



TAMOIL S.A.

PRIVACY STATEMENT

1. What is covered in this Privacy Statement?

Tamoil SA attaches great importance to the protection of privacy, and in particular to data protection. We respect your personality and your privacy. Tamoil SA also seeks to ensure the protection of your personal data and is processing in accordance with Swiss material law. The purpose of this Privacy Statement is to inform you about the methods that we apply for the processing of your personal data. This Privacy Statement describes in particular the type of data that is processed and for which purpose. This Privacy Statement also covers all of Tamoil SA's fields of activity; it includes both previous and future information. This Privacy Statement relates to all on-line and off-line activities of Tamoil. This Statement is not, however, exhaustive, and other Privacy Statements, general conditions, special conditions or similar documents issued solely by Tamoil SA may resolve specific cases as necessary.

2. What is the definition of "Personal Data"?

The term "Personal Data" means all information relating to an identified or identifiable person, e.g. contact and identification data (name, postal and electronic addresses, telephone number, date of birth, etc.), financial data (account numbers, credit information, etc.), contractual data (orders placed, delivery address, customer account, etc.), interaction and usage data (correspondence, voice recordings, etc.), website information (IP address, cookie information, frequency of website visits, etc.) and general data.

3. What does "processing" mean?

The term "Processing" means any operation relating to your Personal Data, irrespective of the means applied and the procedure, e.g. collection, storage, use, exploitation, management, revision, disclosure, transmission, communication, archiving, deletion or destruction, entry, etc.

4. How do we collect Personal Data?

The Personal Data Tamoil collects or has about you come from different sources.

- Directly. We obtain Personal Data directly from individuals, who represent their accuracy, in a variety of ways, including obtaining Personal Data from individuals who provide us their business card, complete our online forms, visit our offices or apply for open positions. We may also obtain Personal Data directly when, for example, establishing a business relationship, performing professional services through a contract.
- Indirectly. We obtain Personal Data indirectly about individuals from a variety of sources, including recruitment services, public registers, social media and our clients. We may attach Personal Data to our customer relationship management records to better understand and serve our business clients, prospects, satisfy a legal obligation, or pursue our legitimate interests.

5. Is there an obligation to provide data?

In the context of a business relationship with Tamoil, you must provide all Personal Data which is necessary for the establishment and maintenance of such business relationship and the performance of the associated contractual obligations. As a rule, Tamoil would not be able to enter into or perform any contract or – consequently - accept and execute any order without collecting and processing Personal Data. You are responsible to make sure the information provided to Tamoil is accurate and up to date.

6. How secure is my Personal Data?

We have the technical and organisational means to keep the security of your Personal Data. We are able to protect your session data and Personal Data against the risks of unauthorised and illegitimate processing thereof and/or against the risk of loss, modification, disclosure or unintentional access.

The website is secured against loss, destruction and manipulation by means of customary measures in accordance with the state of the art and against access, modification or distribution of Personal Data by unauthorised persons.

Tamoil requires its employees and any third parties who carry out any work on Tamoil's behalf to comply with appropriate compliance standards including obligations to protect any Personal Data.

However, when transferring data over the Internet, you should be aware that the Internet is an open network accessible to anyone and, therefore, cannot offer a totally secure environment. Data transmitted by electronic mail (e-mail) is not secure, any transmission is at your own risk. In addition, it is possible, even if the sender and the recipient are in Switzerland, that the data passes through foreign countries with a level of data protection lower than in Switzerland. Tamoil SA will not be held liable for the security of the data during its transfer namely by Internet.

7. How long is Personal Data stored?

We keep your Personal Data as long as we deem it necessary or appropriate for the fulfilment of the purposes for which it was collected or for staying in contact with you, or safeguarding our rights, or as legally prescribed or authorised. Your Personal Data will be deleted or made anonymous as soon as it has lost its usefulness and, in any event, at the end of the maximum retention period fixed by Swiss law.

8. When do we collect Personal Data?

We collect your Personal Data while having contact with you, i.e. in multiple situations. This is the case in the following circumstances, namely:

- You communicate with us by mail, telephone, fax, e-mail, voice information, text message (SMS), video information or instant messaging;
- You buy our goods or use our services;
- You go to our service stations, shops and premises;
- You use our Internet pages and online applications;
- You order and use one of our customer cards or loyalty cards;
- You get in touch with us as a business partner;
- You get in touch with us during specific events such as business meetings, customer events, promotional and sponsorship activities;
- You receive a newsletter or other advertising medium relating to our goods and services;
- Your mobile phone connects to our WLAN at our service stations, shops or premises;
- You participate in Competitions, prize draws, and similar events;
- You participate in customer events (e.g. advertising events, sponsorship events, social cultural and sporting events) held by us.
- etc.

9. Why is your Personal Data processed?

We process your Personal Data for one or more of the purposes which typically includes:

- Management of orders and contracts: execution of orders, obtaining and execution of contracts with customers and business partners, fulfilment of contractual obligations, provision of services, maintenance of the customer database, customer relationship management, delivery, billing and collection, customer credit reviews;
- Processing and maintenance of customer relations: customer communication, customer assistance, management and execution of customer communication by post or via electronic or any other communication means;
- Development of our services and products: evaluation, improvement and development of products, services, functions and offers, quality control and improvement of customer assistance, customer satisfaction survey, analysis and evaluation of our websites and our customer applications;
- Information and marketing: the promotion of services and/or, products, the presentation of general or adapted, individualised and personalised advertisements, the analysis of customer behaviour, prevention of unnecessary advertising. Unless you have objected, you are deemed having accepted to receive mass advertising;
- General communication: to communicate with other companies in the Tamoil Group or third parties and process their requests (requests for assistance, applications, media requests, etc.);
- Compliance with legal provisions: in compliance with applicable laws and directives and the provision of responses to any requests from the courts and the competent authorities, asserting legal claims and ensuring our defence in the event of disputes;
- Administer, maintain our IT systems to ensure the proper functioning of our IT systems: websites, apps and other platforms, adapting content, improving functions;
- Business management: buy and sell business units, companies or other parts of companies or carrying out other transactions, compliance with legal obligations, regulatory obligations and internal provisions, administration and accounting;
- Operational security: ensuring the security of buildings and installations, carrying out video surveillance to guarantee compliance with the right of access to premises and other measures relating to IT security, access controls and visitor lists;
- Employment of personnel.

10. To whom do we transmit your Personal Data?

Other members of the Tamoil Group, service providers or business partners may have access to personal information and data. These providers can be product manufacturers and suppliers, maintenance and support or service providers, and distribution partners. These providers are contractually bound to process Personal Data exclusively within the limits of the mandate entrusted to them and according to our instructions.

We may process your Personal Data for the purpose of mandating collection service providers and make it accessible to our service providers.

We may transmit your Personal Data to third parties if this seems necessary or suitable in order to comply with applicable laws and directives or to ensure their compliance and to respond to any requests from the courts and competent authorities.

Furthermore, personal data may be transferred in whole or in part to other third parties which may (also) use such data for their own purposes. In such cases, the data recipient is legally responsible as the controller of the data. This would apply namely in the following circumstances, for example

- If we are required to transfer personal data to another company in relation to transactions contemplated or carried out by us, including company mergers or the acquisition or sale of individual parts of a company or its assets.
- We may disclose your personal data to third parties (e.g. to the courts and authorities within Switzerland and abroad) if this is required by law. We also reserve the right to process your personal data in order to satisfy a court order or for the purpose of enforcing or defending legal rights or claims or if we consider such processing to be necessary on any other legal grounds. We may also disclose your personal data to other parties involved in any proceedings. We may disclose personal data about you to former employers if you apply for a position with us (references) or to future employers if you wish to apply for a new job. However, we will not do so in the absence of any request to this effect from you or without your consent.
- If we transfer claims against you to other companies, such as collection agencies.

The recipients of your data may be located overseas, including outside the European Economic Area. If the aforementioned operate in countries where the legislation in force does not provide for the protection of Personal Data at a level equivalent to that ensured by Swiss law, we undertake by contract that these services providers respect a degree of data protection similar to that of Switzerland.

11. How do we use cookies?

Our web pages use cookies and similar technologies to automatically collect and store information when you visit a website in accordance with Articles 13 Federal Act on Data Protection and 45c Telecommunications Federal Act. Cookies are small text files that are saved on your computer or mobile device when you visit one of our web pages. A cookie allows the website to memorise your actions and preferences over time.

We use cookies to guarantee the functionality of our web pages. In addition, we use cookies to adapt our Internet offer to customer requests and to provide you with maximum browsing comfort. We also use cookies to optimise our advertising. They permit us to offer you advertising and/or specific goods and services that are of particular interest to you in view of your use of our website. Our goal is to make it as attractive as possible to you and to provide you with advertising that matches your interests.

Most of the cookies we use are automatically deleted from your computer or mobile device at the end of the browsing session (these are session cookies).

In addition, we also use temporary or permanent cookies which remain saved on your computer or mobile device beyond the end of the browsing session. Each time you visit one of our web pages, your preferred data and settings will be recognised automatically. These temporary or permanent cookies, which remain stored for one month to ten years on your computer or mobile device, are deactivated automatically at the end of the programmed time. They are used to make the use of our Internet pages more user-friendly, efficient and secure. In addition, they allow you to receive on the page being viewed information selected according to your interests.

Cookies saved on your computer or mobile device may, under certain circumstances, also come from partner companies belonging to or outside the Tamoil Group. These cookies from partner companies allow them to send you advertising of real interest to you. These cookies remain stored for one month to ten years on your computer or mobile device and are deactivated automatically at the end of the programmed time.

No Personal Data is stored in the cookies we use. These cannot be attributed to any given person. When a cookie is activated, an identification number is assigned to it.

User data collected via technically necessary cookies is not used to create user profiles.

By navigating on our web site, you agree that we can place these cookies on your computer or Internet enabled device.

Although most internet browsers automatically accept cookies to be saved when you consult a web page, you can however instruct your browser to refuse or accept them only after a request has been made. You are also able to delete cookies stored on your computer or mobile device using the functionality of your browser provided for this purpose. In the event that you decide to refuse our cookies or those of our partner companies, you will not see certain information on our Internet pages and will not be able to take advantage of some functions intended to facilitate your navigation.

12. How do we use log data?

Whenever you visit our Internet pages, certain usage data from your Internet browser is transmitted to us for technical reasons and is recorded in log files. This concerns the following data: date and time of the call to our website; name of the Internet page called, IP address of your computer or mobile device, address of the Internet page from which you accessed our Internet page, volume of data transmitted as well as the name and version of your browser.

The evaluation of the log files helps us to improve our Internet offerings and make them even more user-friendly, to detect and correct errors more quickly and to adjust server capacity. In particular, we use log files to determine when our Internet offers are particularly popular and thus make available the appropriate amount of data for the best possible use.

13. How do we use website analysis tools?

In order to constantly improve and optimise our Internet offer, we use tracking technologies in accordance with Articles 13 Federal Act on Data Protection and 45c Telecommunications Federal Act. These are web analysis tools used to compile statistics and graphs providing information on the use made of our Internet pages. The usage data collected for this purpose is transferred to a specific server, that may be domiciled abroad, depending on the supplier of the web analysis instrument. For the most commonly used tool, namely Google Analytics, the recorded data is transferred with an abbreviated IP address, which prevents any possibility of identifying particular devices. Google applies the data protection rules defined by the "Swiss-U.S. Privacy Shield Framework" and is registered with the "Swiss-U.S. Privacy Shield" from the United States Department of Commerce (for further information: <https://www.privacyshield.gov/article?id=Swiss-U-S-Privacy-Shield-FAQs>). The IP address transmitted by your browser as part of Google Analytics is not shared with other data. Google may only pass on this data to third parties if this is required by law or if it is within the framework of the data processing mandate.

In the event of the use of other website analysis tools within the Tamoil Group, the data collection procedure applied will be basically the same.

You have the opportunity to prevent the collection of data relating to your use of the website (including your IP address) generated via cookies for Google, as well as the processing by Google of the data in question, by downloading and installing the navigation plugin (add-on) available at the link (<https://tools.google.com/dlpage/gaoptout?hl=fr>). Further detailed information regarding Google Analytics and data protection is available at

<https://tools.google.com/dlpage/gaoptout?hl=fr> or <https://marketingplatform.google.com/intl/fr/about/analytics/>.

14. Do we utilise location-based tools?

Tamoil may collect and use the geographical location of your computer or mobile device. This location data is collected for the purpose of providing you with information regarding services which we believe may be of interest to you based on your geographic location, and to improve our location-based products and services.

15. Social media widgets and applications

Tamoil web sites may include functionality to enable sharing via third party social media applications, such as the Facebook Like button and Twitter widget. These social media applications may collect and use information regarding your use of Tamoil web sites. Any personal information that you provide via such social media applications may be collected and used by other members of that social media application and such interactions are governed by the Privacy Statement of the companies that provide the application. We do not have control over, or responsibility for, those companies or their use of your information.

In addition, Tamoil web sites may host blogs, forums, crowd-sourcing and other applications or services (collectively "social media features"). The purpose of social media features is to facilitate the sharing of knowledge and content. Any personal information that you provide on any Tamoil social media feature may be shared with other users of that social media feature (unless otherwise stated at the point of collection), over whom we may have limited or no control.

16. Do we link to other websites?

Our websites will typically contain links to other sites that are not governed by this Privacy Statement. Please review the destination websites' privacy policies before submitting Personal Data on those sites. We are not responsible for the content, security, or privacy practices employed by other sites.

17. What are your rights regarding the processing of data subjects?

You are entitled at any time to exercise your data protection rights. In particular, the Federal Act on Data Protection gives you the right to access, rectify and delete Personal Data, you can also withdraw your consent to receive mass marketing emails. If you withdraw your consent you have previously given to one or more specified purposes of processing your Personal Data, this will not affect to lawfulness of any processing carried out before you have withdrawn your consent or for any processing which are not mentioned in your withdrawal. In case you object to certain specific use of your Personal Data, we may need to keep some minimal information to comply to your request. If you wish to exercise your rights relating to your personal data or if you have questions or reservations about the way in which it is processed, you can contact us in writing at: Tamoil SA, Data Protection Officer, Case postale 816, Route de Pré-Bois 29, CH-1215 Geneva 15, Tel. +41 22 791 83 11, info@tamoil.ch. We will endeavour to respond promptly to your questions or concerns.

18. Who are we?

We are required by law to provide you with the name of the holder of the file containing your Personal Data. This is Tamoil SA, Case postale 816, Route de Pré-Bois 29, CH-1215 Geneva 15.

19. Priority and modification of this Privacy Statement

In the event of contradiction, of whatever nature, between the conditions of this Privacy Statement and other contractual conditions or the General Terms Conditions of Tamoil SA applicable as regards the remaining of the relationship, the conditions of this Privacy Statement shall prevail. Tamoil reserves the right to modify this Privacy Statement at any time. If this Privacy Statement is modified, we will post the modified Privacy Statement and the date of the modification on this website. Please review this Privacy Statement from time to time to ensure your familiarity with its terms.

Your continued use of this Website or your continued access to services and products constitutes your acceptance of the terms in this Privacy Statement, as amended from time to time.

Tamoil is subject to Swiss data protection laws when collecting and processing personal identifying information.

This Privacy Statement has been drafted in French and thereafter translated into English, German and Italian. In case of discrepancies between the various versions, the French version shall prevail in all cases.

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