

1. Data Protection Notice

Robert Bosch GmbH (hereinafter “Bosch” or “We” or “Us”) welcomes you to our internet pages and mobile applications (together also referred to as “Online Offers”). We thank you for your interest in our company and our products.

2. Bosch respects your privacy

The protection of your privacy throughout the course of processing personal data as well as the security of all business data are important concerns to us. We process personal data that was gathered during your visit of our Online Offers confidentially and only in accordance with statutory regulations.

Data protection and information security are included in our corporate policy.

CCPA and Canadian Privacy Disclosure

Important Notice for California and Canadian residents: We have updated our Data Protection Notice to provide supplemental details regarding certain rights provided under the California Consumer Privacy Act (CCPA) for consumers in California and in Canada. Please find [here](#) our CCPA and Canadian Privacy Disclosure

3. Controller

Bosch is the controller responsible for the processing of your data; exceptions are outlined in this data protection notice.

Our contact details are as follows: Robert Bosch GmbH, Franz-Oechsle-Straße 4, 73207 Plochingen, Germany, kontakt@bosch.de, Corporate Headquarters: +49 711 811-0

4. Collection, processing and usage of personal data

4.1. Processed categories of data

The following categories of data are processed:

- Communication data: name, contact person, telephone, fax, e-mail, address, IP address
- Contractual master data: contractual relationships, contractual or product interest
- Client history: customer number, contract number, error messages, license request and creation of licenses including date and time stamp information, device name, device ID, system fingerprint
- Planning and regulation data
- Transaction data
- Provision of information (from third parties, e.g. credit reference agencies or from public directories)
- Customer login data: customer number, password
- System information of the diagnostic hardware tools: hardware configurations, operating system, hardware ID, system fingerprint

- Using data of the license software: information flow of the performed download and installation processes and error messages

4.2. Principles

Personal data consists of all information related to an identified or identifiable natural person, this includes, e.g. names, addresses, phone numbers, email addresses, contractual master data, contract accounting and payment data, which is an expression of a person's identity.

We collect, process and use personal data (including IP addresses) only when there is either a statutory legal basis to do so or if you have given your consent to the processing or use of personal data concerning this matter, e.g. by means of registration.

4.3. Processing purposes and legal basis

We as well as the service providers commissioned by us; process your personal data for the following processing purposes:

4.3.1. Free offer with registration: Provision of these Online Offers

Legal basis: Fulfillment of contractual obligations.

4.3.2. Resolving service disruptions as well as for security reasons.

Legal basis: Fulfillment of our legal obligations within the scope of data security and legitimate interest in resolving service disruptions as well as in the protection of our offers.

4.3.3. Advertisements and/or market research (including web analysis, no customer surveys): Self-promotion and promotion by others as well as market research and reach analysis done within the scope statutorily permitted or based on consent

Legal basis: Consent / legitimate interest on our part in direct marketing if in accordance with data protection and competition law.

4.3.4. Customer surveys: Product or customer surveys by postal mail

Legal basis: Legitimate interest in the improvement of products / services.

4.3.5. Customer surveys: Product or customer surveys performed via email and/or telephone subject to your prior express consent.

Legal basis: Consent.

4.3.6. Raffles/ discount campaigns: Conducting raffles or discount campaigns in accordance with respective terms and conditions for raffles or discount campaigns

Legal basis: Fulfillment of contractual obligations.

4.3.7. Newsletter (Email, SMS/MMS): Sending an email or SMS/MMS newsletter subject to the recipient's consent

Legal basis: Consent.

4.3.8. Safeguarding and defending our rights

Legal basis: Legitimate interest on our part for safeguarding and defending our rights.

4.3.9. Display an overview (selection) of your contracts at disposal

Legal basis: Fulfillment of contractual obligations.

4.3.10. Implementation of a contractual licensing for the use of your Bosch diagnostic product

Legal basis: Fulfillment of contractual obligations.

4.3.11. Steering and load balancing of the licensing processes

Legal basis: Fulfillment of our legal obligations within the scope of data security and legitimate interest in resolving service disruptions as well as in the protection of our offers.

4.3.12. Improve the license software and our dedicated services

Legal basis: Legitimate interest in the improvement of products / services.

4.3.13. Allow access to change your password independently

Legal basis: Fulfillment of our legal obligations within the scope of data security and legitimate interest in resolving service disruptions as well as in the protection of our offers.

4.4. Log files

Each time you use the internet, your browser is transmitting certain information which we store in so-called log files.

We store log files to determine service disruptions and for security reasons (e.g., to investigate attack attempts) for a period of 40 days and delete them afterwards. Log files which need to be maintained for evidence purposes are excluded from deletion until the respective incident is resolved and may, on a case-by-case basis, be passed on to investigating authorities.

Log files are also used for analysis purposes (without the IP address or without the complete IP address) see module "[Advertisements and/or market research \(including web analysis, no customer surveys\)](#)".

In log files, the following information is saved:

- IP address (internet protocol address) of the terminal device used to access the Online Offer;
- Internet address of the website from which the Online Offer is accessed (so-called URL of origin or referrer URL);
- Name of service provider which was used to access the Online Offer;
- Name of the files or information accessed;
- Date and time as well as duration of recalling the data;
- Amount of data transferred;
- Operating system and information on the internet browser used, including add-ons installed (e.g., Flash Player);
- http status code (e.g., "Request successful" or "File requested not found").

4.5. Children

This Online Offer is not meant for children under 16 years of age.

4.6. Data transfer to other controllers

Principally, your personal data is forwarded to other controllers only if required for the fulfillment of a contractual obligation, or if we ourselves, or a third party, have a legitimate interest in the data transfer, or if you have given your consent. Particulars on the legal basis can be found in the [Section – Processing purposes and legal basis](#). Additionally, data may be transferred to other controllers when we are obliged to do so due to statutory regulations or enforceable administrative or judicial orders.

4.6.1. Service provider (general)

We involve external service providers with tasks such as sales and marketing services, contract

management, payment handling, programming, data hosting and hotline services. We have chosen those service providers carefully and monitor them on a regular basis, especially regarding their diligent handling of and protection of the data that they store. All service providers are obliged to maintain confidentiality and to comply with the statutory provisions. Service providers may also be other Bosch group companies.

4.7. Data transfer to countries outside the EEA: Transfer to recipients outside the EEA

We might transfer personal data to recipients located outside the EEA into so-called third countries. In such cases, prior to the transfer we ensure that either the data recipient provides an appropriate level of data protection or that you have consented to the transfer.

You are entitled to receive an overview of third country recipients and a copy of the specifically agreed-provisions securing an appropriate level of data protection. For this purpose, please use the statements made in the [Contact](#) section.

4.8. Duration of storage, retention periods

Principally, we store your data for as long as it is necessary to render our Online Offers and connected services or for as long as we have a legitimate interest in storing the data (e.g. we might still have a legitimate interest in postal mail marketing after fulfillment of our contractual obligations). In all other cases we delete your personal data with the exception of data we are obliged to store for the fulfillment of legal obligations (e.g. due to retention periods under the tax and commercial codes we are obliged to have documents such as contracts and invoices available for a certain period of time).

5. Raffles or discount campaigns

In case you participate in one of our raffles or discount campaigns, we use your data to inform you about any prize won and for the purpose of advertising our products to the extent allowed by law or as far as you have consented. Information on raffles or discount campaigns can be found in the respective terms of participation.

6. Usage of Cookies

In the context of our online service, cookies and tracking mechanisms may be used.

Cookies are small text files that may be stored on your device when visiting our online service.

Tracking is possible using different technologies. In particular, we process information using pixel technology and/or during log file analysis.

6.1. Categories

We distinguish between cookies that are mandatorily required for the technical functions of the online service and such cookies and tracking mechanisms that are not mandatorily required for the technical function of the online service.

It is generally possible to use the online service without any cookies that serve non-technical purposes.

6.1.1. Technically required cookies

By technically required cookies we mean cookies without those the technical provision of the online service cannot be ensured. These include e.g. cookies that store data to ensure smooth reproduction of video or audio footage.

Such cookies will be deleted when you leave the website.

6.1.1.1. Session ID

Name: Session ID

Provider: Robert Bosch GmbH, Franz-Öchsle-Straße 4, 73207 Plochingen, Germany

Function: The session ID is used to clearly assign incoherent requests to a user. The session ID is generated when logging in and is used as part of the licensing process (e.g. when uploading the license request file)

6.1.2. Cookies and tracking mechanisms that are technically not required.

We only use cookies and tracking mechanisms if you have given us your prior consent in each case. With the exception of the cookie that saves the current status of your privacy settings (selection cookie). This cookie is set based on legitimate interest.

We distinguish between two sub-categories with regard to these cookies and tracking mechanisms:

6.2. Comfort Cookies

These cookies facilitate operation and thus allow you to browse our online service more comfortably; e.g. your language settings may be included in these cookies.

6.2.1. Language settings

Name: Language settings

Provider: Robert Bosch GmbH, Franz-Öchsle-Straße 4, 73207 Plochingen, Germany

Function: The selected language setting of the user remains stored in the browser for a more comfortable surfing behavior. This cookie will be deleted after one year after consent. Stored cookies can be deleted at any time by deleting the browser cookies of the browser used.

6.2.2. Bosch Cookie Manager (Privacy Settings)

Name: Bosch Cookie Manager (Privacy Settings)

Provider: Robert Bosch GmbH, Franz-Öchsle-Straße 4, 73207 Plochingen, Germany

Function: The current status of the privacy settings is saved (selection cookie). This cookie will be deleted after one year after consent or after one month if consent is not given. Stored cookies can be deleted at any time by deleting the browser cookies of the browser used.

6.3. Marketing cookies and tracking mechanisms

General

By using marketing cookies and tracking mechanisms we and our partners are able to show you offerings based on your interests, resulting from an analysis of your user behavior:

- **Statistics:**

By using statistical tools, we measure e.g. the number of your page views.

- **Conversion tracking:**

Our conversion tracking partners place a cookie on your computer ("conversion cookie") if you accessed our website via an advertisement of the respective partner. Normally these cookies are no longer valid after 30 days. If you visit certain pages of our website and the cookie has not yet expired, we and the relevant conversion partner can recognize that a certain user clicked on the advertisement and thereby was redirected to our website. This can also be done across multiple devices. The information obtained by means of the conversion cookie serves the purpose of compiling conversion statistics and recording the total number of users who clicked on the respective advertisement and were redirected to a website with a conversion tracking tag.

- **Social Plugins:**

Some of the pages of our online service involve content and services of other providers (e.g. Facebook, Twitter) which also may use cookies and active modules. For more details regarding social plugins please refer to the section on [social plugins](#).

- Retargeting:

These tools create user profiles by means of advertising cookies or third-party advertising cookies so called "web beacons" (invisible graphics that are also called pixels or tracking pixels), or by means of comparable technologies. These are used for interest-based advertising and to control the frequency with which the user looks at certain advertisements. The relevant provider is the controller responsible for the processing of data in connection with the tool. The providers of the tools might disclose information also to third parties for the purposes mentioned above. Please note the data protection notices of the relevant provider in this context.

Please note that using the tools might include transfer of your data to recipients outside of the EEA where there is no adequate level of data protection pursuant to the GDPR (e.g. the USA). For more details in this respect please refer to the following description of the individual marketing tools.

6.3.1. Google Analytics

Name: Google Analytics

Provider: Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland

Function: Analysis of user behavior (page retrievals, number of visitors and visits, downloads), creation of pseudonymous user profiles based on cross-device information of logged-in Google users (cross-device tracking), enrichment of pseudonymous user data with target group-specific information provided by Google, retargeting, UX testing, conversion tracking and retargeting in conjunction with Google Ads. This cookie will be deleted after one year after consent. Stored cookies can be deleted at any time by deleting the browser cookies of the browser used.

6.3.2. Google Tag Manager

Name: Google Tag Manager

Provider: Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland

Function: Administration of website tags via a user interface, integration of program codes on our websites. This cookie will be deleted after one year after consent. Stored cookies can be deleted at any time by deleting the browser cookies of the browser used.

6.3.3. New Relic Browser

Name: New Relic Browser

Provider: New Relic, Inc., 188 Spear Street #1200, San Francisco, CA 94105, USA

Function: For the purpose of tracking user experience and troubleshooting customer issues or complaints, the transfer of your personal data to the above controller is required.

6.4. Management of cookies and tracking mechanisms

You can manage your cookie and tracking mechanism settings in the browser and/or our privacy settings.

Note: The settings you have made refer only to the browser used in each case.

6.4.1. Deactivation of all cookies

If you wish to deactivate all cookies, please deactivate cookies in your browser settings. Please note that this may affect the functionality of the website.

Management of your settings with regard to cookies and tracking mechanisms not required technically

When visiting our websites, you will be asked in a cookie layer whether you consent to our using of any Comfort cookies, marketing cookies or tracking mechanisms, respectively.

In our privacy settings, you may withdraw the consent with effect for the future or grant your consent at a later point in time.

7. Social Plugins

In our Online Offers we use so-called social plugins from various social networks. They are individually described in this section.

When using plugins, your internet browser creates a direct connection to the respective social networks' server. Hereby the respective provider receives the information that your internet browser accessed from the respective site of our Online Offers - even if you do not have a user account with this provider or are currently not logged into your account. Log files (including the IP address) are, in this case, directly transmitted from your internet browser to a server of the respective provider and might be stored there. The provider or its server may be located outside the EU or the EEA (e.g. in the United States).

The plugins are standalone extensions by social network providers. For this reason, we are unable to influence the scope of data collected and stored by them.

Purpose and scope of the collection, the continued processing and usage of data by the social network as well as your respective rights and setting options to protect your privacy can be found by consulting the respective social network's data protection notices.

In case you do not wish social network providers to receive and, if applicable, store or use data, you should not use the respective plugins.

7.1. Social Plugins with Heise Two Click Solution

By using the so-called two click solution (provided by Heise Medien GmbH & Co. KG) we protect your visit to our web pages from being logged and processed by social network providers by default. When using a page of our internet presence which contains such plugins, these are initially deactivated. Only when you click on the respective button, the plugins are activated.

7.2. Facebook plugins

Facebook is operated by Facebook Ireland Limited, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland ("Facebook"). Find an overview over Facebook's plugins and their appearance here: <https://developers.facebook.com/docs/plugins>; find information on data protection at Facebook here: <http://www.facebook.com/policy.php>.

8. YouTube

Our Online Offers use the YouTube video platform which is operated by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland („YouTube“). YouTube is a platform which allows the playback of audio and video files.

When you access a respective site of our Online Offers that contains an embedded YouTube player, this creates a connection to YouTube so that the video or audio file can be transmitted and played back. In doing so, data is transferred to YouTube as a data controller. We are not responsible for the processing of such data by YouTube.

Additional information on the scope and purpose of collected data, on further processing and usage of data by YouTube, on your rights and the privacy options available to be chosen by you, can be found in YouTube's data protection notice.

9. External links

Our Online Offers may contain links to internet pages of third parties, in particular providers who are not related to us. Upon clicking on the link, we have no influence on the collecting, processing

and use of personal data possibly transmitted by clicking on the link to the third party (such as the IP address or the URL of the site on which the link is located) as the conduct of third parties is naturally beyond our control. We do not assume responsibility for the processing of personal data by third parties.

10. Security

Our employees and the companies providing services on our behalf, are obliged to confidentiality and to compliance with the applicable data protection laws.

We take all necessary technical and organizational measures to ensure an appropriate level of security and to protect your data that are administrated by us especially from the risks of unintended or unlawful destruction, manipulation, loss, change or unauthorized disclosure or unauthorized access. Our security measures are, pursuant to technological progress, constantly being improved.

11. User rights

To enforce your rights, please use the details provided in the [Contact](#) section. In doing so, please ensure that an unambiguous identification of your person is possible.

Right to information and access:

You have the right to obtain confirmation from us about whether or not your personal data is being processed, and, if this is the case, access to your personal data.

Right to correction and deletion:

You have the right to obtain the rectification of inaccurate personal data. As far as statutory requirements are fulfilled, you have the right to obtain the completion or deletion of your data.

This does not apply to data which is necessary for billing or accounting purposes or which is subject to a statutory retention period. If access to such data is not required, however, its processing is restricted (see the following)

Restriction of processing:

As far as statutory requirements are fulfilled you have the right to demand for restriction of the processing of your data.

Data portability:

As far as statutory requirements are fulfilled you may request to receive data that you have provided to us in a structured, commonly used and machine-readable format or – if technically feasible –that we transfer those data to a third party.

Objection to direct marketing:

Additionally, you may object to the processing of your personal data for direct marketing purposes at any time. Please take into account that due to organizational reasons, there might be an overlap between your objection and the usage of your data within the scope of a campaign which is already running.

Objection to data processing based on the legal basis of „legitimate interest“:

In addition, you have the right to object to the processing of your personal data at any time, insofar as this is based on “legitimate interest”. We will then terminate the processing of your data, unless we demonstrate compelling legitimate grounds according to legal requirements which override your rights.

Withdrawal of consent:

In case you consented to the processing of your data, you have the right to revoke this consent at any time with effect for the future. The lawfulness of data processing prior to your withdrawal remains unchanged.

12. Right to lodge complaint with supervisory authority:

You have the right to lodge a complaint with a supervisory authority. You can appeal to the supervisory authority which is responsible for your place of residence or your state of residency or to the supervisory authority responsible for us. This is:

State Commissioner for Data Protection and Freedom of Information of Baden-Württemberg

Address:

Lautenschlagerstraße 20
70173 Stuttgart
GERMANY

Postal address:

P.O. Box 10 29 32
70025 Stuttgart, GERMANY

Phone: +49 (711)/615541-0
Fax: +49 (711)/615541-15
Email: poststelle@fdi.bwl.de

13. Changes to the Data Protections Notice

We reserve the right to change our security and data protection measures. In such cases, we will amend our data protection notice accordingly. Please, therefore, notice the current version of our data protection notice, as this is subject to changes.

14. Contact

If you wish to contact us, please find us at the address stated in the "[Controller](#)" section.

To assert your rights please use the following link: <https://request.privacy-bosch.com/entity/RB/>

To notify data protection incidents please use the following link: <https://www.bkms-system.net/bosch-dataprotection>

For suggestions and complaints regarding the processing of your personal data we recommend that you contact our data protection officer:

Data Protection Officer
Information Security and Privacy (C/ISP)
Robert Bosch GmbH
Postfach 30 02 20
70442 Stuttgart, GERMANY

or

[mailto: DPO@bosch.com](mailto:DPO@bosch.com)

Effective date: 07.03.2022

CCPA and Canadian Privacy Disclosure

This CCPA and Canadian Privacy Disclosure [“Disclosure”] supplements the information contained in Bosch's Application “Bosch Licensing Portal” [“Bosch Licensing Portal”] data protection notice (Privacy Policy) and applies solely to all visitors, users, and others of Bosch Licensing Portal who reside in the State of California and in Canada (“you”). We adopt this Disclosure to comply with the California Consumer Privacy Act of 2018 (the “CCPA”) and Canadian privacy law including the Personal Information Protection and Electronic Documents Act [“PIPEDA”], and any terms defined in the CCPA and relevant Canadian law have the same meaning when used in this Disclosure.

I. Collection of Personal Information

Bosch Licensing Portal has collected the following Personal Information from users of Bosch Licensing Portal within the last twelve (12) months.

Category and sources of information	Examples	How we use it	How we share it
Identifiers We collect this information from our users, customers, and business partners. We also generate identifiers internally.	Real name, email address, phone number	To enable use of our sites, services, and products, to communicate with you, to understand how our Users interact with our sites, and to improve our offerings.	We share this data with our service providers and with business partners, including those whom you instruct us to send this information.
Personal Information under Cal. Civ. Code § 1798.80(e) We collect this information from our users, customers, and business partners.	Name, telephone number. Some Personal Information included in this category may overlap with other categories.	To enable use of our sites, services, and products, to communicate with you, to understand how our users interact with our sites, and to improve our offerings.	We share this data with our service providers and with business partners, including those to whom you instruct us to send this information.
Protected classifications We do not collect this information from our users, customers, and business partners.	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).	None.	None.

<p>Commercial information</p> <p>We do not collect this information from our customers, and generate it internally during transactions with our customers.</p>	<p>Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.</p>	<p>None.</p>	<p>None.</p>
<p>Biometric information</p> <p>We do not collect this information from our users, customers, and business partners.</p>	<p>Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.</p>	<p>None.</p>	<p>None.</p>
<p>Internet or other similar network activity</p> <p>We collect this information from our users and customers.</p>	<p>Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.</p>	<p>To enable use of our sites, services, and products, to communicate with you, to understand how our users interact with our sites, and to improve our offerings.</p>	<p>We share this data with our service providers and with business partners, including those to whom you instruct us to send this information.</p>
<p>Geolocation data</p> <p>We collect this information from our users and customers</p>	<p>Physical location or movements.</p>	<p>To enable use of our sites, services, and products, to understand how our users interact with our sites, and to improve our offerings</p>	<p>We share this data with our service providers.</p>
<p>Sensory data</p> <p>We do not collect this information from our users and customers.</p>	<p>Audio, electronic, visual, thermal, olfactory, or similar information.</p>	<p>None.</p>	<p>None.</p>
<p>Professional or employment-related information</p> <p>We do not collect this information from our users, customers, and business partners</p>	<p>Current or past job history.</p>	<p>None.</p>	<p>None.</p>

<p>Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99))</p> <p>We do not collect this information from our customers.</p>	<p>Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.</p>	<p>None.</p>	<p>None.</p>
<p>Inferences drawn from other Personal Information</p> <p>We do not generate this information internally from our customers.</p>	<p>Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.</p>	<p>None.</p>	<p>We do not share such Information.</p>

II. Sources of Personal Information

Bosch Licensing Portal collects Personal Information from the following categories of sources:

- 1) Directly from you.
For example, when given by you or collected from you through your access to and/or use of the Bosch Licensing Portal and/or the Services, in context of registering on the App or when you contact customer support or otherwise interact or communicate with Bosch, its agents, representatives, suppliers, vendors or consultants through the Bosch Licensing Portal. This information may include, without limitation, your first and last name, country, phone number, e-mail address and any other information you choose to provide us.
- 2) Indirectly from you.
For example, from observing your use of the Bosch Licensing Portal and/or the Services, or services related thereto. The following data may be collected automatically: the website from which you visit Bosch (referrer), pages viewed, files downloaded (downloads), individual links clicked, search words or search phrases (site search), duration of visit, browser used, device data (e.g., unique device identifier, MAC address, IP address, serial number, hardware model, network information and operating system and version), and other relevant details and/or information. If the visit is a result of online advertising such as banners, video ads, search engine advertising, etc., Bosch or its agents, representatives, suppliers, vendors or consultants may record which banner, adware, etc. motivated or assisted with the visit to Bosch Licensing Portal.

III. Disclosure or Sale of Personal Information – Past 12 Months

- 1) Disclosure of Personal Information.
In the preceding twelve (12) months, Bosch Licensing Portal has disclosed the following categories of Personal Information for a business purpose:
 - a. Identifiers.
 - b. California Customer Records Personal Information categories.
 - f. Internet or other similar network activity.
 - g. Geolocation data.

We disclose your Personal Information for a business purpose to the following categories of third parties:

- Our service provider, Sovanta AG.

2) Sales of Personal Information.

In the preceding twelve (12) months, Bosch Licensing Portal has not sold Personal Information for a business purpose.

IV.1 Rights of California “consumers” relating to Personal Information collected by Bosch Licensing Portal.

Individuals which fall within the definition of a “consumer” under the California Consumer Privacy Protection Act have the following rights relating to their Personal Information collected by Bosch Licensing Portal.

1) Right to access specific information and data portability rights.

You have the right to request that Bosch Licensing Portal discloses certain information to you about our collection and use of your Personal Information over the past 12 months. Once we receive and confirm your verifiable consumer request (see article IV.2 – How to Exercise Your Rights), we will disclose to you:

- a. The categories of Personal Information we collected about you.
- b. The categories of sources for the Personal Information we collected about you.
- c. Our business or commercial purpose for collecting or selling that Personal Information.
- d. The categories of third parties with whom we share that Personal Information.
- e. The specific pieces of Personal Information we collected about you.
- f. If we sold or disclosed your Personal Information for a business purpose, two separate lists disclosing:
 - i. For “sales”, the Personal Information categories that each category of recipient purchased; and
 - ii. For disclosures for a business purpose, identifying the Personal Information categories that each category of recipient obtained.

2) Deletion Request Rights.

You have the right to request that Bosch Licensing Portal delete any of your Personal Information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request (see Exercising Access, Data Portability, and Deletion Rights), we will delete (and direct our service providers to delete) your Personal Information from our records, unless an exception applies.

- a. We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:
 - i. Complete the transaction for which we collected the Personal Information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
 - ii. Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
 - iii. Debug products to identify and repair errors that impair existing intended functionality.
 - iv. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
 - v. Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
 - vi. Engage in public or peer-reviewed scientific, historical, or statistical research in the

public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.

- vii. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- viii. Comply with a legal obligation.
- ix. Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

IV.2 How to exercise your rights

To exercise your rights, please submit a verifiable consumer request or access request, as applicable, to us by either:

Calling us at (888-43-BOSCH (888-432-6724)).

[Submitting a request here.](#)

Only you (or in case of a California resident, an authorized agent authorized by you to act on your behalf – see Section XXIII, Authorized Agent below for more information) may make a verifiable consumer request or access request, as applicable related to your Personal Information. You may also make a verifiable consumer request on behalf of your minor child. Your verifiable consumer request or access request, as applicable, must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected Personal Information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with Personal Information if we cannot verify your identity or authority to make the request and confirm the Personal Information relates to you. Making a verifiable consumer request or access request does not require you to create an account with us, but if you already have an account with us, you may be required to make your request through that account.

We will only use Personal Information provided in a verifiable consumer request or access request, as applicable, to verify the requestor's identity or authority to make the request.

IV.3 Response timing and format

We endeavor to respond to a verifiable consumer request or access request, as applicable, within forty five (45) days of its receipt, or sooner where required by applicable law (including Canadian Privacy Laws). If we require more time (up 90 days in total), where permitted by applicable law, we will inform you of the reason and extension period in writing.

If you have an account with us, we will deliver our written response to that account. If you do not have an account with us, we will deliver our written response by mail or electronically, at your option.

Any disclosures we provide in response to a verifiable consumer request will only cover the 12-month period preceding the verifiable consumer request's receipt, unless otherwise required by applicable law. The response we provide will also explain the reasons we cannot comply with a request, if applicable.

For data portability requests, where applicable, we will select a format to provide your Personal Information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request or access request, as applicable, unless it is excessive, repetitive, or manifestly unfounded. If we determine

that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

IV.4 Personal Information Sales: Opt-Out and Opt-In Rights

If you are 16 years of age or older, you have the right to direct us to not sell your Personal Information at any time (the "right to opt-out"). Furthermore, where required by applicable law in the relevant jurisdiction, we will obtain your consent prior to selling your Personal Information. We do not sell the Personal Information of consumers we actually know are less than 16 years of age, unless we receive affirmative authorization (the "right to opt-in") from either the consumer who is between 13 and 16 years of age, or the parent or guardian of a consumer less than 13 years of age. Consumers who opt-in to Personal Information sales may opt-out of future sales at any time.

To exercise the right to opt-out, you may submit a request to us by emailing us at kontakt@bosch.de. As noted above, certain kinds of third party cookies, such as ad network or analytics cookies, on the Bosch Website could be considered a "sale" of your Personal Information for purposes of the CCPA. In order to opt out of the "sale" of your information via such cookies, turn off the Analytics, Advertising, and Social Media cookies in our Privacy settings.

Once you make an opt-out request, we will wait at least twelve (12) months before asking you to reauthorize Personal Information sales. However, you may change your mind and opt back in to Personal Information sales at any time by changing your cookie preferences on Bosch's Application "Bosch Licensing Portal".

You do not need to create an account with us to exercise your opt-out rights. We will only use Personal Information provided in an opt-out request to review and comply with the request.

IV.5 Authorized Agent

As a California resident you may also exercise your request to know or request to delete through an authorized agent. When you submit your request through an authorized agent we require that you:

- 1) Provide us a copy of your written permission for the authorized agent to submit the applicable request; and
- 2) Verify your own identity directly with us.

The foregoing does not apply when you have provided your authorized agent with a power of attorney pursuant to California Probate Code sections 4000 to 4465; provided, that we may require a copy of such power of attorney before fulfilling any request.

IV.6 Non-Discrimination

We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

- (a) deny you goods or services;
- (b) charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties;
- (c) provide you a different level or quality of goods or services; or
- (d) suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

However, we may offer you certain financial incentives permitted by the CCPA that can result in different prices, rates, or quality levels. Any CCPA permitted financial incentive we offer will reasonably relate to your Personal Information's value and contain written terms that describe the program's material aspects. Participation in a financial incentive program requires your prior opt in consent, which you may revoke at any time.

IV.7 Filing a Complaint

Regulatory authorities that oversee the privacy laws and regulations, including the Office of the Privacy Commissioner of Canada and/or the applicable provincial privacy commissioner/regulator, advise individuals to file an objection or challenge with the relevant company before lodging a formal complaint with a regulatory authority. If you are dissatisfied with Bosch's response to an

objection or challenge filed under Article IV.2 above, or you if wish to file a complaint with a regulatory authority first, you may do so as follows:

Under PIPEDA: You may file a complaint with the [Office of the Privacy Commissioner of Canada](#). Depending upon the province where you live, you may also (or instead) have the right to file a complaint with the applicable provincial privacy commissioner/regulator.

Under PII Laws: You may file a complaint with the relevant state's Attorney General's office.

Under the CCPA: You may file a complaint with the California Attorney General's Office. For additional information regarding consumer complaints against a business/company under the CCPA and to initiate the complaint process, please click on the [link](#).

Effective date: 2021.01.13