

## Template Privacy Policy for Shell Applications not addressed to retail customers – B2B Apps

### Shell Cards Online Privacy Policy

We respect the privacy of everyone who downloads the Shell **Cards Online** (“App”). Please read our Privacy Policy carefully so that you can understand how we collect and use the personal information that you provide to us. By downloading the App and submitting your personal data to us, you will be treated as having given your consent where necessary and appropriate, for disclosures referred to in this policy

This Privacy Policy provides information on the processing of your personal data as a result of being: (i) one of our customers; and/or (ii) a user of the App made available to you by Shell Eastern Petroleum (Pte) Ltd or one of its Affiliates (“Shell”).

This Privacy Policy may be changed over time. You are advised to regularly review the Privacy Policy for possible changes.

#### 1 When is this Privacy Policy applicable?

This Privacy Policy is applicable to the processing of your personal data as a result of being: (i) one of our customers; (ii) a user of the App ***The App is only available to individuals who have been provided with log-in credentials as a result of being a user of SCOL web application and should not be used by anyone else. Only users with log-on ID credentials will be able to use the App.***

#### 2 Who is the controller of your data?

**SHELL EASTERN PETROLEUM (PTE) LTD** is the controller for the processing of your personal data.

#### 3 What information is collected and processed?

We collect and process your personal data in the following ways:

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Information that you have provided to Shell when downloading the App and/or when registering for Shell services, like your name, job position and affiliation, business email address, business telephone number.

Information we get from your use of the App, like how you use the App and interact with the App and log information automatically collected and stored in server logs. This information includes device information, including the unique device identifiers

#### 4 For what purpose do we process your personal data?

**4.1 Operation of the App** - we process your personal data to be able to provide you with the functionalities under the App including Card Ordering, Card Blocking (regular and temporary), Card Cancellation, Transaction Report, Card List, Email Alert Report, Invoice Overview Report, Advanced Control (Real Time), eInvoicing site(ATOS), Site Locator.

**4.2 Support service and relationship management** - If you contact Shell with a question or a complaint regarding the App, we may ask you for certain information to identify yourself and to

help us respond to your enquiry. We use any personal data supplied only for this purpose and to improve our customer support services.

- 4.3 Development and improvement of products and services** - Shell may conduct market research regarding the operation of the App with its users through the use of surveys. We use your responses to such surveys for quality assessments and to improve your experience when using the App.
- 4.4 Technical and functional management of the App** - When you download and/or use the App, we process some technical information about you (such as your IP address) to provide you the functionalities of the App. With this technical information we are able to manage the App, for example to resolve technical failures or to improve the App's reliability.
- 4.5 Offers regarding Shell products and services** – As our customer and user of the App, you may receive offers and information regarding Shell products, services, events and promotions unless you have informed us that you do not wish to receive such communication further. These offers regarding Shell products, events and promotions may include but are not limited to electronic newsletters or messages delivered through the App.
- 4.6 Preventing, detecting and investigating fraud** - When using the App, Shell may ask you for certain information to identify yourself and Shell may collect transaction information in the event the App offers a payment functionality. Shell may use the personal data you provide to prevent, detect and investigate fraud and to enforce its Terms and Conditions.

## **5 Who has access to your data?**

Shell uses third parties for certain processing operations. The collected personal data may be transferred to authorized third parties, which may be located outside of Singapore and/or the Economic European Area (**EEA**) as part of the services offered to you. As far as these third parties have access to personal data in order to execute this processing, Shell has taken the required organizational and/or contractual measures to ensure that your personal data is exclusively processed for the purposes mentioned above and that adequate levels of protection have been implemented in order to safeguard your personal data.

Except as set out in this Privacy Policy, we will not disclose any personal data without your permission unless we are legally entitled or required to do so or if we believe that such action is necessary to protect and/or defend our rights, property or personal safety and those of our users/customers or other individuals. Only if Shell is required to do so by law, will your personal data be provided to supervisory agencies, fiscal authorities and investigative agencies.

**6 For what period do we retain your personal data?**

Your personal data shall be processed as long as you remain the user of the App and for a reasonable time thereafter. We will close your account (if applicable) as soon as reasonably possible upon the end the commercial relationship with Shell. We will close or deactivate accounts that are used in violation of this Privacy Policy or applicable Terms and Conditions.

**7 Sharing content through social media**

If you choose to share content through social media such as LinkedIn, Facebook and/or Twitter, your personal data will also be visible to all the visitors of your personal webpage on LinkedIn, Facebook and/or Twitter. On the use of such social media websites only the terms and conditions (including the privacy policy) of the social media website apply. Shell is not responsible for the processing of personal data or the privacy policy of such social media websites, and this Privacy Policy is therefore not applicable.

**8 Personal data of other individuals**

When using the App in a manner that involves the processing of personal data of other individuals, specifically when posting feeds, texts and/or through any other functionality of the App, you are not authorised to post and/or feed any sensitive personal details of such individuals, including but not limited to information about their health, ethnic or racial origin, religious or political beliefs. As far as reasonably possible, you should seek to ensure that you are posting and/or feeding any personal data of other individuals with the consent of these individuals.

**9 How do we secure your personal data?**

We have implemented technology and policies with the objective of protecting your privacy from unauthorised access and improper use.

**10 Whom to address regarding questions and requests of access?**

We aim to keep our data about you as accurate as possible. If you would like to review, change or delete the details you have supplied to us, please send your request to [SPOLSKA-SCOL-Mobile@Shell.com](mailto:SPOLSKA-SCOL-Mobile@Shell.com)

**11 Children's Privacy**

The App is not directed to children under the age of thirteen and we do not knowingly collect personal information from children under the age of thirteen in the context of this App. If we become aware that we have inadvertently received personal data of a person under the age of thirteen, such personal data will not be processed further.