

Privacy Notice Overview International – English (EU law)

ZEISS ZEISS Smart services platform and Applications Data Privacy Notice

This is the Data Privacy Notice for Carl Zeiss Meditec AG (hereinafter, referred to as "ZEISS" or "We" or "Our" or "Us" or "Company") in relation to the use of ZEISS Smart Services IOT solution which is composed of many components that collaborate to enable connectivity, remote service, and software deployment for the medical devices (the "Applications").

The Applications support medical device operator/user to enable IOT smart service solutions (referred to as "You" or "Your" or "Yourself" or "User") and manage medical devices from Zeiss smart services platform.

This Data Privacy Notice describes:

- a) What personal data we collect about you
- b) How we use that personal data
- c) What personal data of yours we might share with others
- d) To whom we might share / transfer your personal data
- e) Your rights as a Data Subject

Any User is required to read and understand the provisions set out herein prior to submitting any personal data or information to ZEISS.

More information is available in our group wide Data Privacy Notice here:

<https://www.zeiss.com/data-protection/int/home.html>

1. Contact:

Carl Zeiss Meditec AG

Göschwitzer Straße 51-52

07745 Jena, Germany

Phone: +49 3641 220-0

E-mail: info.meditec@zeiss.com

Website: <https://www.zeiss.com/meditec-ag/home.html>

If you have a data privacy concern, please contact:

Corporate Data Protection Officer

Carl-Zeiss-Strasse 22

73447 Oberkochen

Contact via email (no confidential content, please): dataprivacy@zeiss.com

2. Data collection:

Types of personal data collected by ZEISS when you use the Applications are:

- I. **Contact Information:** Full Name, email address, phone number(s)
- II. **Personal Content:** Device operator/owner's information (which shall be included in Service request) and Zeiss employee's information who represents customer/facility (which shall be included at the time of adding customer/facility in the cloud portal)
- III. **Identifiers:** Full name, email address, phone number
- IV. **Usage Data:** Service request and customer information will be viewed through pages of cloud application and personal data are not available in any downloadable format.
- V. **Diagnostics:** browser type and version, operating system, page response times

3. Data processing:

As part of the Application, ZEISS processes data on the Users interaction with the Applications which enables ZEISS to implement certain Application specific features, whereas its use is strictly limited to enhance the user experience with the Applications.

It should be noted that ZEISS only collects the required personal data on a case-by-case basis and for specific purposes. The following list of reasons is therefore not exhaustive.

- For the provision and maintenance of our products and services e.g., monitor usage of products and services, detect, prevent and address technical issues.
- For the improvement of our products and services e.g., to allow you to participate in interactive features of our websites when you choose to do so, to gather analysis or valuable information so that we can make improvements.
- For the administration of your use of our products and services e.g., to facilitate account creation and authentication, enable other users to search and collaborate with you.
- For the prevention of fraudulent or illegal use of our products and services e.g., to verify your identity, check that you have the rights to access patient data.
- For the management of your communication with us e.g., to notify you about changes to our products and services, provide you with news and general information about the products and services, notify you about your account and/or subscription, including expiration and renewal notices, email-instructions.
- For the provision of customer support e.g., manage your feedback, handle your customer complaints.

We know that it is important to you that your personal data will be handled with care. Since data privacy is a high priority issue at ZEISS, we make sure that your information is collected, processed, and used strictly in accordance with the laws. The instances listed above are those in which we require personal data from you.

In order to enter the Application, you need to register for a ZEISS ID account. When you register for the ZEISS ID user, you agree with the processing of your personal data for the provisions set out in the respective data Privacy Notice of ZEISS ID.

(<https://id.zeiss.com/TermsAndConditions/UserAgreement?clientAppId=1&isoCode=EN>). When you

register as a user of the Applications via ZEISS ID, you additionally agree to the processing of your personal data for the purpose of using the Applications as set out in this Data Privacy Notice.

4. Legal basis for the data processing:

We mainly process your personal data as necessary for the performance of a contract between you and us. When we process your personal data to enhance your user experience, we process your personal data for the purposes of our legitimate interest to adapt the Applications to the needs of our users.

We process your data only in compliance with the applicable laws. In particular, we will process your data in accordance with Article 6 and Article 9 of the General Data Protection Regulation (GDPR), as well as in accordance with the conditions for consent in Article 7 GDPR. We will process your data, among other things, upon the following legal bases. Please note that this is not a complete or exhaustive list of the legal bases. These are merely examples intended to render the legal foundations more transparent.

- i. Consent (Article 6, paragraph 1, sentence 1, letter a GDPR and Article 7 GDPR or Article 9, paragraph 2, letter a and Article 7 GDPR): we will only process certain data on the basis of your explicit and voluntary consent given in advance. You have the right to revoke your consent at any time with effect in the future.
- ii. Performance of a contract / pre-contractual measures (Article 6, paragraph 1, sentence 1, letter b GDPR): we need access to certain data to initiate or perform your contract with ZEISS and ZEISS partners.
- iii. Compliance with a legal obligation (Article 6, paragraph 1, sentence 1, letter c GDPR): ZEISS is subject to a series of legal requirements. In order to meet these requirements, we must process specific data.
- iv. Protection of legitimate interests (Article 6, paragraph 1, sentence 1, letter f): ZEISS will process specific data to protect its interests or those of third parties. However, this only applies if your interests in the individual case do not override other legitimate interests.

5. Recipients of the data:

- i. ZEISS does not exchange or share personal data of the User with any third party. However, we may involve third-party providers for the technical operation of the Applications (e.g., cloud service provider). All applicable data privacy requirements (e.g., agreement) will be complied.
- ii. In rare cases, we may transfer your personal data to third countries (e.g., countries outside the European Economic Area). If we do so, we will transfer your personal data to territories for which an adequacy decision by the European Commission exists or we will take appropriate or suitable safeguards and process it according to the provisions in GDPR, including implementing Standard Contractual Clause (SCC) and Binding Corporate Rules (BCR) when necessary, an information of which you can request from us at any time. We might also will have to ask for your additional consent prior the data transfer if necessary.

6. Retention of the data:

- i. Regardless of the manner of storage, ZEISS will keep all User information confidential and will use/ disclose it only as specified in the Data Privacy Notice.
- ii. ZEISS will also ensure that collected information is not kept as long as necessary than as required for the purposes for which it is collected or as required under any applicable law. Depending on the legal basis, these are usually 6 to 10 years.
- iii. In addition, your data will be stored until the expiry of the statutory limitation periods, usually 3 years, insofar as this is necessary for the assertion, exercise or defense of legal claims.
- iv. When we have no ongoing legitimate business need to process your personal data, we will delete such information, or, if this is not possible (for example, because your personal data has been stored in backup archives for audit purposes), then we will securely store your personal data and isolate it from any further processing until deletion is possible.

7. What rights do I have?

In EU and EEA regions you have certain rights under the GDPR, those rights are as follows:

- i. The right to information
- ii. The right to object, including the right to withdraw your objection
- iii. The right to have information deleted or released/transferred
- iv. The right to limit or block the processing of information
- v. The right to have information corrected
- vi. The right of appeal, also through a responsible supervisory authority
- vii. The right to withdraw your consent
- viii. The right to not be subject to a decision based solely on automated processing, including profiling

For detailed information about your rights as a data subject or making any inquiries related to your rights, please contact us via the channels mentioned above or refer to the group wide Data Privacy Notice available here:

<https://www.zeiss.com/data-protection>

If we are relying on your consent to process your personal data, which may be express and/or implied consent, you have the right to withdraw your consent at any time. You can withdraw your consent at any time by contacting us by using the contact details provided in this Privacy Notice.

8. Additional notes:

- i. We do not use your personal data for automated decision-making.
- ii. ZEISS may update the Data Privacy Notice if required.