

Personal Data and Cookies Charter

Welcome to the Website <https://lubconsult.totalenergies.com/> (hereinafter the “Website”)

The Personal Data and Cookies Charter (hereinafter “Charter”) aims to inform you about your rights that you can exercise regarding the processing of your data and describes the measures that we take to protect these data.

TotalEnergies Lubrifiants S.A is the « data controller » with responsibility for personal data processing on the Website. These processing operations are carried out in accordance with the applicable law.

1. Purpose of processing, legal basis, the period of storage and types of data collected

When visiting the Website, you may need to provide us with personal data. Your personal data may be subject to the following processing:

| Purposes | Categories of personal data | Legal basis | Retention period |
|---|-----------------------------|-------------|--|
| Sending recommendations and advice on products according to the vehicle | License Plate | Consent | time for the request (least than a minute) |

2. Recipients of the data

In order to process your personal data according to the Charter, your personal data may be communicated to one or more of the data controller's departments or to TotalEnergies company subsidiaries and one or more partners, independent distributors or subcontractors: Elastic Search (analytical service provider), subsidiaries of the Company.

3. Data transfers

No transfer of personal data outside the European Union is made.

In case of transfer of data to a country outside the European Economic Area, it will be done in accordance with the applicable regulations and in such a way as to protect your data appropriately.

In order to ensure an adequate level of protection of the personal data being transferred outside the European economic area, Binding Corporate Rules have been adopted. For data transfers not covered by the BCR, other measures to ensure adequate protection are taken.

You will find more information regarding our BCR here: <https://totalenergies.com/fr/donnees-personnelles>. For more information about the other measures taken to ensure adequate protection, please write to the contact address specified below.

4. Data security and confidentiality

The data controller takes appropriate steps to preserve the security and confidentiality of your personal data, including to prevent them from being distorted, damaged or disclosed to unauthorized third parties.

5. Cookies management

A cookie is a file which enables a website to save information relating to your computer's browsing of the Website to make your visits to the Website smoother.

Cookies are text files that are stored on your computer's browser. They allow access to various information about you. Some of them belong to the Website Publisher (First party) and some to third parties.

The table below details each cookie.

We enable cookies once you have given your consent, except for technical cookies that are necessary to provide the service you request on the Website

| Categories of cookies and trackers | Name of the cookies and trackers | Objectives of the cookies and trackers | Editor | Retention period of the cookies and trackers |
|---|---|---|-------------------|---|
| Technical | LocalStorage | Operation and management of the Website | Website Publisher | Indeterminate (technical) |
| Audience measurement | Data visualization | Realization of anonymous statistics of frequentation and/or performance | Elasticsearch | 13 months |

How to withdraw your consent?

On your first connection to the Website, you will be asked to give your consent to the use of non-essentials cookies and/or to make setting. If you subsequently wish to change your choices, you can manage your cookies by going to the section at the bottom of the page of our site or application or via a reminder button called "cookies".

To delete cookies already stored, please refer to the procedure provided by your operating system (Windows, OS X, etc.).

6. Your rights / Contact

In accordance with the current regulations, you have the right to access, correct, delete your data and you can also request a restriction of processing. You have also the right to data portability and you can object to processing.

To exercise your rights and question us about your personal data processing, you can contact
TotalEnergies Marketing Denmark A/S
Amerika Plads 29
2100 Copenhagen
Denmark
Email: ms.nordic-it@totalenergies.com

If you feel, after contacting us, that your rights have not been respected, you can lodge a complaint with the competent supervisory authority.