

TAULIA PRIVACY STATEMENT

This Privacy Statement was updated on September 7, 2026

Welcome!

Protecting the individual's privacy is crucial to the future of business. We have created this Privacy Statement to demonstrate the firm commitment of Taulia (hereinafter "We", "Taulia", "Us" or "Our") to the individual's right to data protection and privacy. It outlines how We handle information that can directly or indirectly identify an individual (hereinafter "Personal Data"). Processing in the context of this Privacy Statement means any collection, use, transmission, disclosure, erasure or any other similar operation based on Personal Data (hereinafter "Processing" or "Process").

Taulia is processing information including personal data about the users of taulia.com using cookies or similar technologies for the purposes set out in the [Cookie Statement](#). You will find further information and have the option to exercise your preferences by clicking on the Cookie Preferences link in the footer of this page.

1. Who do We mean when We say Taulia in this Privacy Statement?

This privacy statement applies to the collection and processing of personal data:

- during the central operation of this website and other globally operated business activities by Taulia GmbH if you are in a member state of the EU or the EWR or in any of the countries of Andorra, Faroe Islands, Guernsey, Isle of Man, Jersey, Switzerland, by Taulia UK Ltd if you are in the United Kingdom, or by Taulia LLC, 95 Third St 2nd Floor #7776, San Francisco, CA 94103 if you are in any other country,
- in the context of a pre-contractual or contractual business relationship with you or your employer by Taulia LLC or a local Taulia entity,
- in the context of a registration form when a specific Taulia entity or [SAP Group](#) member is directly collecting personal data for the purpose of registering to a service or event and is therefore presented as the relevant controller on this registration page or website by referencing to this privacy statement.

You can reach Taulia's data privacy officer at [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com).

2. For what purposes does Taulia process your Personal Data and based on what legal basis?

Taulia's compliance with statutory obligations

- Taulia processes your personal data for the purpose of ensuring an adequate level of technical and organizational security of Taulia's products, services, online events, facilities, and premises. For this, Taulia will take the measures necessary to verify or maintain the quality and safety of a product or service which is owned, manufactured by or for, or controlled by Taulia. This may comprise the use of personal data for sufficient identification and authorization of designated users, internal quality control through auditing, analysis, and research, debugging to identify and repair errors that impair existing or intended functionality, account and network security, replication for loss prevention, detecting security incidents, protection against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for such kind of activity. Taulia may process personal data to create anonymized data sets which may then be used to safeguard and protect Taulia systems including data, equipment, facilities and networks.
- Taulia processes Personal Data (name, surname, country, IP address) to the extent necessary to fulfil sanctions and embargo requirements under European Economic Area (“EEA”) laws to which Taulia is subject, and laws and regulations extraterritorial to the EEA (based on Taulia’s legitimate interest).
- If necessary, Taulia uses personal data to prevent or prosecute criminal activities such as any form of cybercrime, the illegal use of our products and services or fraud, to assert our rights or defend Taulia against legal claims.
- To comply with data protection and unfair competition law related requirements. Depending on the country in which the relevant Taulia entity operates, and whether you have expressly consented to or opted out of receiving commercial information, Taulia may process personal data necessary to accommodate your data protection and privacy choices for the receipt of such information and, when necessary to ensure compliance,

exchange such information with the other Taulia entities and/or members of the SAP Group.

- When ensuring compliance, Taulia processes your personal data if and to the extent necessary to fulfill legal requirements under European Union or EU Member State law to which Taulia is subject, and laws and regulations extraterritorial to the EU (legitimate interest to comply with extraterritorial laws and regulations).

Taulia's Web Services

Taulia processes personal data for the purpose of operating, providing to you and administering your use of Taulia's internet pages, web offerings, or other online events. This may include, without limitation:

- To provide web services and functions, create and administer your online account, update, secure, troubleshoot the service, provide support, improve, and develop the web services and/or answer and fulfill your requests or instructions.
- To process information that relates to your visit to our web offerings to improve your user experience, identify your individual demand and to personalize the way we provide you with the information you are looking for. For this purpose, we collect information regardless of whether you register with a user profile or not.
- To share basic participant information (your name, company, and email address) with other participants of the same event, seminar, or webinar to promote the interaction between the participants and to stimulate the communication and the exchange of ideas.
- To manage and ensure the security of our web services and prevent and detect security threats, fraud or other criminal or malicious activities and as reasonably necessary to enforce the web services terms, to establish or preserve a legal claim or defense, to prevent fraud or other illegal activities, including attacks on our information technology systems.
- To create a user profile, which may be specific to a single web offering of Taulia, or it may also allow you to access other web offerings of Taulia or other members of the SAP Group. It is your choice whether to use any of these additional web offerings. If you do, Taulia will make your personal data available to such other web offerings to provide you with initial access.

Kindly note that without your consent to create such user profiles, Taulia will not be able to offer such services to you where your consent is a statutory requirement.

When operating Taulia's web services, Taulia processes your personal data if and to the extent:

- Taulia obtained your consent, if required by law, to process your personal data for this purpose,
- necessary to fulfill (pre-) contractual obligations with you,
- necessary to fulfill legal requirements applicable to Taulia,
- necessary to pursue Taulia's legitimate interest to efficiently perform or manage Taulia's web services and business operation and assert or defend itself against legal claims.

We believe that Taulia's interest in pursuing these business purposes is legitimate and thereby not outweighed by your personal rights and interest to refrain processing for such purpose. In any of these cases, we duly factor into our balancing test: the business purpose reasonably pursued by Taulia in the given case, the categories, amount and sensitivity of personal data that is necessarily being processed, the level of protection of your personal data which is ensured by means of our general data protection policies, guidelines, and processes, and the rights you have in relation to the processing activity.

Taulia's business relationships

Taulia processes personal data to pursue its business relationships with customers, partners, and other users to fulfill pre-contractual and contractual business relations. This may include satisfying requests, processing orders, delivering an ordered product or service, or engaging in any other relevant action to establish, fulfill and maintain our business relationships, including:

- **Products and services:**

This may include any of Taulia's software products, web services, apps, online-forums, webinars and events, non-marketing related newsletters, white papers, tutorials, trainings, as well as other offerings like contests or sweepstakes. When you purchase or intend to purchase products or services from Taulia on behalf of a corporate customer or are otherwise associated as contact person for the business relationship between Taulia and a corporate customer or partner ("Customer Contact"), Taulia will use your personal data for this purpose. More specifically,

Taulia may use your personal data to confirm your opening of an account, manage the contract execution, send you disclosures as may be required by law, notice of payments, and other information about our products and services. Taulia may respond to related inquiries, provide you with necessary support and process your feedback. In the context of your or your employers use of our products or services, Taulia may communicate with you by post, email, live chat, contact forms, phone or any other medium to resolve your, a user's, or a customer's question or complaint or to investigate suspicious transactions. In case of telephone calls or chat sessions, Taulia may record such calls or chat sessions to improve the quality of Taulia's services after informing you accordingly during that call and, subject to applicable law, receiving your prior consent before the recording begins.

- **Customer Satisfaction:**

Within an existing business relationship between you or your employer and Taulia, Taulia processes your personal data to help us understand how satisfied you are with the functionality and quality of our products and services, to provide you with relevant information on our latest product announcements, software updates or upgrades, events, special offers, and other information about Taulia's software and services that is relevant and useful to you.

- **To keep you up to date:**

Within an existing business relationship between you or your employer and Taulia, Taulia processes your personal data to inform you about Taulia events, products or services which are similar or relate to products and services you or your employer have already purchased or used. Taulia will inform you by postal mail, email, phone or other electronic means about such news if Taulia has collected such information in the context of the business relationship or has obtained this information from a publicly available source as far as it is allowed by law, or you have consented. You are entitled to object to Taulia's use for this purpose at any time by selecting the opt-out option at the bottom of each marketing-related communication.

- **Feedback requests and surveys:**

To the extent allowed by applicable law, Taulia may contact you for feedback regarding the improvement of the relevant material, product, or service. Taulia may also invite you to participate in questionnaires and surveys. These will generally be designed so you can participate without having to provide information

that identifies you as a participant. If you nonetheless provide your personal data, Taulia will use it for the purpose stated in the questionnaire or survey or to improve its products and services.

- **To get in touch with you:**

To establish new business relationships between Taulia and you or your employer, Taulia processes your personal data to inform you about Taulia events, products or services that have a substantive or material connection to your role or function in your organization. We may also contact you to discuss further your interest in Taulia's products or services. Taulia will contact you by postal mail, email, phone or other electronic means if you have either consented to such use, or if Taulia has obtained your personal data from a publicly available source as allowed by law or to address you for further consent. You are entitled to object to Taulia's use for this purpose at any time by selecting the opt-out option at the bottom of each marketing-related communication.

- **Personalized Content:**

Taulia processes information about your interactions with Taulia across its various business areas and its offerings (your or your employers prior and current use of Taulia products or services, your participation in and use of Taulia's web offerings, events, white papers, free trials or newsletters) to provide you with the requested products and services and to improve our personal communications with you. This data may also be used to efficiently operate Taulia's business, which also includes: the automation and aggregation of data to support various analytic and statistical efforts, performance and predictive analytics and exploratory data science to support your customer journey and to fulfill such requests. To the extent permitted by law, Taulia may combine and use such information in an aggregated manner to help us understand your interests and business demands, develop our business insight and marketing strategies, and to create, develop, deliver, and improve our personalized communications with you.

When pursuing its business relationships, including engaging in direct marketing and sales activities, Taulia may process your personal data if and to the extent that:

- The contract or pre-contractual relation relates to a company or other legal body and if Taulia processes your personal data as Customer Contact and it is necessary:

- to fulfill (pre-) contractual obligations (legitimate interest to efficiently perform or manage Taulia's business operation),
 - to maintain our business relationships with you or your employer, to ensure your satisfaction as a user or customer contact, to map the relevant group internal structures and bundle relevant business activities at central sources within Taulia and/or the SAP Group, to operate them uniformly and to provide you with information about other Taulia products and services as indicated by your demand or interest, which may also comprise the combination of information about you from different sources (profiling) (legitimate interest to maintain and operate intelligent and sustainable business processes in a group structure optimized for the division of labor and in the best interest of our employees, customers, partners, and shareholders and to operate sustainable business relationship with Taulia customers and partners).
 - when providing you with information about other Taulia products and services, we may send them to your email address provided that we (i) received your email address in connection with the purchase of our products or services, (ii) you did not object to the use of your email address for direct advertising and (iii) we inform you in every approach, at any time that you may object to our use of your email address for marketing purposes. We may also send you such information by other electronic means (e.g., telephone, SMS, MMS) to the extent permitted under applicable law or explicit or presumed consent.
- We serve or maintain our business relationships with you, ensure your satisfaction as a user or customer representative, and/or provide you with information about other Taulia products and services as indicated by your demand or interest (necessary for the performance of a contract and/or legitimate interest to operate sustainable business relationship with Taulia customers and partners).
 - We operate to establish a new business relationship with you or your employer and you have consented to Taulia's use of your personal data for such marketing purpose or we (i) obtained your email from a publicly available source (ii) you did not object to the use of your email address for direct advertising and (iii) we inform you in every approach that you may object to our use of your email address for marketing purposes at any time.

- Whenever you grant Taulia consent that Taulia may use your personal data to provide you with additional information on Taulia products and services (General Marketing Consent), Taulia will process your data as described in the section above.

3. What categories of Personal Data does Taulia process?

Taulia processes various types of personal data about the people we interact with when conducting our business or operating our various web presences and other communication channels. Depending on the individual case, this may comprise the following types of personal data:

- **Contact Data:** Taulia processes the following categories of personal data as contact data: first name, last name, email addresses, postal address/location (country, state/province, city), telephone numbers, and your relationship history with Taulia.
- **Personal data related to the business relationship with Taulia:** In the context of established business relationships, Taulia processes the business partner's company name, industry, your job title and role, department and function and your company's relationship history to Taulia. If you provide a credit card number or bank details to order products or services, Taulia will collect this information to process your payment for the requested products or services.
- **Compliance-related personal data:** If required by statutory law or regulation, Taulia may process data categories like date of birth, academic credentials, identity cards or other ID numbers, geolocation, business partner relevant information about e.g., significant litigation or other legal proceedings, and other export control or custom compliance relevant information.
- **Data generated through your use of, or participation in Taulia's internet pages, web, or online offerings:**
 - **Usage data:** Taulia processes certain user-related information, e.g., info regarding your browser, operating system, or your IP address when you visit Taulia's web properties. We also process information regarding your use of our web offerings, like the pages you visit, the amount of time you spend on a page, the page which has referred you to our page and the links on our sites you select.

➤ **Registration data:** Taulia may process your contact data as set out above and other information which you may provide directly to Taulia if you register for any of our events or other web offerings.

➤ **Participation data:** When you participate in webinars, virtual seminars, events, or other Taulia web offerings, Taulia may process your interactions with the relevant web service to organize the event including its sessions, polls, surveys, or other interactions between Taulia and/or its participants. Depending on the event and subject to a respective notification of the participants, Taulia may collect audio and video recordings of the event or session.

- **Personal data received during an application for a job at Taulia:** Taulia processes personal data of individuals applying for a job at Taulia.
- **Personal data necessary for customer satisfaction:** To the extent permitted by law or based on your consent, Taulia may combine the information we collect either directly or indirectly about specific users to ensure the completeness and correctness of the data and to help us better tailor our interactions with you and determine the information which best serves your respective interest or demand.

4. From What Types of Third Parties does Taulia obtain Personal Data?

Taulia generally aims to collect personal data directly from the data subjects. If you are requested to provide personal data to Taulia and you fail to provide such personal data, kindly note that Taulia may not be able to provide you with the respective service and/or business relationship requested. If you or applicable law allows Taulia to do so, Taulia may obtain personal data also from third party sources. These third-party sources may include:

- your employer, in the context of its business dealings with Taulia and/or the SAP Group members,
- third parties you directed to share your personal data with Taulia,
- third-party sources and publicly available sources like business-oriented social networks or information brokers.

When we collect personal data from third-party sources, we establish internal controls to ensure that the third-party source was permitted to provide this information to Taulia and that we may use it for this purpose. Taulia will treat this

personal data according to this privacy statement, plus any additional restrictions imposed by the third party that provided the personal data to Taulia or by applicable national law.

5. How long does Taulia store your Personal Data

Taulia may retain your personal data for additional periods if necessary for compliance with legal obligations to process your personal data or if the personal data is needed by Taulia to assert or defend itself against legal claims. Taulia will retain your personal data until the end of the relevant retention period or until the claims in question have been settled. Taulia stores your personal data only for as long as it is required:

- to make products and services requested by you or your employer available to you;
- to develop products or services until this is no longer necessary or Taulia is informed that your relationship with the Taulia customer has changed;
- to fulfill Taulia's legitimate business purposes as further described in this privacy statement, unless you object to Taulia's use of your personal data for these purposes;
- for Taulia to comply with statutory obligations to retain personal data, resulting inter alia e.g., from applicable export, finance, tax or commercial laws;
- until you revoke a consent you previously granted to Taulia to process your personal data.

6. Who are the recipients of your Personal Data?

Taulia: Taulia entities and members of the SAP Group may also receive or gain access to personal data either when rendering internal services centrally and on behalf of Taulia, when supporting others at Taulia or in the SAP Group or when personal data is transferred to them on a respective legal basis. In these cases, these members may process the personal data for the same purposes and under the same conditions as outlined in this privacy statement.

Taulia third-party service providers: Taulia may engage third-party service providers to process personal data on Taulia's behalf, e.g., for consulting or other services, the provision of the website, the fulfillment and provisioning of offers from Taulia. These service providers may receive or are granted with access to personal data when rendering their services and will constitute recipients within the meaning of the relevant data protection law, including GDPR. A list of Taulia's technology service providers can be found [here](#).

Taulia partners: With your consent or as otherwise indicated by your request, including to fulfill your ordered services, Taulia may share your personal data with designated partner companies to provide you with the product or service you have requested.

7. What are your data protection rights and how can you exercise them?

Taulia honors your statutory rights when it comes to the processing of your personal data. To the extent provided by applicable data protection laws, you have the right to:

- **Access your personal data** that we have on you, or have it updated.
- **Obtain a copy of the personal data** you provided to Taulia, if Taulia uses your personal data based on your consent or to perform a contract with you. In this case, please refer to the section below "How can you exercise your Data Protection Rights". Please note that you will need to specify the information or processing activities to which your request relates, the format in which you would like to receive the personal data and whether it should be sent to you or another recipient. Taulia will carefully consider your request and communicate with you how it can best be fulfilled.
- **Delete your personal data** we hold about you. Please note, however, that Taulia can or will delete your personal data only if there is no statutory obligation or prevailing right of Taulia to retain it. If you request from Taulia to delete your personal data, you may not be able to continue to use any Taulia service that requires Taulia's use of your personal data.
- **Object to Taulia further processing your personal data**, if and to the extent Taulia is processing your personal data based on its legitimate interest. When you object to Taulia's processing of your personal data, Taulia will carefully review your objection and cease further use of the relevant information, subject to Taulia's compelling legitimate grounds for continued use of the personal data, which may override your interest in objecting, or if Taulia requires the information for the establishment, exercise, or defense of legal claims.
- **Object to direct marketing or to apply profiling in relation to direct marketing.** When you object to Taulia's processing of your personal data for direct marketing purposes, Taulia will immediately cease to process your personal data for such purposes.

- **Revoke consent**, wherever Taulia is processing your personal data based on your consent, you may at any time withdraw your consent by unsubscribing or giving us respective notice of withdrawal. In case of withdrawal, Taulia will not process personal data subject to this consent any longer unless legally required or permitted to do so (e.g., if your personal data is needed by Taulia to assert or defend against legal claims). In case Taulia is required or permitted to retain your personal data for other legal reasons your personal data will be restricted from further processing and only retained for the term required by law or to fulfil the other purpose. However, any withdrawal has no effect on past processing of personal data by Taulia up to the point in time of your withdrawal. Furthermore, if your use of an Taulia offering requires your prior consent, Taulia will no longer be able to provide the relevant service, offer or event to you after your revocation.

- **Not to be subject to a decision based solely on automated means**, if the decision produces legal effects concerning you or significantly affects you in a similar way.

- **Request from Taulia to restrict your Personal Data from further processing** in any of the following events:

- **you state the Personal Data about you is incorrect**, subject to the time Taulia requires to check the accuracy of the relevant Personal Data,

- **there is no legal basis for Taulia to process your Personal Data**, and you demand Taulia to restrict your Personal Data from further processing,

- **Taulia no longer requires your Personal Data**, but you state you require Taulia to retain such data to claim or exercise legal rights or to defend against third party claims, or

- **in case you object to the processing of your Personal Data** by Taulia based on Taulia's legitimate interest, subject to the time required for Taulia to determine whether it has a prevailing interest or legal obligation in processing your Personal Data.

- **Lodge a complaint** to the competent supervisory authority if you are not satisfied with how Taulia is processing your personal data. Your competent supervisory authority can be found in the country specific section below.

Depending on applicable local data protection laws, your rights may be subject to deviations, limitations, or exceptions as set out below in the country-specific section. Please be aware, that Taulia honors your statutory rights when it comes to the processing of your personal data to the extent provided by applicable data protection laws.

8. How can you exercise your data protection rights?

If you want to exercise your data subject rights under applicable data protection law, then please contact [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com). Taulia will take steps to ensure it verifies your identity to a reasonable degree of certainty before it will process the data protection right you want to exercise. When feasible, Taulia will match personal data provided by you in submitting a request to exercise your rights with information already maintained by Taulia. This could include matching two or more data points you provide when you submit a request with two or more data points that are already maintained by Taulia.

Taulia will decline to process requests that are manifestly unfounded, excessive, fraudulent, represented by third parties without duly representing respective authority or are otherwise not required by local law.

9. Can you use Taulia's services if you are a minor?

In general, Taulia's websites and online services are not directed to users below the age of 16 years, or equivalent minimum age in the relevant jurisdiction. If you are younger than 16, you cannot register with and use these websites or online services.

Additional Country and Regional Specific Provisions

1. Where Taulia is subject to privacy requirements in the EU/EEA or a country with national laws equivalent to the GDPR

Who is the Data Protection Officer of the Controller?

Taulia's appointed data protection officer is Henrik von Kunhardt and can be reached via email at [dpo_taulia\[@\]riscreen.de](mailto:dpo_taulia[@]riscreen.de).

Inquiries, requests, or complaints regarding the processing of your Personal Data should be directed to [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com).

Who is the relevant Data Protection Authority?

The contact details of your specific data protection supervisory authority can be found on the European Data Protection Board [website](#). Taulia's lead data protection supervisory authority is the Landesbeauftragter für den Datenschutz und die Informationsfreiheit Baden-Württemberg and can be reached at Lautenschlagerstraße 20, 70173 Stuttgart, Germany.

How does Taulia justify international data transfers?

As a global company, Taulia has affiliates and uses third-party service providers also in countries outside the European Economic Area (the "EEA"). Taulia may transfer your personal data to countries outside the EEA as part of Taulia's international business operations. If we transfer personal data from a country in the EU or the EEA to a country outside the EEA and for which the EU Commission has not issued an adequacy decision, Taulia uses the EU standard contractual clauses to contractually require the data importer to ensure a level of data protection consistent with the one in the EEA to protect your personal data. You may obtain a copy (redacted to remove commercial or irrelevant information) of such standard contractual clauses by sending a request to [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com). You may also obtain more information and their perspectives on international data protection issues on the European Commission's International Dimension of Data Protection [website](#).

2. Where Taulia is subject to privacy requirements in the United States of America.

Where Taulia is subject to the requirements of the California Consumer Privacy Act of 2018 (CCPA), as amended by the California Privacy Rights Acts of 2020 (CPRA), from here on referred to as "CCPA" or where other US state laws have similar requirements, the following applies:

You have the right to:

- Know what personal information the business has collected about the consumer, including the categories of personal information, the categories of sources from which the personal information is collected, the business or commercial purpose for collecting, selling, or sharing personal information, the categories of third parties to whom the business discloses personal information, and the specific pieces of personal information the business has collected about the consumer.

- Delete personal information that the business has collected from the consumer, subject to certain exceptions.
- Correct inaccurate personal information that a business maintains about a consumer.
- Opt-out of the sale or sharing of their personal information by the business (where applicable).
- Limit the use or disclosure of sensitive personal information by the business (subject to certain exceptions, where applicable).
- Receive non-discriminatory treatment for the exercise of these rights.
- Appeal any denial of your request to exercise these rights.

How you can exercise your Data Protection Right(s)

To exercise these rights, either directly or via an appropriately appointed agent, or to limit the sharing of your personal information, contact us via email at [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com) or at our address 95 Third St 2nd Floor #7776, San Francisco, CA 94103.

In accordance with the verification process set forth under US relevant state law (as appropriate), Taulia may require a more stringent verification process for deletion requests (or for personal data that is considered sensitive or valuable) to minimize the harm that might be posed to you by unauthorized access or deletion of your personal data. If Taulia must request additional information from you outside of information that is already maintained by Taulia, Taulia will only use it to verify your identity so you can exercise your data protection rights, or for security and fraud-prevention purposes. You can designate an authorized agent to submit requests to exercise your data protection rights to Taulia. The agent must submit authorization to act on your behalf and, where required by relevant law, the agent must be appropriately registered.

Financial Incentives

Taulia does not offer financial incentives in return for your consent to share your personal information, nor limit service offerings where you opt-out of such sharing (unless sharing is practically necessary to perform the relevant service).

New Jersey's Daniel's Law

Taulia does not disclose on the internet or otherwise make available information that is subject to a Daniel's Law request.

Children's Privacy

Given that Taulia websites and online services are not directed to users under 16 years of age, Taulia does not sell or share the personal information of any minors under 16. If you are a parent or guardian and believe Taulia collected information about your child, please contact Taulia at [privacy@\[taulia.com\]](mailto:privacy@[taulia.com]). Taulia will take steps to delete the information as soon as possible.

Data Privacy Framework Program

Taulia complies with the EU-U.S. Data Privacy Framework (EU-U.S. DPF), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) as set forth by the U.S. Department of Commerce (<https://www.dataprivacyframework.gov/>). The DPF Program was developed by the U.S. Department of Commerce and the European Commission, UK Government, and Swiss Federal Administration to provide U.S. organizations with reliable mechanisms for personal data transfers to the United States from the European Union, United Kingdom, and Switzerland while ensuring data protection that is consistent with EU, UK, and Swiss law. Taulia has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. Data Privacy Framework Principles (EU-U.S. DPF Principles) regarding the processing of personal data received from the European Union in reliance on the EU-U.S. DPF and from the United Kingdom (and Gibraltar) in reliance on the UK Extension to the EU-U.S. DPF. Taulia has certified to the U.S. Department of Commerce that it adheres to the Swiss-U.S. Data Privacy Framework Principles (Swiss-U.S. DPF Principles) regarding the processing of personal data received from Switzerland in reliance on the Swiss-U.S. DPF. The DPF Principles can be found at <https://www.dataprivacyframework.gov/>. If there is any conflict between the terms in this privacy statement and the EU-U.S. DPF Principles and/or the Swiss-U.S. DPF Principles, the Principles shall govern. Taulia's participation in the Data Privacy Framework Program can be confirmed at <https://www.dataprivacyframework.gov/list>.

In compliance with the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF and the Swiss-U.S. DPF, Taulia commits to resolve DPF Principles-related

complaints about its collection and use of your Personal Data. EU, UK, and Swiss individuals with inquiries or complaints regarding Taulia's handling of Personal Data received in reliance on the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF should first contact Taulia at: [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com).

In compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF, Taulia commits to cooperate and comply respectively with the advice of the panel established by the EU data protection authorities (DPAs), the UK Information Commissioner's Office (ICO), and the Swiss Federal Data Protection and Information Commissioner (FDPIC) with regard to unresolved complaints concerning our handling of personal data received in reliance on the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF.

Further, if your DPF complaint cannot be resolved through the above channels, You may invoke binding arbitration for some residual claims not resolved by other mechanisms with respect to Personal Data received or transferred pursuant to the DPF. Taulia is also subject to the investigatory and enforcement powers of the Federal Trade Commission (FTC), and Taulia may therefore be required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. Taulia remains liable under the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF and the Swiss-U.S. DPF Principles for third parties who process Personal Data on its behalf in a manner inconsistent with the Principles, unless Taulia proves that it is not responsible for the event giving rise to the damage.

3. Where Taulia is subject to privacy requirements in Australia

Where Taulia is subject to the requirements of the Privacy Act 1988 (Cth) ('Privacy Act'), the following applies:

Taulia may store your Personal Data in paper-based files or as an electronic record in the Cloud or on physical devices e.g. computer systems. Your Personal Data will likely be held and stored by the Taulia affiliate located in another country for our general business purposes including outsourcing and data processing. We will only do this where it is necessary or appropriate to achieve the purposes set out in this Privacy Statement. We take reasonable steps to protect your personal information from misuse, interference and loss and from unauthorized access, modification or disclosure.

You can contact us via email at [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com) to exercise the following rights:

- You can request from Taulia at any time access to information about which Personal Data Taulia processes about you and, if necessary, the correction of such Personal Data. Please note, however, that Taulia can or will delete your Personal Data only if there is no statutory obligation or prevailing right of Taulia to retain it.
- Wherever Taulia is processing your Personal Data based on your consent, you may at any time withdraw your consent by unsubscribing or giving us respective notice of withdrawal. In case of withdrawal, Taulia will not process Personal Data subject to this consent any longer unless legally required to do so. In case Taulia is required to retain your Personal Data for legal reasons your Personal Data will be restricted from further processing and only retained for the term required by law. However, any withdrawal has no effect on past processing of Personal Data by Taulia up to the point in time of your withdrawal.
- In Australia, a complaint should first be made to Taulia in writing as required by law. You can find more information about privacy and the protection of Personal Data on the Office of the Australian Information Commissioner website.

4. Where Taulia is subject to the privacy requirements in Brazil

Where Taulia is subject to the requirements of the Brazilian General Data Protection Law (“LGPD”), written inquiries, requests or complaints may be addressed via email at [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com).

5. Where Taulia is subject to privacy requirements in Canada

Where Taulia is subject to privacy requirements in Canada, your Personal Data may be processed globally. If Personal Data is processed across provincial/territorial or international borders, Taulia complies with laws of the transfer of Personal Data between countries to keep your Personal Data protected. It may, however, based on the laws of such countries be subject to access by local law enforcement.

6. Where Taulia is subject to the privacy requirements of Indonesia

Where Taulia is subject to the requirements of the Personal Data Protection Law (PDPL) the following applies:

- Your Personal Data may be stored and processed by Taulia in countries outside your jurisdiction for general business purposes. This will occur only when necessary or appropriate to achieve the purposes set out in this Privacy Statement.
- We implement reasonable technical and organizational measures to safeguard your Personal Data from misuse, interference, loss, unauthorized access, modification, or disclosure.
- To the extent provided by applicable data protection laws, you have the right to:
 - Access and obtain a copy of your Personal Data being processed, subject to the requirements of the law.
 - Request the rectification or completion of inaccurate or incomplete Personal Data processed for specified purposes, as permitted by applicable law.
 - Request for the deletion of your Personal Data, under certain lawful circumstances.
 - Withdraw your consent for the processing of your Personal Data at any time. The withdrawal of consent will not affect the lawfulness of processing based on consent before its withdrawal.
 - Object to any decision-making process based solely on automated processing, including profiling, that produces legal effects concerning you or significantly impacts you.
 - Object to or restrict the processing of your Personal Data where legitimate grounds exist, subject to applicable legal provisions.
 - Lodge a complaint with the relevant data protection authority in Indonesia if you believe that your rights regarding the processing of your Personal Data have been infringed. You also have the right to claim damages if there are proven violations against regulations on the protection of your Personal Data, unless otherwise agreed upon or unless otherwise prescribed by law.
 - Obtain a copy of your Personal Data in a structured, commonly used, and machine-readable format, as permitted by law.

To exercise your rights, including requesting access to and/or copies of your Personal Data, submitting objections, or seeking verification and correction of your Personal Data, please contact us via email at [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com).

7. Where Taulia is subject to the privacy requirements of Malaysia

Where Taulia is subject to the requirements of the Malaysian Personal Data Protection Act (“PDPA”), the following applies:

- To exercise your data subject rights, including requesting access to and/or copies of your Personal Data, submitting objections, or seeking verification and correction of your Personal Data, please contact us via [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com).
- As part of its global operations, Taulia may transfer your Personal Data to its affiliates and trusted third-party service providers located outside Malaysia. In conducting our international business operations, we may transfer your Personal Data to countries outside of Malaysia for the purposes described in this Privacy Statement. We conduct the international transfers in accordance with the local privacy laws and implement appropriate safeguards to ensure your Personal Data receives an adequate level of protection consistent with Malaysia's PDPA.
- We implement reasonable technical and organizational measures to safeguard your Personal Data from misuse, interference, loss, unauthorized access, modification, or disclosure.
- To the extent provided by applicable data protection laws, you have the right to:
 - Access your Personal Data that we have on you, or have it updated.
 - Object to the processing of Personal Data for direct marketing purposes.
 - Object to the continued or intended processing of Personal Data, if such processing is likely to cause you or another person substantial and unwarranted damage or distress, subject to applicable legal requirements and exceptions.
 - Data portability of the Personal Data you provided to Taulia. In this case, please contact [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com) and specify the information or processing activities to which your request relates, the format in which you would like to receive the Personal Data, and whether it should be sent to you or another recipient. Taulia will carefully consider your request and discuss with you how it can best be fulfilled, subject to requirements under the implementing guidelines issued by the data protection authority of Malaysia.
 - Revoke consent, wherever Taulia is processing your Personal Data based on your consent, you may at any time withdraw your consent by unsubscribing or giving us respective notice of withdrawal. In case of withdrawal, Taulia will not process Personal Data subject to this consent any longer unless legally required or permitted to do so (e.g. if your Personal Data is needed by Taulia to assert or defend against legal claims). In case Taulia is required or permitted to retain your Personal Data for other legal reasons your Personal Data will be restricted from further processing and only retained for the term required by law or fulfil the other purpose. However, any withdrawal has no effect on past processing of Personal Data by Taulia up to the point in time of your

- withdrawal. Furthermore, if your use of a Taulia offering requires your prior consent, Taulia will no longer be able to provide the relevant service, offer or event to you after your revocation.
- Lodge a complaint to the competent authority if you are not satisfied with how Taulia is processing your Personal Data.

8. Where Taulia is subject to privacy requirements of Mexico

Where Taulia is subject to the requirements of the Mexican Federal Law for the Protection of Personal Data Held by Private Parties of 2010, the following applies:

- You have the right to file a complaint with the National Institute of Transparency Access to Information and Protection of Personal Data (INAI) to assert any disagreement related to the processing of your Personal Data by Taulia.
- Taulia reserves the right to change, modify, add or remove portions of this Privacy Statement at its sole discretion. In such case, Taulia shall maintain available a complete version of Taulia's Privacy Statement. Taulia will notify you of any change or modification to this Privacy Statement via the respective communication channel we have with you, e.g., at our website.

9. Where Taulia is subject to the privacy requirements of New Zealand

Where Taulia is subject to the requirements of the Privacy Act 2020 (Privacy Act), the following applies:

- Taulia is required to Process this Personal Data in accordance with applicable national or local law for which the collection of this information is authorized or required. The supply of this Personal Data by you is voluntary.
- If Personal Data is not collected, we may not be able to adequately provide the product or service you may request.
- You have the right to:
 - Request from Taulia at any time access to information about which Personal Data Taulia processes about you and, if necessary, the correction of such Personal Data. Please note, however, that Taulia can or will delete your Personal Data only if there is no statutory obligation or prevailing right of Taulia to retain it.

- Wherever Taulia is processing your Personal Data based on your consent, you may at any time withdraw your consent by unsubscribing or giving us respective notice of withdrawal. In case of withdrawal, Taulia will not process Personal Data subject to this consent any longer unless legally required to do so. In case Taulia is required to retain your Personal Data for legal reasons your Personal Data will be restricted from further processing and only retained for the term required by law. However, any withdrawal has no effect on past processing of Personal Data by Taulia up to the point in time of your withdrawal.

10. Where Taulia is subject to privacy requirements in the Philippines

Where Taulia is subject to the Philippine Data Privacy Act and its Implementing Rules and Regulations, the following applies:

- When you request to update or correct your Personal Data, Taulia may deny the request if it is manifestly unfounded, vexatious, or otherwise unreasonable.
- When requesting the data portability of the Personal Data you provided to Taulia, you must additionally specify the commonly used electronic or structured format in which you would like to receive the Personal Data.
- When you request to object against the processing of your Personal Data:
 - You may do so if Taulia is processing based on its Legitimate Interest. Taulia will carefully review your objection and cease further use of the relevant information, unless Taulia has other lawful basis for processing in Sections 12 and 13 of the Data Privacy Act.
 - You can also object to the processing of your Personal Data for direct marketing, profiling, or in cases of automated processing where your Personal Data will, or is likely to, be made as the sole basis for any decision that significantly affects or will affect you.
- You can reach out via email at [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com) to exercise your data protection rights.
- Compensation can only be claimed when National Privacy Commission or the courts determined that you sustained damages due to inaccurate, incomplete, outdated, false, unlawfully obtained or unauthorized use of Personal Data, considering any violation of your rights and freedoms. You may likewise seek redress from the National Privacy Commission, but it must be clearly shown that you are the subject of a privacy violation, Personal Data breach, or are otherwise personally affected by a violation of the Data Privacy Act.

11. Where Taulia is subject to privacy requirements in Singapore

Where Taulia is subject to the requirements of the Singapore's Personal Data Protection Act (PDPA), the following applies

- You can request from Taulia personal data about you that is in the possession or under the control of Taulia and information about the ways in which such personal data has been or may have been used or disclosed by Taulia within a year prior to this request. Please be informed that Taulia is not obliged to accede to your request if any exceptions under the PDPA apply.
- You may submit a request to have inaccurate/incomplete personal data corrected in our systems. Please be informed that Taulia is not obliged to accede to your request if any exceptions under the PDPA apply.
- Revoke consent, wherever Taulia is processing your Personal Data based on your consent, you may at any time withdraw your consent by unsubscribing or giving us respective notice of withdrawal. In case of withdrawal, Taulia will not process Personal Data subject to this consent any longer unless legally required or permitted to do so (e.g. if your Personal Data is needed by Taulia to assert or defend against legal claims). In case Taulia is required or permitted to retain your Personal Data for other legal reasons your Personal Data will be restricted from further processing and only retained for the term required by law or fulfil the other purpose. However, any withdrawal has no effect on past processing of Personal Data by Taulia up to the point in time of your withdrawal. Furthermore, if your use of a Taulia offering requires your prior consent, Taulia will no longer be able to provide the relevant service, offer or event to you after your revocation.
- Lodge a complaint to the Personal Data Protection Commission (PDPC) if you are not satisfied with how Taulia is processing your Personal Data. Written inquiries, requests or complaints can be sent via email to [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com).

12. Where Taulia is subject to privacy requirements in South Africa

Where Taulia is subject to the requirements of the Protection of Personal Information Act, 2013 ("POPIA") in South Africa, the following applies:

- "Personal Data" as used in this privacy statement means Personal Information as such term is defined under POPIA. "You" and "Your" as used in this Privacy Statement means a natural person or a juristic person as such term is used under POPIA.

- You have the right to:
 - Request details of personal information which we hold about you under the Promotion of Access to Information Act 2 of 2000 (“PAIA”). If you believe that Taulia as responsible party has utilized your Personal Information contrary to POPIA, you undertake to first attempt to resolve any concerns with Taulia. You can contact us via email [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com).
 - If you are not satisfied with the process above, you have the right to lodge a complaint with the Information Regulator via post JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001, P.O. Box 31533, Braamfontein, Johannesburg, 2017 or via email: [complaints.IR\[@\]justice.gov.za](mailto:complaints.IR[@]justice.gov.za) or for enquires: [inforeg\[@\]justice.gov.za](mailto:inforeg[@]justice.gov.za).

13. Where Taulia is subject to privacy requirements in South Korea

Where Taulia is subject to the requirements of the South Korea Personal Information Protection Act (“PIPA”), your personal data may be processed globally. When personal data is processed across country borders, Taulia complies with laws on the transfer of personal data between countries to keep your personal data protected. Your personal data may be transferred to, accessed or processed by the categories of third parties as described above. You can exercise your data protection rights or submit any enquiries or requests via email to [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com)

14. Where Taulia is subject to the privacy requirements in Thailand

Where Taulia is subject to Thailand’s Personal Data Protection Act (“PDPA”), the following applies:

- As part of its global operations, Taulia may transfer your Personal Data to its affiliates and trusted third-party service providers located outside Thailand. In conducting our international business operations, we may transfer your Personal Data to countries outside of Thailand for the purposes described in this Privacy Statement. We conduct the international transfers in accordance with the local privacy laws and implement appropriate safeguards to ensure your Personal Data receives an adequate level of protection consistent with Thailand’s PDPA.
- Inquiries, requests, or complaints regarding the processing of your Personal Data may be directed to [privacy\[@\]taulia.com](mailto:privacy[@]taulia.com).