

INNO Instrument Privacy & GDPR Policy

The terms “INNO”, “INNO Instrument”, “INNO Instrument Group”, “INNO Group” used in the following document refer to

INNO Instrument Inc

30, Songdomirae-ro,
Yeonsu-gu,
Incheon 21990,
Republic of Korea

And its subsidiary companies, regional branches and offices.

Statement

INNO respects your right to privacy.

This policy summarizes what personal information is collected, how this information is used, and other important topics relating to your privacy and data protection.

This Policy applies to all Internet sites and services operated by or on behalf of INNO Instrument. It also applies to personal information INNO may collect:

- through products and services;
- when you interact with INNO by means other than a INNO Online Services or Apps, for example, in person, by telephone, or at a trade show or training; and
- from customers, distributors, suppliers, vendors, and other business partners (collectively “Business Partners”).

1) General Principles of Collection, Use and Disclosure of Personal Information

To the extent required by applicable law, whenever INNO collects personal information, INNO will:

- a) provide timely and appropriate notice to you about data practices;
- b) collect your personal information only for specified and legitimate purposes. The information INNO collects will be relevant, adequate and not excessive for the purposes for which it is collected;
- c) process your personal information in a manner consistent with the purposes for which it was originally collected or to which you have subsequently consented;
- d) take commercially reasonable steps to ensure that your personal information is reliable for its intended use, accurate, complete, and, where necessary, kept up-to-date;
- e) not use your personal information for marketing purposes without giving you an opportunity to “opt-out”; and
- f) take appropriate measures, by contract or otherwise, to provide adequate protection for personal information that is disclosed to a third party, including transfers within INNO Instrument.

2) Personal Information Collection

INNO collects the following types of personal information:

2.1 INNO collects personal information you provide, which may include:

- a) contact information, such as your name, company details, job title, address, e-mail address, and phone number;
- b) comments, questions, requests and orders you may make;
- c) financial information needed to process payments if you make purchases, such as credit card or account information (not stored or recorded) or tax identification number;
- d) log-in credentials, including, if applicable, social media account information for login purposes; and
- e) information about your preferences, such as your preferred methods of communication and product types in which you are interested.

2.2 Information Automatically Gathered from Your Device

- a) **Device and browser information.** INNO may collect technical information about your device, such as device type, browser type, IP address, operating system, and device identifier. INNO collects this information automatically from your device and web browser through cookies and similar technologies.
- b) **Information about how you interact with us.** INNO may collect technical data about your usage of INNO Online Services or Apps and how you interact with them, such as content viewed or downloaded, features used, links clicked, INNO promotional emails opened, and dates and times of interactions. INNO collects this information using cookies and similar technologies.
- c) **Location information.** INNO may collect location information, including precise real-time location information from your device and imprecise location information derived from, for example, your IP address or postal code. INNO will NOT access precise-real time location information from your device unless you grant permission to do so.

2.3 Cookies and Similar Technologies

A “cookie” is a file of information placed on your device when you visit a website. Cookies and similar technologies can enhance your user experience by saving your preferences, personalizing your online experience, and sometimes providing you with advertising which is tailored to your interests.

INNO Online Services or Apps use “session cookies”. A session cookie does not identify you personally and expires after you close your browser.

INNO Online Services or Apps also use “persistent cookies”. These cookies do not expire when you close your browser. Persistent cookies stay on your device until you delete them or they expire. By assigning your device a unique identifier, INNO are able to create a database of your previous choices and preferences which can be provided to INNO automatically, saving you time and effort on future visits.

If you access INNO Online Services or Apps, you will be presented with information regarding this policy.

Please note that by continuing to use the services/apps you agree to receive cookies that are strictly necessary for the service delivery.

2.4 Analytics and Advertising

INNO uses third-party analytics services to better understand how users engage with INNO Online Services or Apps, including services provided by Google.

Please use the following links for more information about how Google collects and uses data when you visit their partners' websites or apps: www.google.com/policies/privacy/partners/

2.5 Information from Business Partners and other Third Parties

INNO Instrument may also obtain personal information from other third-party sources, including publicly and commercially available sources. INNO may combine the information received from Business Partners and other third-party sources with information collected from you or your device, as described above.

2.6 Right of Withdrawal

You have choices about the personal information you provide INNO. You may choose not to provide information that INNO requests, but if you do so, INNO may not be able to provide you a relevant service or a particular feature of INNO Online Service, App, or product.

3) Use of Your Personal Information

INNO may use your personal information to:

- a) **Develop and manage relationships with you and Business Partners.** This may include:
 - I. delivering services or carrying out transactions that you or Business Partners have requested;
 - II. providing information about INNO products, services, and transactions, and advertisements, that may be of interest to you;
 - III. providing you and Business Partners a more consistent experience in interacting with INNO, including by learning more about you and how you use and interact with INNO Online Services, Apps, products, and services; and
 - IV. planning, managing, and performing under contractual relationships with Business Partners.

- b) **Communicate with you or your company.** This may include:
 - I. informing you of INNO products, services, and promotional activities that may be of interest to you or your company - if such permission has been granted;
 - II. providing information about relevant INNO products, services, and transactions, including, for example, pricing information, technical data, invoice, shipping, or production information, warranty or recall information, or information about product or service improvements;
 - III. responding to questions or inquiries that you make, including customer service requests; and

- c) **Provide and improve INNO Online Services, Apps, products, and services.** This may include:
 - I. customizing them to your preferences or interests, making them more compatible with your technology, or otherwise making them easier to use;
 - II. maintaining the security of and otherwise protecting them; and
 - III. developing new INNO Online Services, Apps, products and services.

- d) **Address legal issues.** This may include:
- I. complying with INNO' obligations to retain certain business records for minimum retention periods;
 - II. establishing, exercising, or defending legal claims;
 - III. complying with laws, regulations, court orders, or other legal process;
 - IV. detecting, preventing, and responding to fraud, intellectual property infringement, violation of contracts or agreements, violations of law, or other misuse of INNO Online Services, Apps, products or services; and
 - V. protecting INNO' rights or property, or yours or others' health, safety, welfare, rights, or property.

INNO may also use your personal information for other uses consistent with the context in which the information was collected or with your consent.

INNO may anonymize or aggregate any of the information collected and use it for any purpose, including for research and product-development purposes. Such information will not identify you individually.

4) When INNO May Share Your Personal Information

INNO will not disclose your personal information except as described here:

- a) INNO may share your personal information with other INNO entities. When INNO does so, these other INNO entities will use your information in a manner consistent with this Policy, and all applicable privacy and data protection laws.
- b) INNO may also share your personal information with third parties hired to perform support services for us. These third parties are required to use the personal information INNO share with them only to perform services on behalf of INNO, and to treat your personal information in compliance with all applicable privacy and data protection laws.
- c) In some cases, INNO may share your personal information with third parties who partner with INNO to provide products and services to customers, such as distributors. If so, INNO will require Business Partners to use that information in a manner consistent with this Policy, and all applicable privacy and data protection laws.
- d) INNO may share your personal information with third parties in a good faith belief that disclosure is necessary:
 - i. to comply with a law, regulation, court order, or other legal process;
 - ii. to detect, prevent, and respond to fraud, intellectual property infringement, violation of contracts or agreements, violation of law, or other misuse of INNO Online Services, Apps, products or services;
 - iii. to protect INNO rights or property or yours or others' health, safety, welfare, rights, or property; or under similar circumstances. If such an event occurs, INNO will take appropriate steps to protect your personal information.
- e) INNO may share your personal information with third parties in connection with the sale, purchase, merger, reorganization, liquidation or dissolution of INNO, or under similar circumstances. If such an event occurs, INNO will take appropriate steps to protect your personal information.
- f) INNO may share your information with your permission or at your request.
- g) INNO may share anonymized or aggregated information internally and with third parties for any purpose. Such information will not identify you individually.

5) Security of Your Personal Information

Your personal information will generally be stored in INNO databases or databases maintained by service providers.

INNO maintains reasonable safeguards to protect the confidentiality, security and integrity of your personal information. Although INNO use security measures to help protect your personal information against unauthorized disclosure, misuse, or alteration, as is the case with all computer networks linked to the Internet, INNO cannot guarantee the security of information provided over the Internet and will not be responsible for breaches of security beyond reasonable control.

6) Links to Third Party Internet Sites and Plugins

INNO Online Services or Apps may contain links to websites or mobile apps that are not operated by INNO and plugins from social media platforms and other third parties. INNO provides these links and plugins as a service and do not imply any endorsement of the activities or content of the related websites, apps, or social media platforms, nor any association with their operators. To learn about the information collected by these third-party websites, apps, and plugins, please refer to their privacy policies.

7) Access to Your Personal Information

You may review, correct and update personal information you provide to INNO by completing a request form (link at the bottom of the policy) and sending it to support@innoinstrument.com

8) Retention of Your Personal Information

How long INNO keeps your personal information will vary and will depend on the purpose and use of information collected. There are legal requirements that INNO keeps some types of data for specific periods. Otherwise, INNO will retain it for no longer than is necessary for the purposes for which the data was collected.

9) Children

Most INNO Online Services or Apps are not intended for children under 13 years of age. INNO will not knowingly solicit or collect personal information from or about children under 13, or the relevant minimum age under applicable local legal requirements, except as permitted under applicable law.

10) INNO B2B Services

Some INNO products, services, Online Services, and Apps are intended for use by Business Partners, including business customers ("INNO B2B Services"), and your use of them is administered by your company. In such cases, authorized personnel at your company may have access to your personal information collected by these INNO B2B Services, and your company may have policies applicable to

your use of them. INNO is not responsible for Business Partners' policies and practices related to data privacy and security, which may be different from this Privacy Policy and any applicable Specific Privacy Statements. If your company is administering your use of a INNO B2B Service, please contact your company with any privacy questions related to your use of that INNO B2B Service. If there is a conflict between this Policy and an agreement between INNO and its Business Partner for a INNO B2B Service, then the agreement between INNO and its Business Partner will control.

11) Additional Information

- a) **Data controller and contact information**
The controller for personal data collected under this Privacy Policy is INNO Instrument
- b) **Processing on the basis of performance of a contract.**
Examples of situations in which INNO process personal information as necessary for performance of a contract include transactions in which you purchase a product or service from INNO, on your own behalf, through an INNO Online Service or App.
- c) **Processing on the basis of consent.**
Examples of processing activities for which INNO uses consent as its legal basis include:
 - i. collecting and processing precise location information from your mobile device;
 - ii. sending promotional emails when consent is required under applicable law; and
 - iii. processing personal data on INNO Online Services or Apps through cookies and similar technologies when consent is required by applicable law.
- d) **Processing because INNO is under a legal obligation to do so.**
Examples of situations in which INNO must processes personal data to comply with its legal obligations include:
 - i. payment of taxes and other government levies;
 - ii. providing your personal data to law enforcement agencies and other governmental bodies when required by applicable laws;
 - iii. retaining business records required to be retained by applicable laws; and
 - iv. complying with court orders or other legal process.

12) Additional information about the retention of your personal data

To determine the period for which your personal data will be retained in accordance with this Policy, INNO consider criteria such as:

- a) any applicable legal requirements to retain data for a certain period of time;
- b) any retention obligations related to actual or potential litigation or government investigations;
- c) any retention requirements in relevant agreements with Business Partners - such as Awarding Bodies;

- d) the date of your last interaction with INNO (including with INNO Online Services, Apps, communications, etc.);
- e) the length of time between your interactions with INNO;
- f) the sensitivity of the data; and
- g) the purposes for which the data was collected.

13) Your individual rights (EU)

In accordance with the applicable laws in the European Union, you have the following rights with respect to your personal data, which apply differently in different circumstances: right of access, right to rectification, right to erasure, right to restriction of processing, right to data portability and right to object to processing. Most of these rights are not absolute.

If you make a request to exercise your rights, INNO will respond within one month, but have the right to extend this period by two additional months, where necessary. If INNO extends the response period, you will be informed within one month from your request.

You can exercise your rights by completing the request form (link at the end of the policy) and sending it to support@innoinstrument.com

14) Questions about this Policy or Privacy Statements

If you have any questions about this Policy or use of your personal information, please contact INNO Data Protection Officer at:

INNO Instrument Inc
30, Songdomirae-ro,
Yeonsu-gu,
Incheon 21990,
Republic of Korea

E-mail: support@innoinstrument.com

15) Changes to this Policy and Privacy Statements

Changes to this Privacy Policy will be posted on this site, along with information on any material changes. INNO reserves the right to update or modify this Policy and any Specific Privacy Statements at any time and without prior notice.

Data Subject Request Form: <https://innoinstrument.com/data-subject-request-form>

This Policy was last revised in April 2024.