



# Data Protection

## PRIVACY POLICY

This is the Privacy Policy for Cryostar Singapore Pte. Ltd. ("Cryostar Singapore"), a company incorporated under the laws of Singapore and having a place of business at 203 Henderson Road, #10-09 Henderson Industrial Park, Singapore 159546.

In this Privacy Policy, "we", "us" or "our" refers to Cryostar Singapore. Cryostar Singapore belongs to the Cryostar Group.

For details, see <https://cryostar.com/localdealer/cryostar-singapore/>

With the following data privacy notice, we would like to inform you about the processing of your personal data by Cryostar Singapore.

From time to time, it may be necessary to amend this privacy policy to comply with the up to date legal requirements or to cover the introduction of new services.

The updated Privacy Policy will supersede earlier versions and will apply to personal data provided to us previously.

## I. General Information regarding Data Protection in Cryostar Singapore

### 1. Data Controller

The controller responsible for the processing of your personal data is Cryostar Singapore.

### 2. Your Data Privacy Rights

You have the following rights in relation to the personal data in our possession:

- Right to information;
- Right to correction;
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- Right to limit our processing;
- Right to data transferability;
- Right of objection.



Furthermore, you have the right to revoke your consent to the processing of your personal data at any time. Such revocation may not be effective in relation to data processing activities carried out prior to the revocation. If you are of the opinion that the processing of personal data by Cryostar Singapore is not in accordance with the data protection regulations or you are not satisfied with the information provided by us, you have the right to file a complaint with the competent supervisory authority

### **3. Transfer to other countries**

You consent to our transfer of your personal data to any country for the purposes set out in this Privacy Policy or as notified to you.

When we transfer your personal data across jurisdictions, we will take appropriate measures to ensure an adequate level of data protection at all times, whether under the law of the recipient country or by entering into contracts with recipients to protect your personal data in a manner that is consistent with all applicable laws.

### **4. Storage and Retention Periods**

We process personal data only as long as it is necessary for our legal or business purposes. As soon as the data concerned is no longer required, it is generally deleted. In order to comply with certain legal requirements, we must store some data beyond the termination of our contractual relationships. This includes commercial and tax documentation, evidence and storage obligations.

## **II. Processing of Personal Data by Cryostar Singapore for Core Business Purposes**

Cryostar Singapore is offering customers from the industrial retail, trade, science, research and public sectors a comprehensive product and service portfolio. Our customers, suppliers and partners are as diverse as we are. To conduct our complex international business, it is necessary to process personal data.

We collect personal data that you voluntarily provide to us. What personal data we collect depends on the purposes for which the personal data is collected and what you have chosen to provide.

You can choose not to provide us with personal data. However, if you do so, it may not be possible for us to fulfil the purposes for which we require the personal data, including processing your transactions or providing you with the products and services that you require.

### **1. Type and Origin of Personal Data processed by Cryostar Singapore**

Customers, Suppliers and Partners



We process personal data only to the extent necessary to fulfill our contractual and legal obligations in connection with the business relationship with our customers, suppliers and partners. "Processing" means that we collect, store, delete or transfer personal data; to list a few examples, personal data processed by us includes:

- Master and contact data of customers and suppliers, such as name, address, telephone number, e-mail address, function, department of our contact persons, etc;
- Data we need for invoicing and payment processing, such as bank details, tax number, credit management information, etc., as far as it concerns the data of a natural person;
- Supplier and customer relationship management information, such as order history, etc., as far as it concerns the data of a natural person.

We regularly receive the personal data processed by us within the framework of and in the course of our business relationship with our customers. In some cases, we also receive personal data from affiliated companies of Cryostar Singapore, e.g. contact data from suppliers within Cryostar Singapore's supplier relationship management. In some cases, we also process personal data that we have received in another manner, in accordance with the applicable data protection laws. This is regularly the case regarding:

- Publicly accessible sources, e.g. trade and business registers, trade fairs, exhibitions, Internet sources, newspapers, trade directories, etc.
- Third parties who are not affiliated with Cryostar Singapore, e.g. trade/business associations, credit agencies, insurance companies, etc.

Employee or officer of Cryostar Singapore

We collect personal data from our employees, officers, interns and any other person who work at or render services to Cryostar Singapore.

Visitors and guests

We may also collect personal data from visitors to our premises, or guests attending events organized by us.

## **2. Purpose for Processing by Cryostar Singapore and Legal Basis**

We process your personal data only for permitted purposes and in accordance with the applicable legal provisions and relevant national data protection laws. Generally, we process your personal data for purposes connected or relevant to our business, to manage your relationship with us. Such purposes would include:

- processing your transactions with us, or to provide products and/or services to you;
- administrative purposes, including finance, IT and HR purposes, quality assurance and staff training;



- managing the safety and security of our premises and event premises;
- compliance with laws and regulations, internal policies and procedures, including audit, accounting, risk management and record keeping;
- carrying out research and statistical analysis, including development of new products and services, or evaluation and improvement of our existing products and services;

### *2.1 We process Data to fulfill our Contractual Obligations*

We process personal data to fulfill our contractual obligations towards our customers and suppliers or to carry out so-called pre-contractual measures, which take place upon a specific request.

In these cases, the purpose of data processing is determined by the contract we have concluded with our customers or suppliers and services that are provided under this contract. This also includes, for example, the processing of personal data in the context of sending catalogues, information on our services or the preparation of specific offers.

### *2.2 We process Data to protect Legitimate Interests*

We also process personal data insofar as it is necessary to safeguard the legitimate interests of Cryostar Singapore as well as our customers (and, if applicable, other third parties). Where this is the case, we process personal data only after due consideration of your legitimate interests.

This includes in detail e.g.:

- The supply of Cryostar Singapore products and the provision of services;
- Customer service and handling of complaints;
- Direct mail, provided you have not objected to the processing of your personal data for these purposes;
- The surveillance of publicly accessible rooms in our branches with optical-electronic equipment (video surveillance);
- Transfer of personal data within Cryostar Group or the Linde Group for internal administrative purposes;

### *2.3 We process Data with your Consent*

We also process your personal data if you have given us your consent. You may revoke your consent at any time. Please note, however, that data processing up to the date of revocation remains permissible.

### *2.4 We process Data to fulfill Legal Obligations*



We are required to process certain data in order to comply with legal obligations. Such obligations may arise from certain provisions of national commercial, trade, tax and social law as well as European legislation, e.g. in connection with regulations to avoid the financing of terrorism. In detail, this may also result in obligations for Cryostar Singapore to safeguard, store, report and collect data, which generally serve control purposes from the respective authorities.

#### *2.5 Information regarding Change of Purpose*

Should we process your personal data for any reason other than that for which we originally collected them, we will inform you of this new purpose to the extent permitted by law.

#### *3. Recipients of your Data*

If you are a customer, personal data will only be made available to other companies of Cryostar Group if and insofar as this is necessary to protect our legal and contractual rights and obligations. This, for example, can be the case for the coordination of our contractual services. Typical examples are centralized supplier and customer management services, centralized IT services and internal shared service center in finance and accounting.

If you are an employee or officer, your personal data will be shared with and made available to other companies of Cryostar Group for central administration, management and reporting purposes.

We may use external service providers who help us in our business for example, supplier and customer management services, hosting of IT infrastructure and external shared service center in finance and accounting, payment processing (credit card, direct debiting, purchase on account), logistics and delivery, promotional activities or the transaction of online orders.

You agree that we may transfer your personal data to such service providers

#### *4. Obligation to provide Data*

In order to be able to provide our services to our customers, we must process certain personal data or are legally obliged to do so. We collect the corresponding data from you upon conclusion of the contract (e.g. address, business contact data and function). Without these data we cannot conclude contracts with our customers.

#### *5. Automated Decision-Making and Profiling*

We do not use automated decision-making processes for procedures that have legal implications or a similarly significant impact on you. No decision will be made without further human review.

### **III. How we use Personal Data for the purposes of our Websites**



Cryostar Singapore operates a website to provide you with information regarding the companies of The Cryostar Singapore Group and their products and services.

### **1. Type and Origin of Personal Data processed by Cryostar Singapore**

When you visit the website of the Cryostar Singapore Group, we collect certain personal data from you. Personal data processed in this connection includes your name, address, phone number or email address. Personal data processed in connection with the operation of our websites is typically provided by you in the course of using our website. In some cases, however, personal data processed can also be provided by third parties who are not affiliated with Cryostar Singapore, such as internet service providers, marketing affiliates or software plug-ins. The following data (in particular log information and device data) is automatically processed by Cryostar Singapore:

- The name of your Internet Service Provider (ISP)
- Your IP address
- Your browser type and your operating system (OS)
- Date, duration and time of your visit
- Visited websites
- Extracted data & downloaded files
- Your country
- Your referrer URL
- Your search term in case you were referred to our website by a search engine

### **2. Purpose for processing by Cryostar Singapore and Legal Basis**

We process personal data only to the extent necessary in each case.

#### *2.1 We process Data to fulfill our Contractual Obligations*

We process personal data to fulfill our contractual obligations towards our customers or to carry out so-called pre-contractual measures, which take place upon a specific request. This may be the case when you register for certain services, for online orders or our supplier portal.

#### *2.2 We process Data to protect Legitimate Interests*

We also process personal data insofar as it is necessary to safeguard the legitimate interests of Cryostar Singapore as well as our costumers (and, if applicable, other third parties). Where this is the case, we process personal data only after due consideration of your relevant interests.

This includes in detail e.g.:

- Measures to analyze pseudonymized<sup>1</sup> user behavior to further improve our websites,
- Measures to provide website functionalities such as user account management, shopping carts

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<sup>1</sup> The “pseudonymisation” means the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.



### *2.3 We process Data with your Consent*

We also process your personal data if you have given us your consent. You may revoke your consent at any time. Please note, however, that data processing up to the date of revocation remains permissible. This includes in detail e.g.:

- Newsletter registrations,
- Promotions,
- Contact enquiries

## **3. Recipients of your Data**

### *3.1 The Cryostar Group Companies and Service Providers*

Cryostar Singapore shares personal information as outlined above (see Section II. 3).

### *3.2 Social Media Providers*

On some websites, Cryostar Singapore integrates some additional content and publications (blogs, posts, news, videos, interviews etc.) which has already been published in other social media / social networks (e.g. Facebook, LinkedIn, Twitter). As long as you do not click on any such content, no personal information will be transmitted to the respective social media provider.

By clicking on Social Media Wall content, your IP address will be transferred to the respective social media provider and stored, processed and used there in accordance with his privacy policy. An information banner at the Social Media Wall informs you that by clicking on a specific content, you agree to such transfer of your personal information.

You can find further details regarding the processing of your personal information by the social media providers here:

[Facebook privacy policy](#)

[LinkedIn privacy policy](#)

[Twitter privacy policy](#)

## **4. Cookies**

We use cookies. Further information regarding the nature & purpose of cookies employed by us are contained in our cookie policy, available at: [our cookie policy](#)

## **5. Links**

Our website contains links to other websites, which are subject to separate data protection notices of the respective operators of such websites.

## **IMPORTANT NOTICE**

### **Information regarding your Right of Objection**



### **1. Objection in particular Individual Situations**

You have the right to object at any time to certain types of processing of your data for reasons arising from your particular situation. This right applies to data processing in the public interest and to data processing to protect legitimate separate interests. This right also applies to profiling, insofar as it is based on these two provisions.

In the event of a contradiction, we will cease processing your personal data. However, this does not apply if we can prove compelling reasons worthy of protection for the processing, that outweigh your interests, rights and freedoms, or if the processing serves to assert, exercise or defend legal claims.

### **2. Objection to processing for Direct Marketing purposes**

In individual cases we process your personal data for direct marketing purposes. This is the case, for example, if we send you information about special offers or discount promotions.

You have the right to object to the processing of your personal data for these purposes. In the event of any objection, we will no longer process your personal data for these purposes.

Please contact our Data Protection officer if you wish to object to the processing of your personal data.

Contacting our Data Protection Officer

If you have any feedback or issues in relation to your personal data, or about this Privacy Policy, or wish to make a complaint to us, you may contact our Data Protection Officer at :

Email : [DPOCryostar\\_Singapore@outlook.com](mailto:DPOCryostar_Singapore@outlook.com)

When you contact us, we may require that you submit certain forms or provide certain information, including verification of your identity, before we are able to respond.