

Biotage Privacy Policy

In Simple Terms

Biotage may occasionally gather personal data from people with whom we are in contact. We pay great attention to prevent the use of personal data in any way that you are not comfortable with, violates the law, or risks harming someone. You can ask us to remove your personal data at any time.

We use personal data in order to

- » Provide the products and services you ordered and administer our agreement with you
- » Communicate with you when you require us to
- » Distribute prizes if you win a competition or prize draw
- » Send advertisements via post, email and sms/mms
- » Process payments
- » Prevent or detect payment fraud
- » Understand how our Channels are used
- » Improve the content in our Channels
- » Process job applications
- » Develop the products and services which are requested by the market

Purpose of This Policy

Biotage AB (publ) and subsidiaries belonging to the group (“Biotage” or “we”) take serious account of the personal integrity of users of the services that we provide through our website, applications, social media platforms and customer service (collectively “Channels”).

The objective of this Privacy Policy is to ensure that your privacy is respected and that your personal data is processed correctly. We take responsibility for ensuring that personal data processed by Biotage is used for the intended purposes only and protected from unauthorized access. All processing of personal data by Biotage is in accordance with applicable privacy laws. Within the EU/EEA, the data protection regulation (GDPR) will apply from May 2018.

This privacy policy applies to all Biotage Channels.

What is Personal Data and What is the Processing of Personal Data?

Personal data is any information that can be directly or indirectly linked to a person. Personal data constitutes a wide variety of details, including name and contact details, IP address, competition entries, choices made, and personal habits.

Processing of personal data relates to any operation or set of operations which is performed on personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Biotage and the Processing of Personal Data

Legal Basis and Legitimate Interests for Personal Data Processing

Biotage always processes your personal data in accordance with applicable law. We process your personal data when it is necessary to fulfill an agreement with you or respond to your customer service request. We may also have legitimate and justified interests to process your personal data, such as marketing to visitors on our Channels or an interest in developing our Channels. If Biotage were to process your personal data for any purpose that, according to applicable law, requires your consent, we will obtain your prior consent by asking you to tick a box or sign a form.

What Personal Data is Collected?

When you interact with our Channels, we may collect information about you such as your name, postal / business address, email address, phone numbers, identification information, information regarding your use of Biotage's services and products, and your transaction history. Where applicable, your personal identification number and card details may also be processed. In addition, Biotage may collect technical data about the devices you use to access Biotage Channels, including IP Address, unique device ID, browser type, and cookie information. The gathering of data described herein takes place when you enter personal data in the forms on our Channels or its services; communicate with Biotage and others via Biotage's social media platforms; submit comments on our contact form or by phone; download documents from the Biotage website; request to be contacted following a visit to a trade fair stand; or register for events organized by Biotage.

If you participate in competitions and other promotional activities that we organize, your entry details and any additional personal data that you choose to submit may be processed by us.

When you contact us through our customer service Channels, for example when you make a complaint, your contact details and case information will be processed by us.

If you visit or communicate with us through our social media platforms (i.e. third party platforms such as Facebook and Twitter), Biotage may gather information about your profile and your interactions on the third party platform from the provider.

Biotage uses cookies on several of its digital Channels. These cookies collect information relating to your use of the digital Channel. More information about which cookies Biotage has placed on its digital Channels, and how to remove these cookies, is available in the **Biotage Cookie Policy, which you can find here.**

For What Purposes does Biotage Process Personal Data?

Personal data will be processed by us only if it is necessary to fulfill the purpose of the processing or to fulfill Biotage's legal obligations.

The personal data collected in connection with your use of the Channels and its services will be processed by Biotage or company in the Biotage Group, or their respective subcontractors, for the following purposes.

- » In order to provide the products and services you ordered and administer our agreement with you
- » In order for us to communicate with you when contact is made through our customer service, email forms and social media platforms
- » To administer marketing activities such as prize competitions and surveys etc.
- » For marketing purposes, including marketing via post, email and sms/mms (which you can opt out of via a link in the email or sms/mms)
- » To process your payment, or prevent or detect fraud
- » To obtain statistics pertaining to the use of our Channels and its services
- » To maintain, develop, test and improve our Channels and the technical platforms on which they are provided
- » To administer job applications for services at Biotage
- » To plan the development of the products and services as requested by the market

Security and Protection of Personal Data

Biotage ensures a high level of security of your personal data and takes appropriate technical and organizational security measures to protect your personal data from unauthorized access, modification, dissemination or destruction.

Restrictions on Disclosure of Personal Data

Biotage may hire external partners (suppliers) to perform tasks on its behalf, e.g. to provide IT services, payment solutions, or help with marketing, analysis or statistics. The execution of these services may mean that Biotage partners, both within the EU/EEA and outside the EU/EEA, have access to your personal data. Companies that handle personal data on Biotage's behalf always sign an agreement with Biotage that ensures a high level of protection of your personal data. In relation to non-EU/EEA partners, special safeguards are implemented, such as agreements that include standardized data transfer clauses that have been adopted

by the EU Commission and are available on the EU Commission website.

Biotage may disclose personal data to third parties, such as the police or other authorities, in the case of a criminal investigation or if we are otherwise required to provide such information in accordance with the law or decision made by an authority.

Biotage will not disclose your personal data by any other means than those described in this privacy policy.

External Links

This privacy policy applies to the data that Biotage processes about you within the framework of its Channels. The digital Channels that Biotage uses may sometimes contain links to external sites or services that we do not control. If you follow a link to an external website, you are encouraged to review the privacy practices and information about cookies that apply to the page in question.

Right to Data and Right to Lodge a Complaint

You are entitled, at any time and in accordance with applicable privacy laws, to request access to the personal data that we process about you; to correct any personal data that may be incorrect; to ask Biotage to stop processing your personal data and delete it; to ask Biotage to limit the processing of your personal data; to exercise your right to data portability; and to oppose the processing of your personal data. Please contact Biotage at the address provided below.

You also have the right to lodge a complaint with the appropriate regulatory authority at any time, if you believe that your personal data is being processed in such a way that violates applicable privacy laws.

Contact Details

Biotage AB is the data controller responsible for the processing of your personal data. If you have any questions about how Biotage processes your personal data, please contact us by post or email:

Biotage AB
Box 8
23193 Uppsala, Sweden
info@biotage.com

Amendment of This Privacy Policy

Biotage may, from time to time, make amendments to this privacy policy. The latest version of the privacy policy is always available on the Biotage website www.biotage.com.