

General Terms and Conditions for the Information Service (Infoservice)

The Infoservice is a service for our premium prospective clients to facilitate closer industry-specific discussion. The offer to conclude a contract is exclusively directed at businesses as defined by Section 13 of the German Civil Code (*Bürgerliches Gesetzbuch* [BGB]) and not at consumers as defined by Section 14 BGB.

You will regularly receive services from Arvato Supply Chain Solutions SE in relation to this.

The individual services provided are listed in greater detail in **Section 1**. In return, you will either provide your data as stipulated below for the purposes listed below, or you will pay an annual fee (see Section 2).

In the Terms and Conditions below, you will be referred to as the “*Contractual Partner*” and Arvato Supply Chain Solutions SE as “*Arvato*.”

1. Performance by Arvato

- a) Each Contractual Partner shall receive its own profile, available to access at [<https://arvato.com/subscription-center>]. Here, the Contractual Partner may adjust the Infoservice settings to reflect the areas that interest them and may edit information.
- b) Arvato shall provide the Contractual Partner with the following information through an email update:
 - transmission or provision of studies or documents
 - industry-specific information
 - cross-sector information
 - trending issues and findings (strategic issues – cross-sector)
 - information and news relevant to the business (organization as a whole)
 - news
 - press

The Contractual Partner may modify the content of this email update at any time through its profile. The Contractual Partner may unsubscribe from receiving all of this information at any time through its own profile on the website. The email update is sent out at least four (4) times per year.

- c) Opportunities to participate in events organized by Arvato or events in which Arvato is participating (e.g. as an exhibitor)
- d) Opportunities to participate in webinars on a range of topics
- e) Where applicable, with the provision of information summarizing events/webinars after such events/webinars have been held

2. Performance by the Contractual Partner

In return, the Contractual Partner shall provide Arvato with its data for use or shall pay an annual fee for the Infoservice. Because this data is necessary to customize the information for the Contractual Partner, Arvato prefers that the Contractual Partner receive the Infoservice in exchange for data. The Contractual Partner does not incur any fees under this model. Should the Contractual Partner wish to access our information under alternative conditions, it must contact marketing@arvato-supply-chain.com to request this. In this case, the Contractual Partner shall receive non-personalized information for which an annual fee is paid.

3. Use of data

Arvato uses the Contractual Partner's data to provide personalized information.

To do so, the Contractual Partner must provide the following data:

- first name
- last name
- email

This data shall be processed and analyzed as follows:

The data is used to analyze click behavior in emails as well as on the website. The resulting findings are used to optimize usability and technical aspects. Optimizing usability helps with the creation and/or optimization of content/topics provided on our website and by email. To gain a holistic view, we combine the data you provide, insights gleaned from click behavior and information about tracking and marketing tools, please see [<https://arvato.com/data-protection>]. These tools allow us to generate general and individual knowledge about click behavior on the website, e.g. downloading documents, registrations using forms, telephone numbers and email addresses clicked on, participation in events, email openings and clicks as well as time spent on the website until leaving the website. In addition, we reserve the right to use the data generated to facilitate a personalized approach or to use it to automate and optimize marketing activities and processes on the basis of the knowledge gained.

Usage data generated by the services rendered through the Infoservice, e.g. whitepaper downloads, webinar participation, event participation or business updates, will be automatically deleted by the Infoservice four (4) months after termination. Individual or earlier deletion of the data entered may be agreed at any time by emailing marketing@arvato-supply-chain.com.

The Contractual Partner may revoke the use of the email address provided at any time [<https://arvato.com/subscription-center>]. In this case, Arvato is no longer obligated to render the contractually agreed services as stipulated under Section 1 or 2. To begin receiving emails again, the Contractual Partner must provide a different email address or contact marketing@arvato-supply-chain.com.

4. Termination of the Infoservice

The Infoservice contract may be terminated by the Contractual Partner at the end of each year.

5. Cancellation of the Infoservice

Arvato is entitled to cancel the Infoservice at any time. In this case, the Contractual Partner shall have no further claims against Arvato. In particular, the Contractual Partner may not demand performance.

In this case, fees already paid shall be refunded.

6. Final provisions

The place of jurisdiction is Gütersloh, Germany. The laws of the Federal Republic of Germany shall apply.

Arvato is entitled to amend these T&Cs at any time with immediate effect.

Last updated: January 11, 2023