

Privacy Policy

1. AIM AND SCOPE OF PRIVACY POLICY

RLS Merilna tehnika d. o. o., Poslovna cona Žeje pri Komendi, Pod vrbami 2, 1218 Komenda, Slovenia (hereinafter RLS or Controller) respects your privacy and is committed to protecting your personal information.

The aim of this Privacy Policy is to provide you (hereinafter User) with all the information about collecting, storing and processing your personal data, by RLS.

In addition to this Privacy Policy, Cookie Policy addresses the processing of personal data through cookies.

Products and services are not directed to Users under the age of 16. Apart from our community and educational outreach activities which RLS arranges with the consent of the applicable school, parent or guardian, RLS does not knowingly collect Personal Data from children. If you are a parent or guardian and believe that your child has provided RLS with their information without your consent, please contact us.

2. CONTACT DATA

If you have any questions or concerns about our use of your personal information, please contact us.

Email address: gdpr@rls.si

Postal address: Poslovna cona Žeje pri Komendi, Pod vrbami 2, SI-1218 Komenda, Slovenia



3. HOW PERSONAL DATA IS BEING COLLECTED

Information that you provide voluntarily

You may share information with RLS voluntarily, for example, you may provide your contact details in order to register an account with RLS, download brochures and other content from RLS's website, subscribe to marketing communications, register for an event or webinar, request a quote from RLS, purchase its products or services or submit enquiries. You may also share personal information with RLS during meetings, by corresponding with RLS, or during other direct interactions. If you provide RLS with personal data relating to other individuals, you represent that you have the authority to do so and (where required) have obtained the necessary consent.

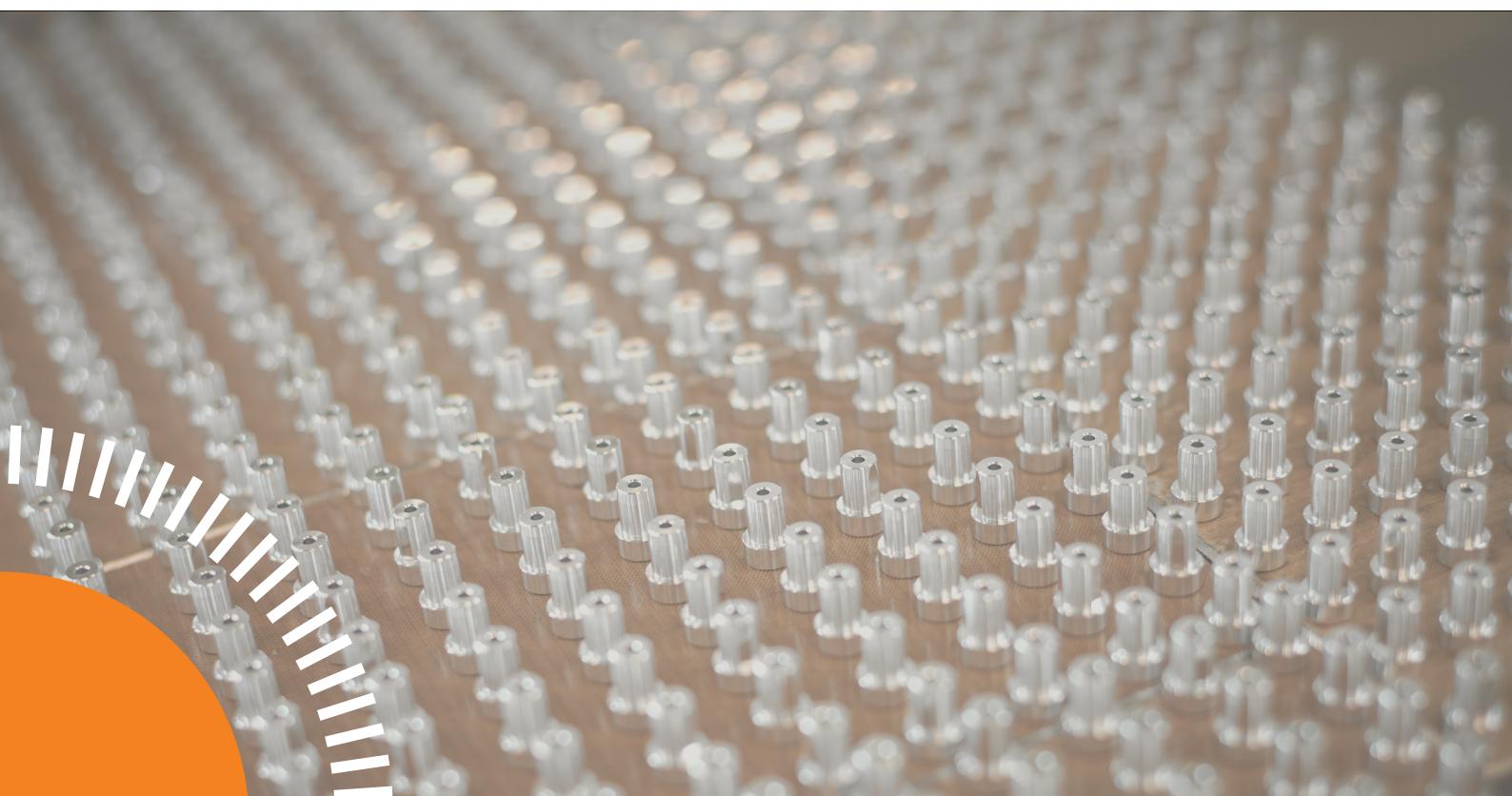
Information that RLS collects automatically

When you visit RLS's website and portals or use its products, RLS may collect certain information automatically from your device as further explained in Cookie Policy. In some countries, this information may be considered personal

data under applicable data protection laws, and accordingly, you may be presented with pop-ups, banners or other notices which ask you whether you consent to such collection.

Information that RLS obtains from third party sources

From time to time, RLS may collect or receive personal data about you from publicly available sources (such as social media) or third party sources (such as providers of business contact information, recruitment agencies, former employers or supervisors, background check agencies, distributors or resellers who sell RLS's products and services to you, and your colleagues who may provide RLS with your contact information for the purpose of providing or obtaining goods or services), but only where RLS has checked that these third parties either have your consent or are otherwise legally permitted or required to disclose your personal information to RLS. RLS may combine this with personal information provided by you to enhance or update its records.



4. WHAT PERSONAL INFORMATION IS BEING PROCESSED AND FOR WHICH PURPOSE

The purpose or legal basis for collecting and using personal information depends on the personal information concerned, applicable local laws, and the context in which RLS collects it.

RLS collects and further processes your personal information

Recruitment

When you apply for a role, RLS collects and use personal information (such as your contact details, covering letter, CV/résumé, and application form) to reach a hiring decision. This includes assessing your skills and qualifications, verifying your information, carrying out reference checks, (where applicable to your role) carrying out background checks and improving our recruitment processes. RLS may also keep this information on file to contact you about future opportunities unless you ask it not to do this.

Cookies

RLS uses cookies, web beacons, pixels, and similar tracking technology to collect and use personal information. This may include your IP address, device type, unique device identification numbers, browser-type, broad geographic location (e.g. country or city-level location) and other technical information. It may also collect information about how your device has interacted with its website or portal, including the pages accessed and links clicked. RLS uses this information for its internal analytics purposes and to improve the quality and relevance of the website to visitors. For further information about the types of cookies we use, why, and how you can accept/reject cookies, please see our Cookies Policy.

Marketing

RLS may send you marketing information about its products and services. Where required by law, RLS will obtain your consent before

contacting you. You can ask RLS to stop sending you marketing communications at any time by clicking on any unsubscribe options in the communications that you receive, in which case RLS may retain a record of your preference in order to keep its mailing list current. Please note that opting out of receiving marketing communications will not affect operational notices and correspondence described under the heading 'Account management' below.

RLS may use tracking technology to determine whether communications were delivered, whether they were opened, for how long certain pages of an attachment were viewed, and whether you responded to or accepted a proposal contained within the communication. RLS may combine this with information from other internal sources (such as website analytics, sales transactions, and event attendance lists) and external sources (such as your company's website and social media sites) in order to improve the quality and relevance of its marketing materials, determine whether you are likely to be interested in RLS's products and content, assess the effectiveness of its marketing materials for the generation of sales, and report on marketing activities undertaken.

Events

If you attend an event at which RLS is exhibiting, you may consent to share your contact details with RLS for marketing purposes by allowing RLS to scan your attendee badge or giving RLS your business card. You can subsequently opt out as described under the heading 'Marketing' above.

Account management

RLS may use your personal information (including where applicable financial information) to manage your account, including for the purposes of product forecasting, order processing, billing, payment processing, financial reporting, trend analysis, and product roadmap / lifecycle

4. WHAT PERSONAL INFORMATION IS BEING PROCESSED AND FOR WHICH PURPOSE (CONTINUED)

planning. RLS may also send you operational notices and correspondence about your account (such as product update notices, delivery status updates, security notices and license expiry/renewal notices).

Network monitoring

If you correspond with RLS, it may log personal information while monitoring RLS's company systems, data and equipment for the purposes of threat detection and prevention, investigating and remedying security incidents, and ensuring lawful use of such systems, data and equipment.

Customer support

If you contact RLS to report problems or ask questions about its products and services, RLS may record your contact information and details of its interaction with you in its support ticket management system. RLS may use this information to respond to your request, improve its existing products and services, research and develop new products and services, troubleshoot and remedy issues with its products and services, and monitor support response times and effectiveness.

Compliance

RLS may use your personal information to enforce its terms and conditions and to carry out checks aimed at preventing illegal activities such as export and trade sanction violations, bribery, fraud, corruption, and modern slavery. RLS may also maintain compliance records and report on the steps it has taken to auditors and authorities.

Feedback

If you participate in customer satisfaction surveys, RLS may use your personal information for its internal business analysis and training purposes in order to improve its understanding of its users' requirements, to measure and increase customer satisfaction, and to improve its products and services.

Forums

Some of RLS' social media pages may allow you to like, post or comment on information. You are reminded that any information that you share on publicly available pages may be read and used by any member of the public for any purpose and you should carefully consider the sensitivity of any information before you share it. Your interactions with social media sites are governed by the privacy notices of the relevant third-party provider.

Visitors

If you visit RLS' offices or events that RLS organizes, you may be required to register as a visitor/attendee and to provide your name, title, company name, contact details and time/date of arrival for security, confidentiality, health, safety, and event planning purposes. Some events may operate closed circuit television monitoring for the purposes of preventing and investigating health and safety incidents and criminal activity, in order to protect and safeguard persons and property. Signage will indicate where such monitoring is in operation and any additional local monitoring purposes.

PURPOSES AND LEGAL GROUNDS FOR PERSONAL DATA PROCESSING

The purpose or legal basis for collecting and using personal information depends on the personal information concerned, applicable local laws, and the context in which RLS collects it.

RLS will usually collect personal information from you only where it needs the personal information to perform a contract with you, where we have your consent to do so, or (if permitted by applicable local law) where the processing is in its legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms. In some cases, RLS may also have a legal obligation to collect personal information from you or may otherwise need

the personal information to protect your vital interests or those of another person.

In general, RLS will use the personal information it collects from you only for the purposes described in this Privacy Policy or for purposes that RLS explains to you at the time it collects your personal information. However, RLS may also use your personal information for other purposes that are not incompatible with the purposes RLS has disclosed to you (such as statistical purposes) if and where this is permitted by applicable data protection laws.

HOW LONG IS THE PERSONAL DATA BEING STORED AND WHAT HAPPENS NEXT

Unless stipulated otherwise herein, RLS stores and processes the personal data for the time necessary to achieve the purpose for which the personal data was collected and further processed.

After the expiry of such period, the Controller effectively and permanently either deletes or anonymizes the personal data so that, in the latter case, they can no longer be linked to an individual User.



WHO HAS ACCESS TO PERSONAL DATA (CONTRACTUAL PROCESSING)

RLS does not sell or rent Personal data to third parties. It may share with or disclose your Personal Data to the following categories of recipients:

- to third party services providers and partners who provide data processing services to RLS (for example, cloud hosting services, original equipment manufacturers, professional advisors, and payment service providers), or provide its products and services to you (for example, original equipment manufacturers, agencies, distributors, and resellers), or who otherwise process personal information for purposes that are described in this Privacy Policy or notified to you when RLS collects your personal information;
- to any competent law enforcement body, regulatory, government agency, court or other third party where RLS believes disclosure is necessary (i) as a matter of applicable law or regulation, (ii) to exercise, establish or defend its legal rights, or (iii) to protect your vital interests or those of any other person;
- to an actual or potential buyer (and its agents and advisers) in connection with any actual or proposed change of control, assignment, transfer, purchase, merger, re-organisation or acquisition of all or any part of our business,

provided that RLS informs the buyer it must use your Personal Data only for the purposes disclosed in this Privacy Policy.

- to any other person with your consent to the disclosure.

RLS takes care to restrict access to those third parties who have a legitimate purpose for accessing it. Whenever RLS permits a third party to access Personal Data, it will implement appropriate measures to ensure the information is used in a manner consistent with this Privacy Notice.

Personal Data may be transferred to, and processed in, countries other than the country in which you are resident. These countries may have data protection laws that are different to the laws of your country (and, in some cases, may not be as protective).

Specifically, the headquarters are located in Slovenia (EU), the website, third-party service providers and partners operate around the world. This means that when RLS collects your Personal Data, it may process it in any of these countries.

However, RLS has taken appropriate safeguards to require that your Personal Data will remain protected in accordance with this Privacy Policy.

SECURITY OF PROCESSING PERSONAL DATA

RLS uses all reasonable efforts to ensure security of Users' personal data. Personal data is, to the maximum extent reasonable – based on the risks involved by the processing – protected from loss, destruction, falsification, manipulation, processing for purposes for which it has not been collected and from unauthorized access and disclosure.

RLS has in place strict internal procedures in case of security incidents relating to personal data.

You are solely responsible for protecting any passwords or other credentials that provide access to RLS products, services, systems or other assets, for signing out of such accounts when you have finished using them, and for using the appropriate level of care whenever communicating with RLS.

RIGHTS OF USERS REGARDING PERSONAL DATA

If you have any questions about this Privacy Policy or regarding the processing of your personal data or if you wish to exercise any of the rights hereunder, you can contact RLS at gdpr@rls.si.

RLS shall provide information or feedback without undue delay and in any case within one month of receipt of the request.

Depending on your location, you may have the following data protection rights:

- Access, correct, update or request deletion of your personal information, by contacting us to gdpr@rls.si
- Object to processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information. Again, if eligible, you can exercise these rights by contacting us to gdpr@rls.si
- Opt-out of marketing communications RLS sends you at any time. You can exercise this right by clicking on the "unsubscribe", "opt-out" or contact RLS to gdpr@rls.si
- Similarly, if RLS has collected and processed your personal information with your consent, then you may be entitled to withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing RLS conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful

processing grounds other than consent.

- You may be entitled to make a request to 'Limit the Use of My Sensitive Personal Information' or 'Do Not Sell or Share My Personal Information'. While RLS does not sell personal data, if eligible, you can exercise these rights by contacting us to gdpr@rls.si.
- RLS encourages you to contact gdpr@rls.si if you have a privacy related complaint or if you have any questions about this Privacy Policy. You may also have the right to complain to a data protection authority about RLS' collection and use of your personal information. For more information, please contact your local data protection authority.

You may have other rights under applicable data protection laws. RLS will respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws. Depending on the circumstances, RLS may need to verify your identity before complying with your request and it may not always be able to comply with your request in full (for example when producing your information may reveal another person's personal information or when there is an overriding interest or conflicting legal obligation). RLS aims to respond to requests within one month, but it may sometimes require additional time due to the complexity of your request.

LINKS

Website and services of RLS may contain links to other websites, products and services maintained by third parties. The privacy practices of such third parties are not controlled by RLS and are

governed by their privacy statements, which you should review to better understand their privacy practices.

CHANGES, AMENDMENTS AND UPDATES

This Privacy Policy may be changed, modified, amended or updated at any time, without prior notification. Any changes of or amendments to this Privacy Policy shall be published on the Website. By continuing to use the Website after

the change, the User confirms to be aware of the changes and modifications.

This Privacy Policy shall be effective as of October 13, 2023.



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