



Privacy policy of ORLEN Trading Switzerland GmbH

Version from July, 2025

In this privacy policy, we (ORLEN Trading Switzerland GmbH, hereinafter also referred to as "**we**", "**us**") explain how we collect and process personal data. This is not an exhaustive explanation of our data processing. It is possible that other data protection may regulate specific circumstances.

Personal data refers to all information relating to an identified or identifiable natural person.

If you provide us with personal data of other persons (e.g. data of work colleagues, shareholders, family members), please ensure that these persons are aware of this privacy policy and only share their personal data with us if you are authorised to do so and if this personal data is correct.

This privacy policy is designed to meet the requirements of the Swiss Data Protection Act ("**FADP**"), the associated ordinance and of the EU General Data Protection Regulation ("**GDPR**"). Whether and to what extent these laws are applicable depends on the individual case.

1. Data Controller

Responsible for the data processing described here is ORLEN Trading Switzerland GmbH. If you have any data protection concerns, you can send them to the following contact address:

ORLEN Trading Switzerland GmbH
Privacy
Neuhofstrasse 24
6340 Baar
Switzerland
contact@orlentradng.ch

2. Collection and processing of personal data

We primarily process the personal data that we receive from our customers and other business partners as part of our business relationship with them and other persons involved or that we collect from their users when operating our websites and other applications.

In addition, we may process different categories of personal data about you. This includes in particular the following:

- Master data: This includes all information that we require in addition to the contract data (see below) for the performance of our contractual or other business relationships or for marketing and promotional purposes. In particular, this includes contact and identification data (e.g. surname, first name, address, e-mail address, telephone number, customer number, copy or number of an official identity document if applicable), personal details (e.g. age, gender, nationality, language).

- Communication data: If you contact us via the contact form, e-mail, telephone, chat or other means of communication, we collect the data exchanged between you and us, including your contact details and the metadata of the communication.
- Contract data: This includes information that we process in relation to the conclusion or processing of a contract, such as details of products purchased, any reactions to the services such as information on satisfaction or complaints.
- KYC data: This may contains information on you as a shareholder in one of our customers or suppliers and may include data on your shareholding, your rights to the company, your other business activities, etc.
- Behavioural and preference data: Depending on the relationship we have with you, we try to get to know you and better tailor our products, services and offers to you. For this purpose, we collect and process information about your behaviour and preferences. We do so by evaluating information about your behaviour in our domain, and we may also supplement this information with third-party information, including from public sources. The analysis in our domain includes, for example, how and how often you use our products and services.
- Website data: This includes certain information that is generated in connection with your visit to our websites. In particular, this may include your online identifiers (e.g. cookie identifier, IP addresses).

Normally, you are providing the data set out above to us. Under certain circumstances, we may also collect data from public sources (e.g. public registers, media, Internet) or receive data from third parties. These may be the following third parties, for example:

- People from your environment (e.g. for powers of attorney, KYC process, referral programme, customer care programme)
- Banks or other contractual partners (e.g. when processing payments)
- Credit agencies (e.g. for credit reports)
- Online service providers (e.g. analysis services)
- Authorities (e.g. in connection with legal proceedings or permits)

If you transmit or disclose data about other individuals, such as family members, co-workers, etc., we assume that you are authorised to do so, and that the relevant data is accurate. By transmitting data about third parties, you confirm this. Please also ensure that these individuals have been informed of this Privacy Policy.

3. Purposes of data processing

When using our services or other contact options, we also process personal data of you and other persons, as far as permitted and we deem appropriate, for the following purposes, in which we (and sometimes also third parties) have a legitimate interest corresponding to the purpose:

- Initiation and conclusion of contracts (KYC data, power of attorney, declarations of consent, family details, counterparties and others);
- Providing and developing our products, services and websites;
- Communication with third parties and processing of their requests (e.g. job applications, media inquiries, parties to proceedings, courts or authorities);
- Review and optimization of procedures regarding market research for the purpose of direct customer approach as well as obtaining personal data from publicly accessible sources for customer acquisition;
- Advertising and marketing (including the organisation of events), provided you have not objected to the use of your data for this purpose;
- Assertion of legal claims and defence in connection with legal disputes and official proceedings;
- Prevention and investigation of criminal offences and other misconduct (e.g. conducting internal investigations, data analysis to combat fraud);
- Ensuring our operation, in particular IT, our websites and other platforms.

If you have given us your consent for certain processing activities (for example, when you register to receive newsletters or carry out a background check), we will process your personal data within the scope of and based on this consent, unless we have another legal basis, provided that we require one. Consent given can be withdrawn at any time, but this does not affect data processed prior to withdrawal.

4. Legal basis

Where necessary, we process personal data in accordance with at least one of the following legal bases/justifications:

- For the necessary processing of personal data for the fulfilment of a contract with the data subject and for the implementation of pre-contractual measures (see Art. 31 Abs. 2 lit. a FADP, Art. 6 para. 1 lit. b GDPR).
- For the necessary processing of personal data in order to protect the legitimate interests of us or third parties, unless the fundamental freedoms and rights and interests of the data subject prevail. Legitimate interests are, in particular, our interest in being able to carry out our activities and operations in a permanent, user-friendly, secure and reliable manner and to communicate about them, to ensure information security, to protect against misuse, to enforce our own legal claims and to comply with Swiss law (see Art. 31 Abs. 1 FADP, Art. 6 para. 1 lit. f GDPR).

- For the necessary processing of personal data to fulfil a legal obligation to which we are subject under any applicable law (see Art. 31 Abs. 1 FADP, Art. 6 para. 1 lit. c GDPR).
- For the processing of personal data necessary for the performance of a task carried out in the public interest (see Art. 31 Abs. 1 FADP, Art. 6 Abs. 1 lit. e GDPR).
- For the processing of personal data with the consent of the data subject (see Art. 31 Abs. 1 FADP, Art. 6 para. 1 lit. a GDPR).
- For the necessary processing of personal data in order to protect the vital interests of the data subject or another natural person (see Art. 31 Abs. 1 FADP, Art. 6 para. 1 lit. d GDPR).

5. Cookies / tracking and other technologies in connection with the use of our website

5.1 Cookies

We typically use "cookies" and similar techniques on our websites to identify your browser or device. A cookie is a small text file that is sent to your computer or automatically stored on your computer or mobile device by the web browser you use when you visit our website. If you revisit this website, we can recognise you, even if we do not know your identity.

In addition to cookies that are only used during a session and are deleted after your visit to the website ("session cookies"), cookies can also be used to store user settings and other information for a certain period of time (e.g. two years) ("permanent cookies"). However, you can set your browser so that it rejects cookies, only saves them for one session or otherwise deletes them prematurely. Most browsers are preset to accept cookies. On the following pages you will find explanations on how you can configure the processing of cookies in the most common browsers.

- [Mozilla Firefox](#)
- [Google Chrome for desktop](#)
- [Google Chrome for Mobile](#)
- [Apple Safari for Desktop](#)
- [Apple Safari for Mobile](#)

We use permanent cookies to statistically record the use of our website and to evaluate it for the purpose of optimization and user-friendliness. If you block cookies completely or partially, certain functionalities (such as language selection, shopping basket, ordering processes) may no longer work.

You can adjust your cookie preferences on our website by clicking the button cookie settings at the bottom of the website.

5.2 Google Analytics

We may use Google Analytics or similar services on our websites. These are services provided by third parties, which may be located in any country worldwide (in the case of Google Analytics, it is Google Ireland (based in Ireland), Google Ireland relies on Google LLC (based in the USA) as a processor (both "**Google**"), www.google.com), with which we can measure and analyse the use of the website (not personal data). Permanent cookies set by the service provider are also used for this purpose. We use the latest Google Analytics version that shall ensure that the IP addresses of visitors to Google in Europe are truncated before being forwarded to the USA and therefore cannot be traced. We have turned off the settings "Data transfer" and "Signals". Although we can assume that the information we share with Google is not personal data for Google, it may be possible that Google may be able to draw conclusions about the identity of visitors based on the data collected, create personal profiles and link this data to the Google accounts of these persons. If you have registered with the service provider yourself, the service provider also knows you. The processing of your personal data by the service provider is then the responsibility of the service provider in accordance with its data protection provisions. The service provider only informs us how our respective website is used (no information about you personally).

You can prevent the collection and processing of your data by Google by downloading and installing the browser plugin available at the following link: <https://tools.google.com/dlpage/gaoptout?hl=de>

You can find more information on how Google Analytics handles user data in Google's privacy policy: <https://support.google.com/analytics/answer/6004245?hl=de>

5.3 Google Ads and Google Conversion Tracking

a) We may use Google Ads. Google Ads is an online advertising programme of Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland. Google Ads enables us to display advertisements in the Google search engine or on third-party websites when the user enters certain search terms on Google (keyword targeting). Furthermore, targeted advertisements can be played on the basis of the user data available at Google (e.g. location data and interests) (target group targeting). As the website operator, we can evaluate this data quantitatively by analysing, for example, which search terms have led to the display of our advertisements and how many advertisements have led to corresponding clicks. The use of Google Ads is based on Article 31 FADP and Article 6 para. 1 letter f) GDPR. The website operator has a legitimate interest in marketing its service products as effectively as possible. Data transfer to the USA is based on the standard contractual clauses of the EU Commission. Details can be found here: <https://privacy.google.com/businesses/controllerterms/mccs/>

b) We may use Google Conversion Tracking. The provider of this service is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland. With the help of Google conversion tracking, Google and we can recognise whether the user has performed certain actions. For example, we can evaluate which buttons on our website were clicked how often and which products were viewed or purchased particularly frequently. This information is used to create conversion statistics. We learn the total number of users who clicked on our ads and what actions they took. We do not receive any information with which we can personally identify the user. Google itself uses cookies or comparable recognition technologies for identification. The use of Google conversion tracking is based on Article 31 FADP and Article 6 para. 1 letter f) GDPR. The website operator has a legitimate interest in analysing user behaviour in order to optimise both its website and its advertising. If a corresponding consent has been requested (e.g. consent to store cookies), the processing is carried out exclusively on the basis of Article 31 para. 1 FADP and Article 6 Para. 1 letter a) GDPR; the consent can be revoked at any time. More information on Google conversion tracking can be found in Google's privacy policy: <https://policies.google.com/privacy?hl=de>

5.4 YOUTUBE with enhanced data protection

We may embed YouTube videos on our websites. The operator of YouTube is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland. We use YouTube in the extended data protection mode. According to YouTube, this mode means that YouTube does not store any information about visitors to this website before they watch the video. However, the disclosure of data to YouTube partners is not necessarily excluded by the extended data protection mode. Thus, YouTube – regardless of whether you watch a video – establishes a connection to the Google DoubleClick network. As soon as you start a YouTube video on this website, a connection to YouTube's servers is established. This tells the YouTube server which of our pages you have visited. If you are logged into your YouTube account, you enable YouTube to assign your surfing behaviour directly to your personal profile. You can prevent this by logging out of your YouTube account. Furthermore, after starting a video, YouTube may save various cookies on your end device or use comparable recognition technologies (e.g. device fingerprinting). In this way, YouTube can obtain information about visitors to this website. This information is used, among other things, to collect video statistics, improve the user experience and prevent fraud attempts. If necessary, further data processing processes may be triggered after the start of a YouTube video, over which we have no control. YouTube is used in the interest of an appealing presentation of our online offers. This constitutes a legitimate interest within the meaning of Article 31 FADP and Article 6 para. 1 letter f) GDPR. Insofar as a corresponding consent has been requested, the processing is carried out exclusively on the basis of Article 31 para. 1 FADP and Article 6 para. 1 letter a) GDPR; the consent can be revoked at any time. Further information on data protection at YouTube can be found in their privacy policy at: <https://www.google.de/intl/de/policies/privacy>

6. Social Media profile links

We do not maintain our own profiles or accounts on social media platforms. Instead, the presence of ORLEN on these platforms is managed exclusively by ORLEN S.A. Consequently, all data

processing activities related to these social media profiles are the sole responsibility of ORLEN S.A. and the respective platform providers.

We have no direct influence over the collection, storage, or use of your personal data by these platforms. For detailed information regarding the handling of your data, please refer to the privacy policies of the respective platform providers.

7. Data transfer and data transmission abroad

Within the scope of our business activities and the purposes set out in section 3 we also disclose data to third parties to the extent permitted and deemed appropriate, either because they process it for us or because they wish to use it for their own purposes. This applies in particular to the following bodies:

- External service providers of ours (e.g. banks, insurance companies), including processors (e.g. IT providers);
- Subcontractors and other business partners;
- Domestic and foreign authorities, official bodies or courts;
- Competitors, industry organisations, associations, organisations and other bodies;
- Other parties in potential or pending legal proceedings;
- Other group companies if necessary;

together **Recipients**.

Some of these Recipients may be within Switzerland, but they may be located in any country worldwide. In particular, you must anticipate your data to be transmitted to any country, where our group companies have subsidiary or a branch office and service providers are located.

If a Recipient is located in a country without adequate statutory data protection law, we contractually oblige the Recipient to comply with the applicable data protection law. For this purpose, we use the current standard contractual clauses of the European Commission with the necessary additions for the FADP, unless the Recipient is already subject to a legally recognised set of rules to ensure data protection and unless we cannot rely on an exception. An exception may apply in particular in the case of legal proceedings abroad, but also in cases of overriding public interests or if the fulfilment of a contract requires such disclosure, if you have given your consent or if the data in question has been made generally available by you and you have not objected against the processing.

8. Duration of storage of personal data

We process and store your personal data for as long as is necessary for the performance of our contractual obligation and compliance with legal obligations or other purposes pursued with the processing, i.e. for the duration of the entire business relationship (from the initiation, processing

to the termination of a contract) as well as beyond this duration in accordance with the legal retention and documentation obligations.

As soon as your personal data are no longer required for the above-mentioned purposes, it will be deleted or anonymised to the extent possible.

9. Data security

We take appropriate technical and organisational security measures to protect your personal data from unauthorised access and misuse. However, we cannot guarantee absolute data security.

10. Automated individual decision-making

In principle, we do not use fully automated individual decision-making (as regulated in Art. 21 FADP; Art. 22 GDPR) for the establishment and implementation of the business relationship or otherwise. Should we use such procedures in individual cases, we will inform you separately on this and advise you of your relevant rights if required by law.

11. Rights of the data subject

Within the framework of the data protection law applicable to you and insofar as provided therein, you may have the right to request information, rectification, erasure and otherwise to **object to our data processing, in particular that for the purposes of direct marketing, profiling for direct marketing purposes and other legitimate interests in processing**, as well as to the disclosure of certain personal data for the purpose of transfer to another body (so-called data portability).

Please note, however, that we reserve the right to assert statutory restrictions on our part, for example if we are obliged to store or process certain data, have an overriding interest (insofar as we may invoke such interests) or need the data for asserting claims. If exercising certain rights will incur costs on you, we will inform you thereof in advance.

We have already informed you of the possibility to withdraw your consent in section 0 above. Please note that exercising these rights may conflict with contractual obligations and this may result in consequences such as premature contract termination or cost consequences. If this is the case, we will inform you in advance unless it has already been contractually agreed upon.

The exercise of such rights generally requires that you clearly prove your identity (e.g. by means of a copy of your identity card, where your identity is not evident otherwise or cannot be verified). In order to assert these rights, please contact us at the address provided in section 1 above.

Every data subject also has the right to enforce their claims in court or to lodge a complaint with the competent data protection authority. The competent data protection authority in Switzerland is the Federal Data Protection and Information Commissioner (<http://www.edoeb.admin.ch>).

12. Amendments of this Privacy Policy

We may amend this privacy policy at any time without prior notice. The current version published on our website shall apply. If the privacy policy is part of an agreement with you, we will notify you by e-mail or other appropriate means in case of an amendment.

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