Data protection is important to us!

Note on Data Protection WILO Eesti OÜ

With the following information, we would like to give you an overview of the processing of your personal data by WILO Eesti and your rights under data protection law. Which data is processed in detail and how it is used depends on the contractual relationship concluded or other agreed services and activities carried out.

Controller

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Website: www.wilo.com

Data Protection Officer

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Use of the data

We process personal data that we receive from our customers, service providers or other third parties as part of our business relationship. In addition, to the extent necessary for the provision of our services, we process personal data that we obtain from publicly accessible sources (e.g. the Internet) in a permissible manner or that is lawfully transmitted to us by other companies of the Wilo Group or other third parties.

Relevant personal data includes, for example, personal details (e.g. title, name, address and other contact details of contact persons of customers, service providers or other third parties). In addition, this may also include order data (e.g. orders or payment information), data from the fulfillment of our contractual obligations, information about your financial situation (e.g. credit checks), sales data (e.g. purchase history), advertising data (e.g. interests, click behavior in advertising emails), documentation data (e.g. consultation logs) and other data comparable to the categories mentioned.

If you have given us your consent to process personal data for certain purposes (e.g. sending newsletters, evaluating purchasing behavior for marketing purposes, registering in applications and portals, participating in surveys, creating photos and videos), the lawfulness of this processing is based on your consent. Any consent given can be revoked at any time for the future. The withdrawal of consent does not affect the lawfulness of the data processed until the withdrawal.

For the fulfillment of contractual obligations (Art. 6 para. 1 lit. b GDPR)
Data is processed in order to provide our commercial transactions and services as part of the performance of our contracts with our customers, service providers or other third parties or to take steps at their request prior to entering into a contract. The purposes of processing

are primarily based on the specific product (e.g. delivery of goods, advice, services) and may include, among other things, needs analyses, advice and the execution of transactions. Further details on the data processing purposes can be found in the relevant contractual documents and terms and conditions.

Due to legal requirements (Art. 6 para. 1 lit. c GDPR) or in the public interest (Art. 6 para. 1 lit. e GDPR)
As an international company, we are subject to various legal obligations, i.e. legal requirements (e.g. commercial and tax laws, money laundering laws). The purposes of processing include credit checks, identity checks, fraud and money laundering prevention, as well as the assessment and management of risks in the group of companies.

Due to a legitimate interest (Art. 6 para. 1 lit. f GDPR)
Where necessary, we also process your data to protect our legitimate interests or those of third parties:

- Examination and optimization of procedures for needs analysis for the purpose of addressing customers directly,
- Building and maintaining strong, reliable relationships with our customers, suppliers and other stakeholders,
- Increasing productivity and efficiency in business processes through artificial intelligence,
- advertising or market and opinion research, unless you have objected to the use of your data,
- Creating photos and videos, unless we require consent for this,
- Measures for business management and further development of services and products,
- Consultations and data exchange with credit agencies (e.g. SCHUFA) to determine creditworthiness and default risks,
- Risk management in the Wilo Group,
- Assertion of legal claims and defense in legal disputes,
- Ensuring the company's IT security and IT operations,
- Video surveillance to safeguard domiciliary rights and to collect evidence in the event of burglary or theft, as well as for other measures to safeguard domiciliary rights,
- Measures for building and system security (e.g. access controls),
- Prevention and investigation of criminal offenses,
- Implementation of cross boarder business,
- Implementation of international projects.

Recipients of the data

Within our company, those departments that need your data to fulfill our contractual and legal obligations will have access to it. Service providers and vicarious agents employed by us may also receive data for these purposes. These are companies in the categories of IT services, logistics, printing services, telecommunications, debt collection, advice and consulting as well as sales and marketing.

We may only pass on information about you if this is required or permitted by law. Under these conditions, recipients of personal data may be, for example

- Public bodies and institutions (e.g. tax authorities, law enforcement authorities) if there is a legal or official obligation.
- Other companies in the Group.

Other data recipients may be those bodies for which you have given us your consent to transfer data.

With regard to the transfer of data to recipients within our company, it should be noted that all recipients who work with personal data are obliged to maintain data secrecy and confidentiality. We agree the same with our service providers.

Transfer of data to a third country or to an international organization

Data is transferred to bodies in countries outside the European Union (so-called third countries) if

- it is necessary for the execution of your contracts (e.g. catalog dispatch, production or service orders),
- it is required by law (e.g. reporting obligations under tax law) or
- we are legally authorized to do so (e.g. because you have given us your consent or due to a legitimate interest of Wilo).

Beyond this, WILO Eesti does not transfer any personal data to bodies in third countries or international organizations. However, WILO Eesti uses service providers for certain tasks, most of which also use service providers that may have their headquarters, parent company or data centers in a third country. A transfer is permitted if the European Commission has decided that an adequate level of protection exists in a third country (Art. 45 GDPR). If the Commission has not taken such a decision, WILO Eesti or the service provider may only transfer personal data to a third country or to an international organization if appropriate safeguards are provided (e.g. standard data protection clauses adopted by the Commission or the supervisory authority in a specific procedure) and enforceable rights and effective legal remedies are available. WILO Eesti has contractually agreed with these service providers that data protection principles will always be concluded with their contractual partners in compliance with the European level of data protection.

Storage duration of the data

We process and store your personal data as long as it is necessary for the fulfillment of our contractual and legal obligations. If the data is no longer required for the fulfillment of contractual or legal obligations, it is regularly deleted, unless Wilo Eesti can prove a legitimate interest in its (temporary) further processing. This is the case, for example, when archiving photos or videos that are historically significant for Wilo Eesti.

Data protection rights

Every data subject has the right of access under Article 15 GDPR, the right to rectification under Article 16 GDPR, the right to erasure under Article 17 GDPR, the right to restriction of processing under Article 18 GDPR, the right to object under Article 21 GDPR and the right to data portability under Article 20 GDPR. In addition, you have the right to lodge a complaint with a competent data protection supervisory authority (https://www.dvi.gov.lv).

You can withdraw your consent to the processing of personal data at any time. Please note that the revocation is only effective for the future. Processing that took place before the revocation is not affected by this

Rights of objection

Individual right of objection

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on point (e) of Article 6(1) GDPR (data processing in the public interest) and point (f) of Article 6(1) GDPR (data processing on the basis of a balancing of interests). If you object, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing serves the establishment, exercise or defense of legal claims.

Right to object to the processing of data for direct marketing purposes

In individual cases, we process your personal data for the purpose of direct advertising. You have the right to object at any time to the processing of personal data concerning you for the purpose of such advertising. If you object to processing for direct marketing purposes, we will no longer process your personal data for these purposes. The objection can be addressed to *info@wilo.ee*

Provision of data

As part of our business relationship, you must provide the personal data that is necessary for the establishment and execution of a business relationship and the fulfillment of the associated contractual obligations or that we are legally obliged to collect. Without this data, we will in some cases not be able to conclude or execute the contract with you.

Children

Children should not transmit any personal data to WILO Eesti without the consent of their parents or guardians. WILO Eesti encourages all parents and guardians to instruct their children in the safe and responsible use of personal data, especially on the Internet. WILO Eesti will not knowingly collect personal data from children or use it in any way or disclose it to third parties without authorization.

Your contact for further information

If you have any questions or require further information on data protection at Wilo, please contact info-ee@wilo.com

As of July 2026

Please note that this statement may be supplemented or amended in the future due to legal or other requirements. Please inform yourself regularly about the status.