

Privacy Statement

Protecting the individual's privacy is crucial to the future of business. We have created this Privacy Statement to demonstrate our firm commitment to the individual's right to data protection and privacy. This Privacy Statement outlines how we handle information that can be used to directly or indirectly identify an individual.

Who is the Data Controller?

Data controller in case of the feedback functionality included into the Software Update Manager (SUM) is SAP SE, Dietmar-Hopp-Allee 16, 69190 Walldorf, Germany ("SAP"), with its data protection officer Mathias Cellarius (privacy@sap.com).

Which information do we collect about you?

The data SAP wants to collect automatically from your company's system does not contain any personal data. If you want to provide additional feedback in the free text field, please do not include any information that can be used to identify individuals.

Therefore, the only personal data that SAP collects in connection with SUM is your email address if you want to be contacted by SAP in case of any questions.

Any usage of your email address by SAP for this purpose is based on SAP's legitimate interest to respond to your questions (Article 6. Para. 1 (f) GDPR).

Why is the provision of my email address required?

If you send back this feedback form with your email address, SAP will use it for answering your questions.

Providing the email address is voluntary, but without your email address SAP cannot answer potential questions you raised in the free text field.

Please do not add additional Personal Data, for instance telephone numbers, in the free text field.

How long does SAP store my email address?

SAP will only store your email address for as long as it is required to respond to your questions, plus any data retention periods under applicable data protection laws.

Who are the recipients of my email address and where will it be processed?

Your Personal Data will be passed on to the following categories of third parties to process your Personal Data: companies within the SAP Group and third party service providers for cloud operations.

As part of a global group of companies, SAP has affiliates and third-party service providers within as well as outside of the European Economic Area (the "EEA").

As a consequence, whenever SAP is using or otherwise processing your email address for the purposes set out in this Privacy Statement, SAP 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 privacy@sap.com.

You can obtain more information from the European Commission on the international dimension of data protection here: [European Commission](https://ec.europa.eu/commission/presscorner/detail/en/ip18_111).

What are my rights?

You can request from SAP at any time information about your email address and the correction or deletion of it. Please note, however, that SAP can or will delete your email address only if there is no statutory obligation or prevailing right of SAP to retain it. Kindly note further that if you request that SAP deletes your email address, you will not be able receive responses from SAP regarding your questions. Furthermore, you can request from SAP that SAP restricts your email address from any further processing in any of the following events:

- (i) You state that the email address SAP has about you is incorrect, (but only for as long as SAP requires to check the accuracy of the email address),
- (ii) there is no legal basis for SAP processing your email address and you demand that SAP restricts your email address from further processing,
- (iii) SAP no longer requires your email address but you claim that you require SAP to retain it 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 email address by SAP as set out in the next paragraph for as long as it is required to review as to whether SAP has a prevailing interest or legal obligation in processing your email address.

You can at any time object against SAP's use of your email address for the purpose set out herein by sending an email to the below email address.

In this case, SAP will carefully review any such objection and cease further use of your email address, unless SAP can claim compelling legitimate grounds for the use of the information, which override your interest in objecting or if SAP requires the information for the establishment, exercise or defense of legal claims.

Please direct any such request to privacy@sap.com.

Right to lodge a complaint

If you take the view that SAP is not processing your email address 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 where you live or with the data protection authority of the state of Baden-Württemberg.

Additional Country and Regional Specific Provisions

Where SAP is subject to certain privacy requirements in the United States, the following also applies:

U.S. Children's Privacy. SAP does not knowingly collect the Personal Data of children under the age of 13. If you are a parent or guardian and believe SAP collected information about a child, please contact SAP as described in this Privacy Statement. SAP will take steps to delete the information as soon as possible. Given that [insert relevant SAP offering] is not directed to users under 16 years of age and in accordance with the disclosure requirements of the CCPA, SAP does not sell the Personal Data of any minors under 16 years of age.

Where SAP is subject to certain privacy requirements in the United States in the State of California, the following also applies:

Do Not Track. Your browser may allow you to set a "Do not track" preference. Unless otherwise stated, our sites do not honor "Do not track" requests. However, you may elect not to accept cookies by changing the designated settings on your web browser or, where

available, by referring to our Cookie Statement. Cookies are small text files placed on your computer while visiting certain sites on the Internet used to identify your computer. Please note that if you do not accept cookies, you may not be able to use certain functions and features of our site. This site does not allow third parties to gather information about you over time and across sites.

You have the right:

- to request from SAP access to your Personal Data that SAP collects, uses, or discloses about you;
- to request that SAP delete Personal Data about you;
- to non-discriminatory treatment for exercise of any of your data protection rights;
- in case of request from SAP for access to your Personal Data, for such information to be portable, if possible, in a readily usable format that allows you to transmit this information to another recipient without hindrance; and In accordance with the disclosure requirements under the California Consumer Privacy Act (“CCPA”), SAP does not and will not sell your Personal Data.

In accordance with the verification process set forth in the CCPA, SAP will require a more stringent verification process for deletion requests, or for Personal Data that is considered sensitive or valuable, to minimize the harm that might be posed to you by unauthorized access or deletion of your Personal Data. If SAP must request additional information from you outside of information that is already maintained by SAP, SAP will only use it to verify your identity so you can exercise your data protection rights, or for security and fraud-prevention purposes.

In addition to contacting SAP at [please add contact email address], you may also exercise your rights as follows: You can call toll-free to submit a request using the numbers provided here. You can also designate an authorized agent to submit requests to exercise your data protection rights to SAP. Such authorized agent must be registered with the California Secretary of State and submit proof that you have given authorization for the agent to act on your behalf.

Where SAP is subject to certain privacy requirements in the Philippines, the following also applies:

For individuals within the Philippines, you may also exercise your rights as follows:

You can call or write to SAP to submit a request at:

Phone: +632-8705-2500

Address: SAP Philippines, Inc.

Attn: Data Protection Officer 27F Nac Tower, Taguig City 1632, Philippines

The following two provisions apply to citizens of the Philippines:

You may claim compensation as finally awarded by the National Privacy Commission or the courts if you suffered damages due to inaccurate, incomplete, outdated, false, unlawfully obtained or unauthorized use of personal data, considering any violation of your rights and freedoms as data subject;

If you are the subject of a privacy violation or personal data breach, or are otherwise personally affected by a violation of the Data Privacy Act, you may file a complaint with the National Privacy Commission.

[Russian-Specific Provisions](#) **apply to citizens of the Russian Federation.**

This Privacy Statement was updated on 1st June 2021.