

PRIVACY NOTICE FOR CUSTOMERS

14 February 2024

Robert Bosch GmbH Branch in Italy acting as Data Controller (hereinafter also, the **Company**), wishes to inform you, pursuant to Articles 13 and 14 of the EU Regulation No.679/2016 (GDPR), about the purpose and manner of the processing of your personal data for the performance of the contractual relations with the Company and for the performance of the relevant pre-contractual measures.

Source of personal data

For purposes described in the following paragraphs, the Company will process the personal data you provide in the context of the performance of the business relationship or of the relevant pre-contractual measures. In addition, and in order to carry out preliminary contractual checks, the Company may receive data relating to your economic and financial situation from external suppliers who professionally provide services of exchange of commercial information pursuant to art. 134 of the T.U.L.P.S. and D.M. 269/2010, and that process your personal data as autonomous data controllers.

Purposes of processing

Your data will be processed for the following purposes:

- i. performance of the contractual relationship or of the relevant pre-contracted measures;
- ii. performance of preliminary checks on your financial solidity, solvency and reliability;
- iii. claims management, debt collection or litigation;
- iv. fulfillment of related legal obligations including taxing or accounting obligations;
- v. carrying out customer satisfaction surveys by email, in order to measure the level of satisfaction regarding Bosch products or services purchased;
- vi. sending communications of a commercial nature relating to Bosch products or services similar to those already purchased by you.

Legal basis and nature of provision of data

Processing for the purpose described in the previous point i) is necessary for the execution of the contract of which you are part or for the performance of pre-contractual measures requested by you, under art. 6 paragraph 1 lett. b) of the GDPR.

Processing for the purposes referred to in points ii), iii) and v) above (i.e., respectively, for verifying your financial solidity, solvency, and reliability, for handling complaints and disputes, and for conducting customer satisfaction surveys) are carried out on the basis of the legitimate interest of the Company acting as Data Controller, under art. 6 paragraph 1 lett. (f) of the GDPR.

Processing for the purpose referred to in the previous paragraph iv) is necessary in order to comply with the legal obligations to which the Company is subject, under art. 6 paragraph 1 lett. c) of the GDPR.

Processing for the purposes set out in point vi) above (sending commercial communications relating to Bosch products or services) is carried out on the basis of the Company's legitimate interest, pursuant to Article 130, paragraph 4 of Legislative Decree 196/2003 (Italian Privacy Code).

The provision of your data is optional, but necessary for the performance of the contractual relationship with you and for the fulfillment of legal obligations of the Company.

The provision of your personal data for the purposes of sending commercial or customer satisfaction communications is always optional. Furthermore, you may at any time object to the processing of your personal data for these purposes in the manner indicated in the paragraph "Data subjects' rights" below.

Data communication

Your personal data will not be disclosed. They will be communicated to third parties only for the performance of the contractual relationship (where these third parties do not act as Data Processors on behalf of Robert Bosch GmbH Branch in Italy) and for the fulfillment of legal obligations.

Modalities of processing

Personal data is processed in paper and/or automated format and can be processed in order to take decisions based on automated processing. In such cases, however, there will always be a human intervention in the evaluation process.

Retention periods

Your personal data will be stored for the duration of the contractual relationship and the related services (such as warranty, warranty extension) plus any additional period required by the law in relation to the product.

Transfers outside the European Union

Personal data is processed and stored at the Data Controller's office and in any other place where the parties involved in the processing are located. For the purposes described above, there will be no transfers of personal data outside the European Economic Area.

Data Controller

The Data Controller is Robert Bosch GmbH Branch in Italy, based in Milan (Italy) in Via Marcantonio Colonna 35. In relation to this activity, the Data Controller uses service providers that have been duly appointed as “Data Processors”. The full list of Data Processors is available, writing to the following e-mail address DPO@bosch.com.

Data subjects’ rights

You may, at all times and free of charge, request the Data Controller to exercise the rights provided by art. 15 and ss. of the GDPR, including the right to:

- receive confirmation of the existence of your personal data, understand the purpose of the processing or their scope of circulation and access your personal data;
- update, modify and/or correct your personal data;
- request deletion, transformation in anonymous form, blocking of data unlawfully processed or request limitation of processing;
- where applicable, object to the processing of your personal data carried out on the basis of the Data Controller’s legitimate interests. In particular, according to art. 22 of the GDPR and in relation to decisions based solely on automated processing having legal effects, you have the right to request from the Data Controller the human intervention in the process, to express your opinion or to challenge the decision;
- receive a copy of the data you provided and request that this data is transmitted to another data controller;
- revoke previous consents (if applicable), effective for the future.

For additional information on the processing activities described in this document, to exercise the rights listed above, as well as to report cases of personal data breaches, please use the following link:

<https://request.privacy-bosch.com>

Furthermore, if you wish to object to the Company sending you requests to participate in customer satisfaction surveys, you may contact the Company via email at BoschCustomer.Feedback@it.bosch.com.

If you believe that a violation of your rights has occurred, you may also contact the relevant authority under art. 77 GDPR or you can bring your claim to the competent judicial authorities.

In case of any need or request regarding the processing of your personal data, please contact the Data Privacy Officer (DPO) at the following e-mail address:

DPO@bosch.com.