



## Linde Integrity Line - Data Privacy Notice

With the following data privacy notice, we would like to inform you about the processing of your personal data by Linde GmbH, Dr.-Carl-von-Linde-Strasse 6-14, 82049 Pullach, Germany.

From time to time, it may be necessary to adapt this data privacy notice as whole as well as specific parts of it to comply with the up-to-date legal requirements or to cover the introduction of new services. The most recent version of our data privacy notice can be found at <https://www.linde.com/privacy-statement>.

Please read this data privacy notice carefully before submitting a report via the Linde Integrity Line.

### 1 Who operates the Integrity Line and how can I contact the DPO?

The controller responsible for the processing of your personal information in the sense of data protection law is Linde GmbH. Linde GmbH is a subsidiary of Linde plc (in this document, Linde plc and its affiliated companies are referred to as "Linde"), a leading global industrial gases and engineering company.

The contact details of the EU Group Data Protection Officer ("EU GDPO") of Linde GmbH are:

Linde GmbH  
EU Group Data Protection Officer  
Dr.-Carl-von-Linde-Straße 6-14, 82049 Pullach, Germany  
Email: [dataprotection@linde.com](mailto:dataprotection@linde.com)

The Integrity Line reporting channels Email, Chatbot, Postal mail are operated by Linde.

The Integrity Line's web portal and the telephone hotline is operated on behalf of Linde by a third-party service provider. Currently this is NAVEX Global Inc., 5500 Meadows Road, Suite 500, Lake Oswego, OR, 97035, United States. A data processing agreement in accordance with the requirements of EU data privacy laws is in place with the service provider and an adequate level of data protection at the service provider is ensured by appropriate means.

The reports made via the internet portal are automatically transferred into the service provider's database. The phone calls are answered by the service provider, who accumulates the information and enters it into the database. Further processing of this information is handled by the designated Integrity Line Facilitators who have access to this information.



## 2 Which personal information is handled in the Integrity Line?

### Submitting a report

When using the Integrity Line for reporting relevant misbehavior, the following personal information is typically collected to the extent you provide it in your report. Please note that even if you do not provide this information, it may be recognizable and collected, depending on the course of an investigation into the details of the reported case:

- Your name, your company, your contact details and whether you are a Linde employee or not, unless you choose to make an anonymous report,
- The identifying information such as name and other personal information of the reported person as stated in your report,
- The reported case, including a description of the reported facts and misbehavior and whether anonymity of the reporting person is desired or not.

You should only report relevant information which is necessary for investigating and sanctioning a relevant misbehavior which you assume – to the best of your knowledge – to be correct and true.

Giving false or misleading information in bad faith may have negative consequences for you. The intentional dissemination of false information may lead to disciplinary sanctions and criminal prosecution in many countries.

### Operation of the Integrity Line website

Additional personal information may be collected when you use the Integrity Linde website, which is hosted on Navex's secure servers and is not part of the Linde plc website or intranet. Please refer to the data protection and cookie notice on the website for further details.

### Operation of the Integrity Linde chatbot

The Integrity Line Chatbot website is hosted by Linde. Your interaction with the website may result in further processing of personal data due to the technical operation of that website and due to the use of cookies and similar technologies on that website. Details on that processing are provided by separate data protection and cookie notices on that website. You can configure your choices regarding the use of cookies on that website. Linde will not combine such information with your report or other information collected through the Chatbot. If you are nevertheless concerned about anonymity of your report, you may consider using an alternative reporting channel.

## 3 For which purposes is personal information contained in a report used?

Linde will use personal information contained in a report for the specified purposes for which they were originally collected via the Integrity Line, i.e. for the investigation and mitigation of the alleged misbehavior and for potentially necessary further legal steps and legal proceedings (if any).

Linde will use personal information contained in a report for other purposes only where permitted subject to applicable law.



## 4 What is the legal basis for handling personal information in the Integrity Line?

We process your personal information only for permitted purposes and in accordance with the applicable legal provisions of the GDPR and relevant national data protection laws. The legal basis is Art. 6 § 1 f) GDPR (legitimate interests):

The handling of personal information contained in Integrity Line reports is based on the legitimate business interest of Linde to rely on good corporate governance principles and to ensure an adequate functioning of the organization. It is recognized that an organization must be able to put in place appropriate procedures to enable stakeholders to report irregularities, to conduct an independent investigation of such allegations and to take appropriate follow-up action.

## 5 Who has access to the personal information in the Integrity Line?

If you report your concerns online or via the phone hotline, the personal data and information you provide will initially be stored in a database located on servers hosted and operated in the UK by our external hotline service provider NAVEX. Ultimately, all case related information is stored in a case management system operated by the external service provider Business Keeper AG in its data center in Germany. NAVEX and Business Keeper AG have entered into data processing agreements with Linde to protect the information you provide in accordance with applicable law. Only a limited number of dedicated employees of Linde – the so-called Integrity Line Facilitators (ILF) – as well as the members of the Integrity Line Committee (ILC) have access to these databases.

Depending on the content of the report, the report may be shared with the local Linde entity that is subject of the report, with employees that are assigned to conduct an investigation into the reported case, with courts or with the police and/or other investigative authorities or governmental agencies (to the extent required or permitted by applicable law). We only transfer personal information to recipients outside Linde if we are legally obliged or permitted to do so.

Further details can be found under the bullet point “What happens to my report?” at the entry page of the Integrity Line internet portal under “FAQs”.

## 6 Which rights do I have as a reporting stakeholder or as a reported person or as a person mentioned in a report (e.g. as a witness)?

The reported person will be duly informed about the allegations about him received through the Integrity Line. He / she will have an opportunity to comment on the facts and circumstances described in the report.

In specific cases, where such information would put the investigation at risk, the information of the reported person may be delayed as long as such risk exists.



The reported person has a right to access the information stored about him / her in the Integrity Line. However, he / she has no right to be informed about the identity of the reporting person, unless the reporting person has made false allegations in bad faith or unless applicable data privacy laws mandatorily require otherwise.

In connection with any processing of personal information by Linde GmbH, all data subjects have the following rights pursuant to Articles 15 to 21 GDPR - within the statutory limits of the member states:

- Right of access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Right to object

Furthermore, you have the right to withdraw your consent to the processing of your personal information at any time with effect for the future. Such withdrawal has no effect for the past, i.e. it does not affect the legitimacy of the data processing carried out up to the withdrawal. If you are of the opinion that the processing of personal information by Linde GmbH is not in accordance with the data protection regulations or you are not satisfied with the information provided by us, you have the right to file a complaint with the competent supervisory authority (see Art. 77 GDPR), which is: Bayerisches Landesamt für Datenschutzaufsicht (BayLDA), Promenade 18, 91522 Ansbach, Germany.

Linde may be permitted or required, subject to applicable law, to restrict the exercise of these rights on a case-by-case basis in order to ensure the protection of the rights and freedoms of other persons involved in the investigation, in particular the reporting person.

## 7 Transfer to Third Countries

Recipients to which personal information may be transferred in the course of the investigation might be located outside the EU/EEA (so called third countries). Linde GmbH takes appropriate measures to ensure an adequate level of data protection at the recipient. These include in particular adequacy decisions by the EU Commission or standard data protection clauses adopted by the EU Commission, or, in case of intragroup transfers within Linde, a specific intragroup contractual framework incorporating such standard data protection clauses. Please contact the Integrity Line if you want to request a copy.

## 8 How long is personal information stored and when is it deleted?

Personal information received via the Integrity Line is typically kept as long as it is needed to conduct an investigation and to take mitigating action. It may also be retained as long as ensuing litigation lasts or as long as this



is required due to legal, regulatory or contractual retention obligations. It will be deleted / anonymized as soon as it is no longer needed for the above purposes or as soon as this is required by applicable law.

## 9 Contact for questions & requests

Please direct any questions regarding the operation of the Integrity Line as well as any requests for information, access, correction, blocking, deletion or objection to the Integrity Line Facilitator (ILF) by email to [integrity@linde.com](mailto:integrity@linde.com).

Your request will be dealt with as soon as reasonably possible, but not later than within four (4) weeks following the receipt of the request by the ILF. To the extent local laws require replies to be made within shorter periods, the local law provisions shall prevail.

Linde GmbH, May 2022