

ISS Global Privacy Statement

We are committed to protecting your privacy and will handle your personal information in accordance with this Privacy Statement and in accordance with our obligations under the EU General Data Protection Regulation and/or applicable local data protection regulations.

This Privacy Statement covers the:

- ISS Group of companies as listed in our consolidated Group Annual Report (together and separately, **ISS, we, us or our**).

We are committed to protecting your privacy and will handle your personal information in accordance with this Privacy Statement and in accordance with our obligations under:

- The EU General Data Protection Regulation, as amended from time to time; and/or
- applicable local data protection regulations.

1. What is personal information and special categories of personal information?

Personal information means any information relating to an identified or identifiable natural person (“data subject”) such as your name, address, telephone number and email address.

Special categories of information is a subset of personal information and may include information as race, origin, religion, sexual orientation, medical and health information and union memberships.

2. What kind of personal information do we collect and hold?

2.1 General

We collect your personal information to provide services, applications, questionnaires or marketing materials to you and/or to obtain services from you.

Personal information which we ask you to provide may include but not limited to contact information (such as name, address, telephone number and email address), business related information, photos, videos and identification documents. We generally process personal information based on our legitimate interest, for the fulfilment of a contract that we have entered into with you or your consent.

If we collect special categories of information (sensitive personal data) about you, we will ask for your explicit consent and inform you of the purpose for this processing.

We may also ask you to supply information to us from time to time, including when you report a problem with our services and when we ask you to complete surveys, questionnaires and feedback forms that we use for quality monitoring, profiling and research purposes.

2.2 Legislative and Regulatory requirements

We may also collect, process and transfer your personal information to comply with legislative and regulatory requirements.

3. What happens if you do not give us this information?

It is your right not to provide us any information and not to identify yourself to us. However, if you choose not to provide the personal information we request, or you do not wish to identify yourself to us, we may choose or not be able to provide you with the services or information you require.

4. How do we collect your personal information?

We generally collect personal information directly from you (unless you otherwise provide your consent for us to obtain such information from third parties). We collect the personal information you give us electronically including information provided: through your use of our website; during phone calls with our representatives; when we deliver and administer our services to you; and on forms or other correspondence, in writing or electronically, completed by you.

If we collect personal information about you from third parties we will let you know and if required obtain your consent to such processing.

If we receive personal information about you that we have not requested and which is not relevant to provide our services or to obtain services from you, we will destroy or anonymise the information, unless we are required by law to keep the information.

Cookies

When you visit our website, it will send a cookie to your device. This is a small piece of information stored on your hard drive which tells us that your computer has accessed our website. The cookie will not be able to directly identify you. If you do not want to use cookies, you can set your browser to reject them. We will process your personal information with regard to how you use our website and we use cookies to collect data from our website for the purpose and based on our legitimate interest to help us understand which of our pages are most popular and when the peak usage times are, along with other information about Internet Protocol (IP) addresses, referring website addresses, application activity logs and error logs that helps us improve the content and make the navigation of our website easier.

ISS uses Google Analytics or similar tools to obtain trend information about users interactions with our website, for system administration purposes and to identify problems and improve the website. Google Analytics uses first-party cookies to report on visitor interactions. These cookies are used to store information, such as what time the current visit occurred, whether the visitor has been to the site before, and what site referred the visitor to the web page. For further information about Google Analytics, and for links to Google's Privacy Policy and an opt-out tool for Google Analytics, go to <http://www.google.com/intl/en/analytics/privacyoverview.html>.

Links

Our website may contain links to third party websites. We advise that the terms of this ISS Global Privacy Statement do not apply to external websites. If you wish to find out how a third party handles your personal information, you will need to obtain a copy of its Privacy Statement.

5. How do we use your personal information?

Your personal information is collected so that we can: comply with the law, including doing anything that we are required or authorised by the law to do; manage our relationship with you; resolve any legal and/or commercial complaints or issues; facilitate our business operations, including to perform other functions and activities relating to the business of ISS and improve our services. Furthermore, if you have specifically consented hereto, we may tell you about our products and services, and those of third parties, which might interest you.

Generally, we will not use or exchange your information for other purposes than set out in this Privacy Statement, or for a purpose which is disclosed to you.

6. Do we disclose information to third parties?

We may share or disclose your personal information for any of the reasons mentioned above to third parties, including: our related bodies corporate, agents, external advisers and our external service providers and contractors (such as any mail provider, commercial agent or support services); government agencies including law enforcement, regulatory and dispute resolution bodies (or any other body to whom disclosure is required by law or court/ tribunal order); and any other person or entity to whom disclosure is authorised by you.

We will not share special categories of information concerning you with any person or entity other than: our related bodies corporate; our employees, and the employees of our related bodies corporate; government or regulatory authorities (including law enforcement bodies, tribunals and courts), where required or permitted by law; and any other person as permitted by law.

When we disclose your information to a third party that are processing personal data on behalf of us, we take all reasonable steps to ensure that those third parties are bound by confidentiality and privacy obligations with respect to the protection of your personal information. The disclosure is conducted in compliance with legal requirements, hereunder that transfers are guarded by data processor agreements, to ensure that data is not processed for other purposes than clearly stated and to ensure adequate security measures.

7. Direct marketing and promotional use of your personal information

ISS may use your personal information to provide you with information about our services or products or those provided by third parties, that we believe may be of interest to you. With your specific consent, we may provide your personal information to such third party organisations for specific marketing purposes.

Based on the nature of our business relationship we may wish to use you as a reference when promoting our business to others. In those circumstances, we will ask for your prior and specific consent and will only disclose personal information you have consented to.

You can at any time ask us not to contact you about products or services, and not to disclose your information to others for that purpose by contacting us or, where applicable, by clicking the "unsubscribe" button from promotional email messages.

8. Storage and security of your personal information

We hold your personal information in paper-based or electronic files. We have put in place safeguards as required by law to protect the personal information we hold from misuse, interference and loss, and unauthorised access, modification or disclosure. ISS applies technical security measures such as encryption. This includes a range of systems and communication security measures, as well as the secure storage of hard copy documents. In addition, access to your personal information will be restricted to those properly authorised to have access.

We only keep your personal information for as long as is required for the purpose for which we process your personal information. If you are a customer, business lead or supplier we will generally keep your personal information for a period of 36 months following our last interaction with you.

We take reasonable steps to delete or permanently anonymize any personal information after it can no longer be used in accordance with this Privacy Statement.

9. How to access or correct your personal information

We take reasonable steps to ensure that the information we hold about you is accurate, up to date, complete and relevant when we use it or disclose it. You should therefore contact us if you think your personal information is inaccurate.

If you have a question about this Privacy Statement or want to access or otherwise correct your personal information you can contact our Group Data Protection Officer:

- writing to The Data Protection Officer, ISS Facility Services, Level 6, 1 Thomas Holt Drive, Macquarie Park NSW 2113; or
- sending an email to dpo@au.issworld.com

A request for access needs to include a full description of the personal information requested as well as reasonable personal information for ISS to identify you and process your request.

Your request for access to your personal information will be documented, as will details of the request and the identity of the ISS employee who gave it to you. You may also withdraw your consent to our processing of your personal information in case the processing is based on such consent.

If you believe that the information we process about you is inaccurate, out of date, incomplete, irrelevant or misleading, you can request its correction. We will take reasonable steps to ensure that information is corrected, notify you of the correction and notify any other recipients of the information, where we are required to do so pursuant to applicable data protection regulations.

There may be circumstances where we may have to refuse a request for correction. In cases you can request that we include a statement with that personal information that you made a request for correction.

You may also object to our processing of your personal information or request for us to restrict our processing of such information. Furthermore, you may also in some cases request to obtain a copy of your personal data in a structured, commonly used and machine-readable format.

You will not be charged for accessing or correcting your information. You may be charged for reasonable costs incurred by us in the processing of, and response to your access request, including photocopying, supplying written reports, administration and postage.

10. How we will respond to your request

We will strive to acknowledge receipt of your request within 5 working days. We will do our best to process and reply to your request within 20 working days. If we cannot help with your request, you will receive a written explanation as to why and details of your possible actions if you are not satisfied with our response.

11. Do you want to contact us anonymously?

You can contact us anonymously. However, if you choose not to be identified our ability to provide you with the services or information you require is limited.

12. Can you complain about a breach of privacy?

If you want to complain about a privacy breach, please contact our Group Data Protection Officer:

- Phone + 45 38 17 62 01
- writing to The Data Protection Officer, ISS A/S, Buddingevej 197, DK 2860 Soeborg, Denmark; or
- sending an email to dpo@group.issworld.com

We will do our best to resolve your complaint as quickly as possible. If you are not satisfied with the outcome of your complaint, you may refer your complaint to:

Datatilsynet (the Danish Data Protection Agency)

- Phone: +45 33 193 218
- Post: Datatilsynet, Borgergade 28, 1300 Copenhagen, Denmark
- Online: www.datatilsynet.dk (Privacy Complaint Form)

13. Need further information?

For more information about privacy in general, you can visit the Danish Data Protection Authority's website at www.datatilsynet.dk

14. Updating our Privacy Statement

We may review, amend or revise our Privacy Statement and the way we process personal information from time to time. We will post the updated Privacy Statement on our website at www.au.issworld.com. Any revised terms will take effect from the date of posting.