

LEGAL INFORMATION & PRIVACY STATEMENT

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Legal

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Required information, according to §5 ECG Commercial Registry Number: FN 304720v (regional court Innsbruck) VATIN: ATU63900639 Business: Chamber of Commerce Tyrol

Privacy Statement

A. General Information

When does this Privacy Statement apply? This Privacy Statement applies to Personal Data that you provide to PDAgroup or which is derived from the Personal Data as outlined below.

Data Controller. The data controller of pdagroup.net (and its subdomains, such as sap.events.pdagroup.net or others) is PDAgroup GmbH, Rennweg 1, 6020 Innsbruck, Austria (“PDAgroup”, “We”, “Us”, “Our”). Where a registration form is presented on this website. The PDAgroup’s data protection coordinator is Andreas Langer (office@pdagroup.net).

What does PDAgroup do with my Personal Data? PDAgroup will process the Personal Data provided hereunder only as set out in this Privacy Statement. Further information can be found in Sections B. and C. below. Where the processing of your Personal Data is based on a statutory permission, you can find information on which Personal Data PDAgroup is processing or using for which purposes in Section B below. Where consent for the processing of your Personal Data is required you can find further information in Section C. below.

Duration of processing of Personal Data. Where PDAgroup is processing and using your Personal Data as permitted by law (see B. below) or under your consent (see C. below), we will store your Personal Data (i) only for as long as is required to fulfil the purposes set out below or (ii) until you object to PDAgroup’s use of your Personal Data (where PDAgroup has a legitimate interest in using your Personal Data), or (iii) until you withdraw your consent (where you consented to PDAgroup using your Personal Data). However, where PDAgroup is required by mandatory law to retain your Personal Data longer or where your Personal Data is required for PDAgroup to assert or defend against legal claims, PDAgroup will retain your Personal Data until the end of the relevant retention period or until the claims in question have been settled.

Why am I required to provide Personal Data? As a general principle, your granting of any consent and your provision of any Personal Data hereunder is entirely voluntary; there are generally no detrimental effects on you if you choose not to consent or to provide Personal Data. However, there are circumstances in which PDAgroup cannot take action without certain Personal Data, for example because this Personal Data is required to process your registration to an event or provide you with

access to a web offering or newsletter. In these cases, it will unfortunately not be possible for PDAGroup to provide you with what you request without the relevant Personal Data.

Where will my Personal Data be processed? As a service provider to large organizations, PDAGroup has affiliates and third-party service providers within as well as outside of the European Economic Area (the “EEA”). As a consequence, whenever PDAGroup is using or otherwise processing your Personal Data for the purposes set out in this Privacy Statement, PDAGroup may transfer your Personal Data to countries outside of the EEA including to such countries in which a statutory level of data protection applies that is not comparable to the level of data protection within the EEA. Whenever such transfer occurs, it is based on the Standard Contractual Clauses (according to EU Commission Decision 87/2010/EC or any future replacement) in order to contractually provide that your Personal Data is subject to a level of data protection that applies within the EEA. You may obtain a redacted copy (from which commercial information and information that is not relevant has been removed) of such Standard Contractual Clauses by sending a request to office@pdagroup.net.

Data subjects’ rights. You can request from PDAGroup at any time information about **which Personal Data** PDAGroup processes about you and the **correction or deletion** of such Personal Data. Please note, however, that PDAGroup can delete your Personal Data only if there is no statutory obligation or prevailing right of PDAGroup to retain it. Kindly note that if you request that PDAGroup delete your Personal Data, you will not be able to continue to use any service that requires PDAGroup’s use of your Personal Data.

If PDAGroup uses your Personal Data based on your consent or to perform a contract with you, you may further request from PDAGroup a **copy** of the Personal Data that you have provided to PDAGroup. In this case, please contact the email address below and specify the information or processing activities to which your request relates, the format in which you would like this information, and whether the Personal Data is to be sent to you or another recipient. PDAGroup will carefully consider your request and discuss with you how it can best fulfill it.

Furthermore, you can request from PDAGroup that PDAGroup **restricts** your Personal Data from any further processing in any of the following events: (i) you state that the Personal Data PDAGroup has about you is incorrect, (but only for as long as PDAGroup requires to check the accuracy of the relevant Personal Data), (ii) there is no legal basis for PDAGroup processing your Personal Data and you demand that PDAGroup restricts your Personal Data from further processing, (iii) PDAGroup no longer requires your Personal Data but you claim that you require PDAGroup to retain such data in order to claim or exercise legal rights or to defend against third party claims or (iv) in case you object to the processing of your Personal Data by PDAGroup (based on PDAGroup’s legitimate interest as further set out in B. below) for as long as it is required to review as to whether PDAGroup has a prevailing interest or legal obligation in processing your Personal Data.

Please direct any such request to office@pdagroup.net.

Right to lodge a complaint. If you believe that PDAGroup is not processing your Personal Data in accordance with the requirements set out herein or applicable EEA data protection laws, you can at any time lodge a complaint with the data protection authority of the EEA country in which you live or with the data protection authority of the country or state in which PDAGroup has its registered seat.

Use of this website by children. This website is not intended for anyone under the age of 16 years. If you are younger than 16, you may not register with or use this website.

Links to other websites. This website may contain links to foreign (meaning non-PDAGroup companies) websites. PDAGroup is not responsible for the privacy practices or the content of websites

outside the PDAGroup. Therefore, we recommend that you carefully read the privacy statements of such foreign sites.

B. Where PDAGroup uses My Personal Data based on the Law

In the following cases, PDAGroup is permitted to process your Personal Data under the applicable data protection law.

Providing the requested goods or services. If you order goods or services from PDAGroup (for example registering to an event or participating in a validation program), PDAGroup will use the Personal Data that you enter into the order or registration form (usually (a subset of) your name, (email) address, telephone number, company name and address, invoicing name and address, purchase order numbers and instructions for payment, your job title and role, your S-user ID, your preferred breakout-session attendance, your dietary wishes, e-mail address of the responsible accounting department or person, your provided indication of your product knowledge in software solutions and sales and presales techniques) only to process your order or to provide the requested goods or service. This may include taking the necessary steps prior to entering into the contract, responding to your related inquiries, and providing you with delivery and billing information and to process or provide feedback and support. This may also include conversation data through contact forms, emails, or telephone. If you order goods or services which we organize for our customers (such as, for example, SAP), the data you entered will be forwarded to the customer and the stakeholders required in order to provide the requested goods or services. If the requested goods or services are chargeable and you chose to pay by credit card, we may forward your provided data to our service payment provider. In this Privacy Statement, “goods and services” includes (access to) PDAGroup’s web services, offerings, contests, sweepstakes, other content, non-marketing related newsletters, whitepapers, tutorials, trainings, events and validation programs.

If you participate in tutorials, trainings or validation programs provided by PDAGroup or one of our customers, PDAGroup may also track your learning or validation progress in order to make this information available to you. We may also add additional information to your data (usually (a subset of) your S-User ID, your SAP Partner ID, the release, Solution Category and Solution you wish to do a validation for and how you performed during the assessment). Furthermore, we communicate on a regular basis by email with users who subscribe to our services, and we may also communicate by phone to resolve customer complaints or investigate suspicious transactions. We may use your email address to confirm your registration, to send you an invoice or credit note, to send you a notice of payments, to send you logistical information about the product or service you have bought or registered for, to send you an e-mail in which we ask for your feedback, to send you an acknowledgement of successful completion and to send notices and other disclosures as required by law. Generally, users cannot opt out of these communications, which are not marketing-related but merely required for the relevant business relationship. With regard to marketing-related types of communication (i.e. emails and phone calls), PDAGroup will (i) where legally required only provide you with such information after you have opted in and (ii) provide you the opportunity to opt out if you do not want to receive further marketing-related types of communication from us. You can opt out of these at any time by sending an e-mail to office@pdagroup.net.

Ensuring compliance. PDAGroup and its products, technologies, and services are subject to the export laws of various countries including, without limitation, those of the European Union and its member states. You acknowledge that, pursuant to the applicable export laws, trade sanctions, and embargoes issued by these countries, PDAGroup is required to take measures to prevent entities, organizations, and parties listed on government-issued sanctioned-party lists from accessing certain products, technologies, and services through PDAGroup’s websites or other delivery channels controlled by PDAGroup. This may include (i) automated checks of any user registration data as set out herein and other information a user provides about his or her identity against applicable sanctioned-

party lists; (ii) regular repetition of such checks whenever a sanctioned-party list is updated or when a user updates his or her information; (iii) blocking of access to PDAGroup's services and systems in case of a potential match; and (iv) contacting a user to confirm his or her identity in case of a potential match.

PDAGroup's legitimate interest. Each of the use cases below constitutes a legitimate interest of PDAGroup to process or use your Personal Data. If you do not agree with this approach, you may object against PDAGroup's processing or use of your Personal Data as set out below.

Questionnaires and surveys. PDAGroup may invite you to participate in questionnaires and surveys. These questionnaires and surveys will be generally designed in a way that they can be answered without any Personal Data. If you nonetheless enter Personal Data in a questionnaire or survey, PDAGroup may use such Personal Data to improve its products and services.

Creation of anonymized data sets. PDAGroup may anonymize Personal Data provided under this Privacy Statement to create anonymized data sets, which will then be used to improve its products and services.

Recording of calls, webinars and chats for quality improvement purposes. In case of telephone calls, webinars or chat sessions, PDAGroup may record such calls or webinars (after informing you accordingly during that call and before the recording starts) or chat sessions in order to improve the quality of PDAGroup's services.

In order to keep you up-to-date/request feedback. Within an existing business relationship between you and PDAGroup, PDAGroup may inform you, where permitted in accordance with local laws, about its products or services (including webinars, seminars or events) which are similar or relate to such products and services you have already purchased or used from PDAGroup. Furthermore, where you have attended a webinar, seminar or event of PDAGroup or its business partners or purchased products or services from PDAGroup, PDAGroup may contact you for feedback regarding the improvement of the relevant webinar, seminar, event, product or service.

Right to object. You may object to PDAGroup using Personal Data for the above purposes at any time by unsubscribing at office@pdagroup.net. If you do so, PDAGroup will cease using your Personal Data for the above purposes (that is to say, under a legitimate interest set out above) and remove it from its systems unless PDAGroup is permitted to use such Personal Data for another purpose set out in this Privacy Statement or PDAGroup determines and demonstrates a compelling legitimate interest to continue processing your Personal Data.

C. Where PDAGroup uses My Personal Data based on My Consent

In the following cases PDAGroup will only use your Personal Data as further detailed below after you have granted your prior consent into the relevant processing operations. Therefore, each information about a processing operation with regard to Personal Data is linked to one consent statement in the [Consent Resource Center](#). If you want to see your already given consents, please contact office@pdagroup.net.

News about PDAGroup's Products and Services. Subject to a respective provision and your consent, PDAGroup may use your name, email and postal address, telephone number, job title and basic information about your employer (name, address, and industry) as well as an interaction profile based on prior interactions with PDAGroup (prior purchases, participation in webinars, seminars, or events or the use of (web) services) in order to keep you up to date on the latest product announcements, software updates, software upgrades, special offers, and other information about

PDAGroup's software and services (including marketing-related newsletters) as well as events of PDAGroup and in order to display relevant content on PDAGroup's websites.

Creating user profiles. PDAGroup offers you the option to use its web offerings including forums, blogs, and networks linked to the PDAGroup website that require you to register and create a user profile. User profiles provide the option to display personal information about you to other users, including but not limited to your name, photo, social media accounts, postal or email address, or both, telephone number, personal interests, skills, and basic information about your company.

These profiles may relate to a single web offering of PDAGroup. It is, however, always your choice which of these additional web offerings you use and your Personal Data is only forwarded to them once you initially access them. Kindly note that without your consent for PDAGroup to create such user profiles PDAGroup will not be in a position to offer such services to you where your consent is a statutory requirement that PDAGroup can provide these services to you.

Within any web offering, beyond the mere provision of access your profile is used to personalize interaction with other users (for example, by way of messaging or follow functionality) and by PDAGroup to foster the quality of communication and collaboration through such offerings and for PDAGroup to provide gamification elements (gamification is the process of taking something that already exists, such as a website, an enterprise application, or an online community, and integrating game mechanics into it to motivate participation, engagement, and loyalty). To the greatest extent supported by the relevant web offering, you can use the functionality of the relevant web offering to determine which information you want to share.

Special categories of Personal Data. In connection with the registration for and provision of access to an event or seminar, PDAGroup may ask for information about your special dietary wishes throughout the event. Any such use of information is based on the consent you grant hereunder and we consider these as your personal preference, not as health-related information.

Event profiling. If you register for an event, seminar, webinar or participate in a validation program of PDAGroup or our customers, PDAGroup may share basic participant information (your name, company, country, S-User ID and email address) with our customer, other participants and staff of the event, seminar, webinar or validation program for the purpose of communication and the exchange of ideas. A list with your basic data will be visible and accessible for all participants in the class room for the purpose of signing and confirming the attendance of each individual. Name badges will be laid out and displayed openly to all participants, staff of the location and passers-by (such as for example hotel guests or facility employees), which include basic and logistical information (such as your name, company, your attendance in breakout sessions).

Revocation of a consent granted hereunder. You may at any time withdraw a consent granted hereunder by unsubscribing at office@pdagroup.net. In case of withdrawal, PDAGroup will not process Personal Data subject to this consent any longer unless legally required to do so. In case PDAGroup is required to retain your Personal Data for legal reasons your Personal Data will be restricted from further processing and only retained for the term required by law. However, any withdrawal has no effect on past processing of personal data by PDAGroup up to the point in time of your withdrawal. Furthermore, if your use of an PDAGroup offering requires your prior consent, PDAGroup will not be (any longer) able to provide the relevant service, offer or event to you after your revocation.