

DeLaval's End Customer Data and Privacy Statement

Please read this statement if you or any individual or entity on whose behalf you are acting (each referred to as “You”) intend to request or use any DeLaval product or DeLaval service. This statement describes when, how and for what purposes data is processed (e.g. collected, generated, held, used, reproduced, combined, modified, and disclosed) in connection with promotion, supply, use and service of DeLaval products and DeLaval services.

The Data (as defined below) is typically collected by the applicable DeLaval sales entity or authorised DeLaval distributor (the “Supplier”) but may, for the purposes set out below, be disclosed to DeLaval International AB, corporate registration number 556012-3928, P.O. Box 39, Gustaf de Lavals väg 15, SE 147 21 Tumba, Sweden (“DLI”) and any other entity in the “DeLaval Group” (DeLaval Holding AB and each entity directly or indirectly controlled by DeLaval Holding AB). With regard to Supplier’s processing of Data, this statement may be supplemented by data and privacy statements made available by Supplier (see also below, at the end of this statement, regarding the applicability of this statement to DeLaval distributors).

Note that DLI may not be subject to the same data and privacy laws that apply to You (DLI is subject to the data and privacy laws of Sweden and the European Union) and that DLI primarily holds Data on computer servers in the European Union (see further below). Also note that DLI (and Supplier) may transfer Data to other parties, as set out in the “Recipient” section below, and that such parties may be located in countries or territories that do not provide the same level of protection of data and privacy as European Union law does.

Unless otherwise specially agreed in writing, You are not entitled to any compensation for any Data made available by You or for any consent or right granted by You hereunder.

CATEGORIES OF DATA

The following categories of data may be collected or generated in connection with promotion, supply, use or service of DeLaval products or DeLaval services (collectively “Data”):

- (a) Public data about You (e.g. company name, registration number and postal address) may be collected and You may be asked to provide data about You and Your representatives (e.g. name, e-mail address, postal address and telephone number) and about other circumstances that are relevant to the promotion, supply, use or service.
- (b) Data may be collected or generated concerning payment of applicable prices and fees (if applicable).
- (c) Data may be collected or generated about Your farm (e.g. system set-up and farm size), about products and services offered to or ordered by You, about issues with Your systems, about any details included in any quotation, contract, service protocol or similar document, and about other circumstances that are relevant to the promotion, supply, use or service.
- (d) Data may be collected in connection with each DeLaval software and DeLaval online service; please see the *DeLaval Software and Online Service Data and Privacy Statement* (available for download and printing at <http://www.delaval.com/legal/>).

Please contact DLI or Supplier, as set out in the “Further Information” section below, to get more information about the specific categories of Data that are collected or generated in relation to You.

The collected or generated Data may be further processed for the purposes set out below.

PURPOSES OF PROCESSING

The Data may be processed by Supplier to administer and operate the promotion, supply or service of the relevant DeLaval products or DeLaval services, to administer and develop the relationship with You, to develop customised offerings, to provide notices to You, to provide products and services to You, for regional market research and for other purposes that Supplier has informed You about.

The Data may be processed by DLI (and any or any other entity in the DeLaval Group) for the above listed purposes as well as to support/develop DeLaval sales entities and distributors (e.g. regarding customer relationships and sales), for end customer surveys and, subject to applicable law, to send You information about the DeLaval Group’s products and services. The Data may also be processed for market research, product and service development and other purposes that DLI has informed You about. However, prices and other terms of sale set between a DeLaval distributor and its customers will not be processed by DLI (or other entities in the DeLaval Group) for reasons other than to provide services to the customer or distributor (e.g. data backup) or to comply with legal obligations.

In de-identified form (names of individuals, legal entities, farms, etc. removed or replaced), the Data may also be used for other purposes.

RECIPIENTS

The Data may for the purposes set out above be disclosed to and processed by any entity in the DeLaval Group and any of its authorised distributors, subject to the restrictions below concerning Personal Data (as defined below). Details of each entity in the DeLaval Group is available at <http://www.delaval.com/legal/>.

DLI and Supplier may, for the purposes set out above, use service providers to process Data on its behalf (e.g. for data storage), in which case appropriate safeguards will be implemented to keep the Data protected.

In de-identified form (names of individuals, legal entities, farms, etc. removed or replaced), the Data may also be shared with other recipients.

SECURITY

DLI (or, as applicable, its service providers) has implemented physical, technical and organisational measures to ensure a level of security appropriate to the risks represented by the processing and the nature of the Data. Such measures are implemented to: (a) ensure that the Data can be accessed only by authorised personnel; (b) ensure that no personnel is authorised to access the Data other than those requiring access to such Data; (c) ensure that all such authorised personnel are subject to appropriate obligations to keep the Data confidential; and (d) protect the Data against unauthorised disclosure and access and accidental or unlawful destruction, loss and alteration. Please contact Supplier to get information about the security measures implemented by Supplier.

PERSONAL DATA

It is normally not required to disclose any data about any identified or identifiable individual (“**Personal Data**”) in connection with any request for or use of DeLaval products or DeLaval services except that contact details of relevant representatives may be requested for the administration or operation of the supply or service of the relevant DeLaval products or DeLaval services (failure to disclose such data may prevent the supply or service). To the extent any of the data referred to above in this statement is Personal Data, DLI is the “controller” of the Personal Data processed by or on behalf of DLI and Supplier is the controller of the data processed by or on behalf of Supplier. DLI and Supplier will process Personal Data only as is compatible with the purposes set out above and will keep Personal Data in a form which permits identification no longer than is necessary for such purposes. Where the relevant individual has not given consent, or consent has been withdrawn, the legal basis for processing of the Personal Data is that the processing is necessary for legitimate interests (the purposes specified above) which, based on a balance of interests, has been deemed not to be overridden by the individual’s interests or fundamental rights and freedoms. Certain processing of Personal Data may also be necessary for compliance with legal obligations.

Personal Data will not without consent from the relevant individual be disclosed by DLI or Supplier except to each other, to entities in the DeLaval Group and to the extent needed for the administration or operation of the supply or service or as required under applicable law; also note that service providers may process data on DLI’s or Supplier’s behalf as set out in the “Recipient” section above. DLI primarily holds Personal Data in the European Union, but Personal Data may, for the purposes and with the limitations set out above, be transferred to any location where any DeLaval Group entity and/or the Supplier is located, and where DLI’s service providers maintain their operations. Where – in any case other than when requested or approved by You, when necessary for conclusion, performance or support of a contract that is made in Your interest or when necessary for establishment, exercise or defence of legal claims – Personal Data will be transferred by DLI from the European Union, DLI will apply appropriate safeguards to keep the Personal Data protected (e.g. “standard contractual clauses” adopted by the EU Commission). The individual to whom the Personal Data relates may contact DLI or Supplier to get information about which service providers are engaged to process any of their Personal Data, which countries and territories their Personal Data is or may be transferred to and which safeguards that have been implemented.

Subject to restrictions under applicable law, the individual to whom the Personal Data relates has the right to request information about DLI’s and Supplier’s respective processing of such Personal Data, to access such Personal Data (in a structured, commonly used and machine-readable format, with the right to forward such data) and to request DLI or Supplier to correct, complete, update, lock or delete any such Personal Data that is inaccurate, incomplete, confusing, outdated or unlawful. Such individual also has the right to object, on legitimate grounds, to processing of Personal Data relating to him or her (in particular if entitled to do so under applicable data protection legislation) and to withdraw, with prospective effect only, any consent given by him or her regarding processing of such Personal Data. If the individual considers that the processing of Personal Data relating to him or her infringes applicable law, the individual may also lodge a complaint with the relevant supervisory authority.

CALIFORNIA CONSUMER PRIVACY ACT (CCPA)

For California residents, information relating to CCPA (including information on rights granted to California residents and how to exercise such rights) is available at <http://www.delaval.com/legal/>.

FURTHER INFORMATION

Requests for further information concerning the processing of Data can be made by sending a signed and dated written request to DLI at the address stated above (attention: "Data Protection Officer") or to Supplier. Further contact information is available at <http://www.delaval.com/legal/>.

UPDATES OF THIS STATEMENT

This statement may be updated to describe additional scope or purposes of processing of Data.

APPLICABILITY TO DELAVAL DISTRIBUTORS

In case Supplier is a DeLaval distributor (i.e. not an entity in the DeLaval Group), this statement is only applicable in relation to Supplier to the extent Supplier has made reference hereto. No entity in the DeLaval Group shall have any liability for any distributor's processing of data or breach of this statement.

TRANSLATIONS

The English language version of this statement is the only binding version, regardless if translations to other languages are made available. If there is any conflict or inconsistency between the English language version and any translation, the English language version shall thus prevail. The English language version is available for download and printing at <http://www.delaval.com/legal/>.