

1 General

In this data protection declaration, we, Schmid AG, energy solutions, in Eschlikon, Switzerland (hereinafter "SAG", "we" or "us"), explain how we collect and otherwise process personal data. This is not an exhaustive description; if necessary, other data protection declarations or general terms and conditions or similar documents regulate specific matters.

This Privacy Policy also applies to our subsidiaries Schmid GmbH energy solutions, DE-70794 Filderstadt (Bernhausen), Germany, Schmid France, energy solutions, FR-68840 Pulversheim, France, Schmid energy solutions GmbH, AT-8501 Lieboch,

Austria, and Schmid Polska Sp. z o.o., PL-82-300 Elbląg, Poland, as well as Schmid Wärmeproduktions GmbH, DE-8360 Eschlikon, Switzerland.

Personal data means any information relating to an identified or identifiable individual.

This Privacy Policy is designed to meet the requirements of the revised Swiss Data Protection Act ("revDSG") as well as the European General Data Protection Regulation ("EU GDPR").

We treat personal data carefully and ask you to do the same. If you provide us with personal data of other persons (e.g. data of contact persons or employees), please make sure that these persons are aware of this Privacy Policy and only share their personal data with us if you are allowed to do so and if this personal data is correct.

The Managing Director of SAG is responsible for the data processing activities we describe here. If you have any data protection concerns, you can send them to us at the following contact address Schmid AG, energy solutions, Hörnlistrasse 12, 8360 Eschlikon, datenschutz@schmid-energy.ch. If you are a resident of Germany, you can also contact datenschutz@schmid-holzfeuerung.de, in Austria datenschutz@schmid-energy.at.

2 Collection and processing of personal data

We primarily process the personal data that we receive from our customers and other business partners in the course of our business relationship with them and other persons involved in it.

To the extent permitted, we also take certain data from publicly accessible sources (e.g. debt collection registers, land registers, commercial registers, press, Internet) or receive such data from other companies, public authorities and other third parties. In addition to the data about you that you give us directly, the categories of personal data that we receive about you from third parties include, in particular, information from public registers, information that we learn in connection with official and legal proceedings, information relating to your professional functions and activities (so that we can for example conclude and process transactions with your employer with your help), information about you in correspondence and meetings with third parties, creditworthiness information (insofar as we process transactions with you personally), information about you that people close to you (family, advisors, legal representatives, etc.) give us so that we can conclude contracts with you.) so that we can conclude or process contracts with you or involving you. We collect data in connection with the use of the website (e.g. IP address, MAC address of the smartphone or computer, information about your device and settings, cookies, date and time of visit, pages and content accessed, functions used, referring website, location information).

3 Purposes of data processing and legal basis

We use the personal data we collect - where necessary based on your consent or based on another justification - primarily to conclude and process our contracts with our customers and business partners, as well as for the purchase of products and services from our suppliers and subcontractors and to comply with our legal obligations at home and abroad. If you work for such a customer or business partner, your personal data may of course also be affected in this capacity.

In addition, we process personal data of you and other persons, to the extent permitted and deemed appropriate, also for the following purposes, in which we (and sometimes third parties) have a legitimate interest corresponding to the purpose:

- Offering and further developing our offers and services as well as our website
- Communicating with third parties and processing their inquiries (e.g. applications, media inquiries)
- Testing and optimizing procedures for needs analysis for the purpose of directly contacting customers as well as collecting personal data from publicly available sources for the purpose of customer acquisition
- Advertising and marketing (including the organization of events), insofar as you have not objected to the use of your data (if we send you advertising as an existing customer of ours, you can object to this at any time, we will then put you on a blocking list against further advertising mailings)
- Assertion of legal claims and defense in connection with legal disputes and official proceedings
- Prevention and investigation of criminal offenses and other misconduct (e.g., conducting internal investigations)
- Ensuring our operations, in particular IT related operations
- Video surveillance to maintain house rules and other measures for IT, building and facility security and protection of our employees and other persons and assets belonging to or entrusted to us (such as access controls, visitor lists, network and mail scanners, telephone recordings, remote access to facilities)
- Purchase and sale of business units, companies or parts of companies and other transactions under company law and the associated transfer of personal data, as well as measures for business management and to the extent necessary to comply with legal and regulatory obligations

Insofar as you have given us consent to process your personal data for specific purposes (e.g. when you register to receive newsletters or carry out a background check), we process your personal data within the scope of and based on this consent, insofar as we have no other legal basis, although we require such a basis. Any consent given can be revoked at any time, but this has no effect on data processing that has already taken place.

4 Cookies / tracking and other technologies in connection with the use of our website.

We typically use "cookies" and similar technologies on our website to identify your browser or device. A cookie is a small file that is sent to your computer or automatically stored on your computer or mobile device by the web browser you are using when you visit our website. This allows us to recognize you when you return to this website, even if we do not know who you are. In addition to cookies that are only used during a session and deleted after your website visit ("session cookies"), cookies can also be used to store user settings and other information for a certain period of time (e.g. two years) ("permanent cookies"). However, you can set your browser to reject cookies, store them for one session only, or otherwise delete them before they expire.

By using our website and agreeing to receive newsletters and other marketing emails, you consent to the use of these techniques. If you do not wish to do so, you must set your browser or e-mail program accordingly.

We sometimes use Google Analytics or similar services on our websites. This is a service provided by third parties who may be located in any country in the world (in the case of Google Analytics, it is Google Ireland (based in Ireland), Google Ireland relies on Google LLC (based in the USA) as an order processor (both "Google"), www.google.com), which allows us to measure and evaluate the use of the website (non-personal). Permanent cookies set by the service provider are also used for this purpose. We have configured the service so that the IP addresses of visitors are shortened by Google in Europe before being forwarded to the USA and thus cannot be traced. We have turned off the "Data Forwarding" and "Signals" settings. Although we can assume that the information we share with Google is not personal data for Google, it is possible that Google can draw conclusions about the identity of visitors from this data for its own purposes, create personal profiles and link this data to the Google accounts of these individuals. If you have registered with the service provider yourself, the service provider also knows you. The processing of your personal data by the service provider then takes place under the responsibility of the service provider in accordance with its data protection provisions. The service provider only informs us how our respective website is used (no information about you personally).

5 Newsletter / Events / Advertising

If you register for our newsletter on our website, your e-mail address will be used for information and advertising purposes until you unsubscribe from this newsletter. When you register for the newsletter, we store your e-mail address, your IP address and the date of registration. This storage serves solely as evidence in the event that a third party misuses an e-mail address and registers to receive the newsletter without the knowledge of the authorized person.

If you register for information visits, training courses or events organized by SAG, we will only use this data to process your request. This data will be deleted at the latest six months after the event, if there are no legal retention periods to the contrary.

We will inform you about products and services by e-mail if you have made a corresponding inquiry about products or services to us, if you have given us your express consent to use your personal data for advertising purposes (opt-in) or if you have subscribed to one of our newsletters.

Via the e-mail and newsletter tracking, statistical analysis of usage data is possible. We record the opening of the e-mail as well as the internal clicks in order to make the content more relevant as well as to measure the success of the campaign.

If you send us an inquiry via our contact form, your data from the inquiry form including the contact data you provided there will be stored by us for the purpose of processing your inquiry and in case of follow-up questions on the same subject. This data will not be passed on to third parties.

6 Data transfer and data transmission abroad

Within the scope of our business activities and the purposes set out in section C., we also disclose data to third parties, insofar as this is permitted and appears to us to be appropriate, either because they process it for us or because they want to use it for their own purposes. In particular, this concerns the following entities:

- Group companies (namely those mentioned in section A.)
- Service providers of ours (such as banks, insurance companies), including order processors (such as credit rating agencies, IT providers)
- sales partners, dealers, suppliers, subcontractors and other business partners
- Customers
- domestic and foreign authorities, official agencies or courts
- Industry organizations and associations
- acquirers or parties interested in acquiring business units
- other parties in potential or actual legal proceedings

(all together "Recipients")

These Recipients are partly domestic but may be anywhere in the world. In particular, you should expect your information to be transferred to all countries where the service providers we use are located.

If a recipient is located in a country without adequate legal data protection, we contractually obligate the recipient to comply with applicable data protection law (for this purpose, we use the revised standard contractual clauses of the European Commission, which can be accessed here: https://eur-lex.europa.eu/eli/dec_impl/2021/914/oj?), unless the recipient is already subject to a legally recognized set of rules to ensure data protection and we cannot rely on an exception. An exception may apply in particular in the case of legal proceedings abroad, but also in cases of overriding public interests or if the performance of a contract requires such disclosure, if you have given your consent or if it is a matter of data that you have made generally accessible and you have not objected to its processing.

7 Duration of storage of personal data

We process and store your personal data as long as it is necessary for the fulfilment of our contractual and legal obligations or otherwise the purposes pursued with the processing, i.e. for example for the duration of the entire business relationship (from the initiation, processing to the termination of a contract) as well as beyond that in accordance with the legal storage and documentation obligations. In this context, it is possible that personal data will be retained for the time during which claims can be asserted against our company and insofar as we are otherwise legally obligated to do so or legitimate business interests require this (e.g. for evidence and documentation purposes). As soon as your personal data is no longer required for the above-mentioned purposes, it will be deleted or anonymized as a matter of principle and to the extent possible. For operational data (e.g. system logs, logs), shorter retention periods of twelve months or less generally apply.

8 Data security

We take appropriate technical and organizational security precautions to protect your personal data from unauthorized access and misuse.

9 Obligation to provide personal data

Within the scope of our business relationship, you must provide those personal data that are necessary for the establishment and implementation of a business relationship and the fulfilment of the associated contractual obligations (you do not generally have a legal obligation to provide us with data). Without this data, we will generally not be able to enter into or perform a contract with you (or the entity or person you represent).

Also, the website cannot be used if certain information to ensure data traffic (such as IP address) is not disclosed.

10 Rights of the data subject

Within the framework of the data protection law applicable to you and as far as provided therein, you have the right to information, correction, deletion, the right to restrict data processing and the right to object to our data processing, in particular that for the purpose of direct marketing, as well as to the release of certain personal data for the purpose of transfer to another entity (so-called data portability). Please note, however, that we reserve the right to enforce the restrictions provided for by law, for example if we are obliged to retain or process certain data, if we have an overriding interest in doing so (insofar as we are entitled to rely on this) or if we require the data in order to assert claims. If you incur costs, we will inform you in advance. We have already informed you about the possibility of revoking your consent. Please note that the exercise of these rights may conflict with contractual agreements and may have consequences such as the premature termination of the contract or cost consequences. We will inform you in advance if this is not already contractually regulated.

The exercise of such rights generally requires that you clearly prove your identity (e.g. by means of a copy of your identity card, where your identity is otherwise not clear or cannot be verified). To exercise your rights, you may contact us at the address provided in Section A. above.

11 Right of appeal

If you believe that the processing of personal data concerning you violates the EU GDPR, you have the right to lodge a complaint with a competent supervisory authority, without prejudice to any other legal remedy.

12 Amendments

We may amend this privacy policy at any time without prior notice. The current version published on our website shall always be applicable.