect, use, and share your personal data when you visit our website, use our services, collected at events, visit on our or premises or via telephone with one of our employees. We respect your privacy and are committed to protecting your personal data in accordance with applicable laws and regulations.

2. Who we are

Aqua Pharma is a global organisation and information we are referring to relates to all our affiliates and subsidiaries within our global organisation.

Furthermore, Aqua Pharma, its affiliates and subsidiaries participate in a group-wide IT system managed by Aquatig AS to harmonize Aquatig IT infrastructure and its use.

3. Personal data we collect

In general, the types of personal data that Aqua Pharma collects from you will depend on the nature of your relationship with us. We collect personal data that you provide to us when you contact us or use our services. We may collect and process the following data:

Personal Information

- **Contact Information:** your name, position, role, company or organisation, telephone number, birthdate, mobile number, email address, postal address and other personal and business contact information.
- **Account Information:** username, password, and preferences
- **Business information:** data identifying you in relation to business matters in which you and/or your company or organisation are involved.
- **Professional information:** such as your employment background, job description and related information in connection with recruitment.

Non-Personal Information

- **Usage Data:** Information about how you interact with our Site, including IP address, browser type, pages visited, time spent on pages, and referral URLs.
- **Device Information:** Details about the device you use to access our Site, such as device type, operating system, and unique device identifiers.

4. How we use your information

We use the information we collect for various purposes, including:



- **Providing services and products:** To process transactions, manage our business relationship, and provide customer support.
- **Communication:** To send you updates, newsletters, promotional materials, and other information related to our services.
- **Improvement:** To analyse usage patterns and improve our Site, products, and services.
- **Compliance:** To comply with legal obligations, enforce our terms of service, and protect our rights.

5. How do we share your data?

We may share your information with:

- **Our affiliates and subsidiaries:** Companies within the Aqua Pharma and Aquatiq group.
- **Service Providers:** Third parties who assist us in deliver products and services to you. Examples include hosting our web servers, analysing data, providing marketing assistance, and providing customer service. These companies will have access to your personal information as necessary to perform their functions, but they may not use that data for any other purpose.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or part of our assets, your information may be transferred to the new owners.
- **Legal Requirements:** When required by law or in response to valid requests by public authorities.

6. Legal basis for processing your personal data

We process your personal data based on the following legal grounds:

- **Consent:** When you have provided your consent for us to process your data for specific purposes, such as receiving newsletters or marketing communications.
- **Contractual Necessity:** When processing your data is necessary to fulfil a contract with you, such as providing the services you requested.
- **Legal Obligation:** When we need to process your data to comply with a legal obligation, such as tax laws or regulatory requirements.
- **Legitimate Interests:** When the processing is necessary for our legitimate interests or those of a third party, provided that your interests and fundamental rights do not override those interests. This may include improving our services, securing our Site, or conducting analytics.

7. How long do we keep your information?

We will retain your personal data only as long as is necessary for the purposes set out in this Privacy Notice, or as is required by applicable law, and then we will delete it.

8. Cookies and tracking technologies

What Are Cookies?

Cookies are small text files stored on your device when you visit our Site. They help us recognize your device and store information about your preferences or past actions.

Types of Cookies We Use

- **Essential Cookies:** Necessary for the basic functionality of the Site.
- **Performance Cookies:** Collect information about how you use our Site to help us improve it.
- **Functionality Cookies:** Remember your preferences and choices to enhance your experience.
- **Targeting Cookies:** Used to deliver advertisements relevant to you and your interests.

Managing Cookies

You can control the use of cookies through your browser settings. However, if you choose to disable cookies, some parts of our Site may not function properly.

9. How do we protect your data?

We take appropriate technical and organisational measures to safeguard your personal data from unauthorised access, use, disclosure, alteration, or destruction. We use encryption, firewalls, access controls, and other security tools to protect your data. However, no method of transmission or storage is completely secure, and we cannot guarantee the absolute security of your data.

10. What are Your Rights?

In some Countries you have certain rights in relation to your information:

- **Access:** Request a copy of the personal data we hold about you.
- **Rectification:** Correct any inaccurate or incomplete data.
- **Erasure:** Request the deletion of your personal data.
- **Objection:** Object to the processing of your data for certain purposes.
- **Portability:** Request the transfer of your data to another service provider.

To exercise these rights, please contact us at privacy@aquatiq.com

You may also have the right to submit a complaint with the data supervisory authority. For Aqua Pharma this is The Norwegian Data Protection Authority (Datatilsynet) as the EU lead supervisory authority in Norway. Contact details are as follows: Datatilsynet, Postboks 458 Sentrum, 0105 Oslo, Norway.

11. International Data Transfers

Your information may be transferred to and processed in countries other than your own. We take steps to ensure that your data is treated securely and in accordance with this policy.

12. How do we update this document?

We may update this document from time to time to reflect changes in our practices, technologies, laws, or regulations. The date of the last update will be indicated at the bottom of this document. We encourage you to review this document periodically to stay informed of how we handle your personal data.



13. Contact Us

If you have any questions or concerns about this Privacy Notice and Cookie Policy, please contact us at: E-mail: privacy@aquatig.com or by mail to:

Aqua Pharma Group AS
Hovemovegen 1
2624 Lillehammer
Norway
Attention to: Privacy /HR Department

Published: September 2024.