

PRIVACY POLICY

Bilia AB (hereinafter “Bilia” or “we”) safeguards your personal privacy. This privacy policy details how we process your personal data. We process your personal data in accordance with applicable legislation and regulations relating to data protection. We, of course, process your personal data in accordance with applicable data protection laws and regulations, and have taken technical and organizational measures to protect your personal data against accidental or unauthorized destruction, loss or alteration, unauthorized disclosure or access and other unauthorized forms of processing.

Bilia AB, corporate identity number 556112-5690, at the address PO Box 9003, SE-400 91 Gothenburg, Sweden, is the data controller for the processing of your data in accordance with this policy.

The Bilia Group consists of a number of Bilia companies. We would like to make clear that other companies within the Bilia Group may be the data controllers for the processing of your personal data, such as in connection with the purchase of a vehicle or when you leave your vehicle at one of our workshops. You can find more information about this kind of processing of personal data in the privacy policy of each Bilia company at www.bilia.com/en/contact.

WHAT PERSONAL DATA DOES BILIA PROCESS AND FOR WHAT PURPOSES?

Shareholders and individuals attending or who otherwise have a connection to a general meeting

For information about how your personal data is processed by Bilia in connection to a general meeting, please see <https://www.euroclear.com/dam/ESw/Legal/Privacy-notice-bolagsstammor-engelska.pdf>

Contact person for a company

We will process your name and contact details if you have been named as your company’s contact person or similar in connection with a procurement/purchase process, other contractual negotiations, invoicing, or the like in order to make selections as well as sign and manage contracts. Such processing is necessary in order to satisfy our legitimate interest in communicating with you as your company’s contact person so as to maintain and fulfil our obligations as part of the business relationship.

Subscribers to the annual report and business presentations

We will process your name and contact details if you have subscribed to our annual report or business presentations. Processing is necessary in order for us to fulfil our legitimate interest in managing this service.

Other contacts

If you contact Bilia, for example through our website, by e-mail, chat or telephone, we will process the personal information you provide in order to handle your request. The treatment is necessary to meet our legitimate interest to administer and manage the contact with you. If you call our customer service, we may record your call with us and use this for the purpose of training and developing our employees to increase our customer satisfaction.

WHO HAS ACCESS TO YOUR PERSONAL DATA?

Your information is essentially processed only by relevant companies within the Bilia Group and by the Bilia Group’s internal IT company, Motorit AB. We also share data with other parties who are our data processors, such as suppliers that we use for data storage or other data management, payment services, distribution of goods or information, printing, marketing, or analyses. Data processors are not entitled to use any personal data, and Bilia has concluded data processing agreements with these

suppliers. In addition, we may disclose your data to parties who are themselves data controllers for the processing of your personal data, such as public authorities. These parties then have their own responsibility to inform you about the processing of your personal data. Personal data such as names and information in meeting minutes may be published on Bilia's website.

As a general rule, we only process your personal data within the EU / EEA. In cases where personal data is processed outside the EU / EEA, we ensure that your rights are protected by the transfer being covered by appropriate protection measures in accordance with the EU Data Protection Regulation. Appropriate protection measures may, for example, consist of the recipient country having an adequate level of protection or be ensured via EU-approved standard contractual clauses.

HOW LONG DO WE STORE YOUR PERSONAL DATA?

Depending on the purpose for which we are processing your personal data, Bilia will store your personal data for varying lengths of time. We do not store your data for any longer than we are legally entitled to under data protection legislation, other relevant legislation, rules and guidelines from various public authorities, or recommendations from industry organisations. Below we have listed some examples of how long we will store your personal data.

- We store data about you as a contact person for the period of the relevant contractual relationship with the contractual party or until a new contact person is appointed.
- We store data about you that you have provided about yourself in the contact form at www.bilia.com until your enquiry has been responded to. If you have subscribed to Bilia's annual report or business presentations, we will store your data until we have processed your request.
- When you call our customer service, and do not choose to decline your call being recorded, we save the call for three months.

Your personal data may be saved longer than stated above in so far as we are obliged to do so by law, regulations, or a decision of a public authority.

YOUR RIGHTS?

Below you will find a description of your rights regarding our processing of personal data. To exercise your rights regarding personal data, you are welcome to contact us (see contact information below). More information about your rights can be found on the national Data Protection Authority's website, [Enter URL].

Right to information

- You are entitled to be informed about how we process your personal data. We provide information regarding the process, for example, through this privacy policy, our websites, in certain documents you receive from us, via signs and decals and by answering questions from you.

The right to lodge a complaint

- If you have any complaints regarding our processing of your personal data, you have the right to lodge a complaint to the national Data Protection Authority's website [Enter URL].

Right to withdraw your consent

- You are entitled to revoke all or part of your consent to the processing of your personal data at any time. However, the revocation of your consent will not affect our processing of your personal data for the period before such revocation takes place.

Right to object

- You can object to your data being processed for marketing purposes and profiling. If you do object we will stop processing your data. You also have the right to object to your information being processed based on a weighing of interests.

Right of access

- You have the right to request information about what personal data we process about you and how the data is processed. You also have the right to request a copy of the personal data processed by us.

Right to rectification

- You have the right to have incorrect information corrected without undue delay and to ask us to complete incomplete information by providing us with correct information.

Right to erasure

- You have the right to request erasure of your personal data at any time, e.g. if the processing is no longer relevant in relation to the purpose for which the data was collected, if the processing is based on your consent and you revoke it, if processing takes place for direct marketing and you object to the data being processed or if you opposed processing based on a weighing of interests. However, we cannot delete the information in cases where the information is necessary for us to, for example, fulfil our agreement with you or to comply with applicable law.

Right to restriction

- In certain special situations, you can request that certain processing of your data be restricted, e.g. if you believe that information about you is incorrect and you have requested correction of your information or if you have objected to a processing and we investigate whether our interest outweighs your interest that the personal data is not processed.

Right to transfer your personal data (data portability)

- If you have given your consent or if we base the processing on an agreement with you, you have the right to obtain the personal data concerning you that you have provided to us in a structured, generally used and machine-readable format and transfer this to another personal data controller or get our help to transfer the data to another personal data controller when this is technically possible.

CONTACT DETAILS

If you want to exercise your rights, you can write to Bilia at: Bilia Personbilar AB ATT: Kundservice, Bilia AB, Strömledningsgatan 11, SE-721 37 Västerås, Sweden; or send an e-mail to Bilia at bilia.nu@bilia.se. If you have any questions about our processing of personal data, you are also welcome to contact us by phone on +46 (0)771-400 000 and ask for our data protection officer.

This privacy policy was adopted by Bilia AB on 3 January 2024