

RAVAGO GROUP PRIVACY POLICY

Last updated: 13/01/2026

This policy is a legally binding agreement between You and RAVAGO ("we," "our" or "us"). It describes and explains what personal data ("data") is collected from you when using our website (www.ravago.com), how it is collected and for what purpose.

What data do we collect from you?

Categories of collected data	Purpose	Legal basis	Categories of third parties with whom we share this data
Identity Data provided by you. Includes [first name, last name, username or similar identifier, e-mail address, job title, contact type]	Improving our Website; Collecting marketing intelligence; Enhancing security	Legitimate interests – enabling us to improve our Website and services and understand more about our users and the markets in which we operate as well as keeping our Website secure by, for example, verifying accounts.	Okta
Contact Data provided by you. Includes [e-mail address, telephone number]	Complying with relevant laws and regulations	Legal Obligation – to be able to contact you for the purpose of, for example, establishing a business relationship and concluding valid contracts as well as and keeping our services compliant (ie with sanctions regulations)	IBM Private Cloud
Technical Data includes [internet protocol (IP) address, login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the	Customer support & enhancing security	Consent – you have given us your active consent	Customer satisfaction tools (Matomo, Mopinion)

devices you use to access our Website]			
Usage Data [information about how you use our Website]	Website functionality & user experience	Consent – you have given us your active consent	Analytics tools (Matomo, Google Analytics)
Advertisements and Communications Data including [your preferences in receiving advertisements from us and our third parties and your communication preferences]	Subscribing to marketing e-mails about our Website, services and products	Consent – you have given us your active consent <i>or</i> Legitimate interest – if you have previously purchased products from us, we may under certain conditions send you marketing communications on the basis of our legitimate business interest	Osano

Supplementary Data

It may be possible that in some circumstances, data collected by RAVAGO via the Website may be combined with data collected from another source. For example, customer data collected via the Customer Portal may be combined with data collected via the Website. If you would like to obtain more information about this, please contact RAVAGO using the link below.

Via which means do we collect your data?

Data you provide to us

- 1) When you provide data to us by ticking the appropriate boxes or entering information in the free-form text fields of the survey/questionnaire on our Website we ask you to complete;
- 2) When you contact us via e-mail or otherwise.

For which purpose do we collect your data?

We only collect and process your data when we have a legal basis to do so under applicable privacy regulations and laws (such as, the GDPR in the EU). See the table above for a list and description of the purposes.

What legal bases do we use?

(a) Consent: when you give us your explicit consent to collect and process data for a specific purpose.

(b) Legal obligation: gathering and processing data from you in order for us to comply with any applicable laws and regulations to which we are subject. For example, we may be required to process and retain certain data for compliance with tax laws.

(c) Legitimate interests: we process your data for a number of legitimate business interests, which include:

- To enhance, modify, personalize or otherwise improve our service/communications for your benefit
- To better understand how visitors interact with our Website
- To help us improve the relevancy of advertisements you receive
- To analyze the effectiveness of the ad campaign
- To identify and prevent fraud

With whom do we share your data?

We may share your personal data with:

- Our suppliers, affiliates and subsidiaries, but only in the way and for the purposes as described earlier
- Law enforcement, government officials or other third parties if we are obligated to do so to comply with any applicable laws and regulations to which we are subject
- Third party service providers who assist us in providing services to you or who provide fraud detection or similar services on our behalf and only for the purposes as described earlier

Cross-Border Data Transfers

As a multi-national company, RAVAGO may transfer data across borders to other entities within the group. To ensure compliance with applicable privacy laws when doing so, RAVAGO has implemented an Intra-group Data Protection Agreement. This agreement is based on the European Commission's Standard Contractual Clauses in order to adequately safeguard cross-border data transfers that may be carried out by RAVAGO.

How long will we retain your data?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. In exceptional cases, we may retain your personal data for a longer

period after the purpose has been fulfilled in the event of a complaint or if we reasonably believe there is a prospect of litigation with respect to our relationship with you.

To determine the appropriate retention period for personal data, we consider:

- the amount, nature and sensitivity of the personal data;
- the potential risk of harm from unauthorised use or disclosure of your personal data;
- the purposes for which we process your personal data and whether we can achieve those purposes through other means;
- the applicable legal, regulatory, tax, accounting or other requirements.

What are your rights?

You have certain rights regarding the personal data that we hold:

- The right to access the information we keep about you. You should be aware of the information we have about you and be able to verify whether we process your personal data in accordance with the applicable data protection legislation;
- The right, under certain circumstances, to block or suppress further use of your personal data. When the processing is restricted, we can still store your personal data, but we can no longer use it;
- If your personal data is inaccurate or incomplete, you have the right to request the rectification of your personal data;
- The right, under certain circumstances, to request the deletion or removal of your personal data from our systems;
- The right to lodge a complaint about the way we handle or process your personal data with your national data protection authority;
- If our processing of your personal information is based specifically on your consent, you have the right to withdraw that consent at any time. This includes your right to withdraw your consent to our use of your personal data for direct marketing purposes;
- The right to obtain from us, under certain circumstances, your personal data in a structured, commonly used and machine-readable form so you can reuse it for your own purposes across different services. For example, if you leave the company, this enables you to move your personal data easily and in a secure manner to your new employer.
- You also have the right to object to certain types of processing, including processing for direct marketing purposes.

These rights can be exercised by contacting us as set out in section “Contact Ravago” below.

Security measures in place to protect your data

The safety of your data is important to us, and we use reasonable technical, physical and organizational measures to secure it.

We employ commercially reasonable encryption (TLS technology), data security, and intrusion prevention technologies to protect and secure all personal data in our possession. Although we take commercially reasonable measures to safeguard against unauthorized disclosures of data, the transmission of information via the internet or electronic storage is never 100% secure. Therefore, while we strive to protect your personal data, we cannot guarantee its absolute security, and any transmission of personal data is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on our Website. You acknowledge and agree that you are solely responsible for maintaining the security and confidentiality of your username and password. If you suspect that your account has been compromised in any way, you are responsible for swiftly changing your password or notifying RAVAGO.

Could this Privacy Policy be modified?

RAVAGO reserves the right to modify this policy and its terms as they relate to this Website and services at any time, effective and in full force upon posting the updated version on the Website.

Please check this page regularly for updates. The continued use of the Website and its services after that shall constitute your consent to such amendments and modifications.

Privacy Policy Acceptance

You hereby acknowledge that you have read this policy and agree to all its provisions, terms, and conditions. By continuing to access and use our Website and its services, you also agree to be legally bound by this policy. If you do not agree to be bound by the terms and conditions of this policy, you are not permitted to continue to access or use this Website and its services.

Contact RAVAGO

To contact Ravago in relation to this policy please email privacy@ravago.com.