

General information on data protection*

This information provides details about how we process your personal data and your rights.

We process your personal data in particular in compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act (DSG) as well as all other relevant laws.

1. Data controller:

Danone Österreich GmbH
Am Tabor 42, 1020 Vienna
Email: info.nutricia-milupa.at@danone.com
(hereinafter referred to as "Danone" or "we" or "us")

You can contact our company data protection officer at:
DPO.DACHS@danone.com

2. Type and origin of data:

We collect and process personal data from interested business contacts, customers, suppliers, members of professional circles, patients, and consumers.

Depending on the type of interaction and your legal relationship with us, the following categories of personal data are involved:

Contact and address data, login and account data (name, business and/or personal contact details, date of birth, address, email, telephone number, customer number), information about business activities (industries, areas of expertise, visit logs, qualifications, contract and invoice data, (credit rating, delivery, performance) health data, image, audio, video, and app data

This concerns data that you either provide to us directly or information that we obtain indirectly from private service providers or group companies, as well as from publicly available sources such as the internet, social media platforms, online and print publications, events, medical publications, or registers.

3. Purposes of data processing:

- Fulfilment of contractual obligations with you or your company, such as orders and delivery of goods and/or product samples, provision of services, cooperation in the healthcare sector, outpatient care with medical enteral nutrition, organization of events, training, and public relations
- Fulfilment of legal obligations such as compliance with laws on taxes and duties, combating corruption, money laundering, and white-collar crime, customs and export, supply chain due diligence, product traceability requirements, legal documentation, disclosure, and reporting obligations, or similar compliance requirements.
- on the basis of a legitimate interest, such as the enforcement of legal claims; the development, optimization, and improvement of our products, services, and internal processes; direct marketing or market research; central customer data management within the group of companies, measures for building and plant security, enforcement of domiciliary rights, consultation with and exchange of data with credit agencies to determine creditworthiness and default risks, ensuring IT security and IT operations, storage of your data in our customer relationship management systems for business partners or members of the medical

profession.

- Based on your consent, e.g., sending an email newsletters, customer satisfaction surveys, marketing and advertising, receipt of service materials, invitations to events by email or post, creation of customer profiles, publication of a customer reference, visits by the sales force.

4. Sharing your data:

In order to fulfil our contractual and legal obligations, your personal data will be shared with and processed by various internal or external parties.

- Internal departments, such as IT, finance, human resources, research, and legal, process the data we and affiliated Danone companies collect for specific purposes.
- Public bodies, such as financial, tax, customs, or other authorities, social security institutions
- External departments that process personal data on our behalf as service providers, such as in the areas of IT (e.g., maintenance and web hosting), telecommunications, printing, telephone support (call centers), marketing or sales, billing, letter shops, file and data destruction, authorized dealers, as well as external consultants such as tax advisors, auditors, or lawyers.

5. Transfer to third countries outside the EU:

We also use service providers outside the European Union to process some of your data. To ensure that your data is fully protected, we agree with these service providers on the standard contractual clauses provided by the EU Commission or approved methods that provide appropriate safeguards for the protection of your data with service providers in third countries.

6. Duration of data storage:

We store your personal data for as long as is necessary to fulfill our contractual and legal obligations. Your data will be deleted as soon as the legal retention obligations (under commercial or tax law) have expired and/or the statutory limitation periods have expired.

7. Your rights:

Right to object:

If we process your data on the basis of legitimate interest, you can object to the processing if there are reasons arising from your particular situation that speak against the data processing.

In addition, every data subject has the rights provided **for** in the GDPR to **withdraw consent, obtain information, rectification, erasure, restriction of processing, data portability, and lodge a complaint** with the competent data protection supervisory authority.

To exercise your rights, you can contact the controller or our company data protection officer using the contact details provided. We will process your requests promptly and inform you of the measures we have taken.