

## Privacy Notice (Website and Business Contacts)

**Effective date:** 10 January 2026

**Last updated:** 10 January 2026

Tekna Holding ASA and its subsidiaries (together, the “Tekna Group”, “Tekna”, “we”, “us”) respect your privacy. This Privacy Notice explains how we collect, use, disclose, retain, and protect personal information when you use our website, contact us, subscribe to communications, do business with us, or apply for a job.

### 1) Who is responsible for your personal information?

#### 1.1 Data controller / enterprise

Unless stated otherwise at the point of collection, Tekna Holding ASA acts as the controller for personal data processed under this Privacy Notice.

#### Tekna Group – Headquarters contact

Address: 2935 boul. Industriel, Sherbrooke, Québec, J1L 2T9, Canada

Email: [info@tekna.com](mailto:info@tekna.com)

Phone: +1 (819) 820-2204

#### 1.2 Person responsible for the protection of personal information (Québec)

Our designated person responsible for personal information:

- Title: Chief Executive Officer (CEO)
- Mailing address: 2935 boul. Industriel, Sherbrooke, Québec, J1L 2T9, Canada

### 2) What personal information do we collect and how do we collect it?

We may collect personal information through the following means of collection:

- Website forms (e.g., “Contact us” / inquiry forms)
- Email, phone, and meetings when you contact us
- Cookies and similar technologies on our website (see Section 7)
- Recruitment channels (career portal / email applications), where applicable

### 3) What do we use personal information for?

We collect and use personal information only for purposes that are appropriate to our activities and as permitted by applicable law.

#### 3.1 Website inquiries and requests (contact form)

What we collect: Typically your name, email address, phone number (if provided), company/organization, country, and the content of your message (including any attachments you choose to submit).

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Purpose: To respond to your question/inquiry, route it internally, and follow up with you.

Legal basis (GDPR): Legitimate interests in responding to requests and managing business communications, or steps prior to entering a contract if your request relates to products/services.

Important: Please do not include sensitive personal information in the free-text field unless it is necessary for your request.

### **3.2 Customer and prospective customer contacts (B2B)**

What we collect: Business contact details (name, business email, business phone, job title, company address), communications, and information necessary to manage the relationship.

Purpose: Account management, quotes, orders, delivery, support, billing, and relationship management.

Legal basis (GDPR): Contract, steps prior to contract, and/or legitimate interests.

### **3.3 Supplier and business partner contacts (B2B)**

What we collect: Business contact details and communications necessary to purchase goods and services and manage the relationship.

Purpose: Procurement, vendor management, payments, compliance checks, and administration.

Legal basis (GDPR): Contract and/or legitimate interests.

### **3.4 Community support**

What we collect: Contact details of the applicant organization's representative and any information included in the request.

Purpose: Administering community support requests and communications.

Legal basis (GDPR): Legitimate interests and, where required, consent.

### **3.5 Recruitment (job applicants)**

What we collect: Identification and contact information, CV/resume, cover letter, work history, education, references (where provided), interview notes, and information you choose to disclose.

Purpose: Evaluating candidacy, communicating with you, and managing the recruitment process.

Legal basis (GDPR): Steps prior to contract, legitimate interests, and/or consent where required by local law or where you voluntarily provide optional information.

### **3.6 Newsletters and marketing communications**

What we collect: Name and email address, and subscription preferences.

Purpose: Sending newsletters and updates about Tekna.

Legal basis (GDPR): Consent (or where permitted, limited B2B communications). You can unsubscribe at any time using the link in our emails or by contacting us.

### **3.7 Legal compliance, security, and corporate governance**

We may process information required to comply with legal obligations, protect our rights, manage disputes, maintain IT/security, and conduct audits.

Legal basis (GDPR): Legal obligation and/or legitimate interests.

#### **4) Mandatory vs. optional information**

When we ask for information, we identify what is required (e.g., an email address to respond to an inquiry) and what is optional. If you choose not to provide required information, we may not be able to process your request.

#### **5) Do we make automated decisions?**

We do not make decisions based solely on automated processing that produce legal or similarly significant effects on you.

#### **6) Who do we share personal information with?**

We may share personal information with:

- Tekna Group companies, to route and manage inquiries and business relationships
- Service providers who help us operate (IT, hosting, email, CRM, recruitment tools, professional advisors)
- Authorities and third parties where required by law, or to protect rights and safety

When service providers process personal information on our behalf, we require appropriate contractual protections and security measures.

##### **6.1 Service providers**

Depending on the setup at the given time, the providers may include:

- Website hosting / infrastructure
- Website tools
- Web agency / support
- Email provider (inquiries)
- CRM
- Business systems
- Board/secure portal
- Recruitment platform
- Security/anti-spam

A current list is available upon request.

#### **7) Cookies and similar technologies**

We use cookies and similar technologies to operate our website, improve performance, and (where enabled) measure audience and usage.

Cookie categories may include:

- Strictly necessary cookies (website and security features)
- Preference cookies (remembering settings)
- Analytics cookies (understanding usage and improving the site)
- Marketing cookies

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Where required, we request your consent before placing non-essential cookies on your device, and you can change your preferences at any time via our cookie banner or preferences tool.

### **8) International transfers**

Tekna is a global group. Your personal information may be accessed or processed in Norway, Canada (including Québec), France, and other jurisdictions where we or our service providers operate.

Where cross-border transfers occur, we implement safeguards as required by applicable law (for example, contractual protections, security controls, and—where required—transfer assessments).

### **9) How long do we keep personal information?**

We keep personal information only as long as necessary for the purposes intended and described in this notice, and then securely delete or anonymize it (unless we must keep it longer to comply with legal obligations).

### **10) How do we protect personal information?**

We use administrative, technical, and physical safeguards appropriate to the sensitivity of the information, such as:

- Access controls and least-privilege permissions
- Multi-factor authentication where available
- Security monitoring and incident response procedures
- Employee confidentiality and privacy training

### **11) Your rights**

Depending on where you live and which laws apply, you may have the right to:

- Access your personal information
- Correct inaccurate or incomplete information
- Request deletion/erasure (in certain circumstances)
- Restrict processing (in certain circumstances)
- Object to certain processing (including objection to processing based on legitimate interests and direct marketing)
- Data portability (where applicable)
- Withdraw consent at any time when processing is based on consent

### **12) How to exercise your rights / contact us**

To submit a privacy request (access, correction, deletion, objection, portability, etc.), contact:

- Email: [info@tekna.com](mailto:info@tekna.com)
- Phone: +1 (819) 820-2204
- Mail: 2935 boul. Industriel, Sherbrooke, Québec, J1L 2T9, Canada

We may ask you to verify your identity before responding, to protect your information. We aim to respond within the time limits required by applicable law.

### **13) Complaints**

If you believe we have not handled your personal information appropriately, you may contact us first so we can address your concern.

You also have the right to lodge a complaint with a supervisory authority/regulator, including:

- In the EU/EEA: your local data protection authority
- In Québec: the Commission d'accès à l'information (CAI)
- In Norway: the Norwegian Data Protection Authority (Datatilsynet)

### **14) Changes to this Privacy Notice**

We may update this Privacy Notice from time to time. If changes are material, we will take reasonable steps to inform you (for example, by posting a notice on our website). Updated versions will be made available on our website.

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