

Privacy Notice

Date: 20 November 2021

This Privacy Notice ("Notice") explains how Diebold Nixdorf, Inc. and its subsidiaries ("Diebold Nixdorf," "we," "our," or "us") collects, uses, and discloses your personal data. This Notice also explains the rights and the choices you have related to your personal data and how to contact us regarding our privacy practices.

This Notice applies to personal data that we collect through, and in connection to, the Diebold Nixdorf Partner Community (<https://dealers.force.com/engage/s/>) (the "Services"). **This Notice does not apply to the Partner Tools listed on the homepage of the Services. These Partner Tools include: Partnernet, DN Online Shop, Spare Parts Portal, Compass, Crypta Rights, iSupport, and Safe Transfer.** These Partner Tools are subject to separate privacy notices available on their respective websites.

This Notice is separated into two parts. The first part provides general information applicable to all individuals. The second part provides additional information for individuals in the European Economic Area or the United Kingdom. You can go to either part of the Notice, and any section within either part, by clicking on the links directly below.

Jump To:

General Information Applicable to All Individuals: What Personal Data We Collect And How We Collect It | How We Use Your Personal Data | Who We Share Your Personal Data With | International Transfers | Links To Third-Party Websites And Services | Security | Your Choices | Retention Of Your Personal Data | Changes To This Notice | Contact Us

Additional Information For Individuals in the European Economic Area/United Kingdom

GENERAL INFORMATION APPLICABLE TO ALL INDIVIDUALS

WHAT PERSONAL DATA WE COLLECT AND HOW WE COLLECT IT

"Personal data" is any information that identifies you as an individual. It is also information that can identify you when combined with other information. We collect personal data in various ways depending on how you interact with us. Sometimes you provide us with your personal data, sometimes others (like your employer or our partners) provide us with your personal data, and other times we automatically collect your personal data.

Personal Data We Collect Directly From You

We collect personal data directly from you in different ways. For example, we collect personal data when you register for an account, access, and use the Services, and communicate with us.

We collect the following personal data:

- **Contact Details**

Your name, business address, phone number(s), fax number, and email address

- **Login Information**

Your username and password

- **Profile Information**

Your photo, account id, employer, job title, location, and preferences on the Services (e.g., language and time zone)

- **Messages, Communications, and Inquiries**

Communications and other information you provide when you use the Services, including messages or communications with others, your support inquiries, and your responses to feedback surveys and market research.

When you are asked to provide personal data, you may decline. We will indicate if it is necessary to provide personal data. For example, in connection with your profile, you have some options about what personal data you provide. We have used asterisks to indicate when it is necessary to provide personal data. If you choose not to provide personal data that is required, we may not be able to provide you access to the Services or a particular feature on the Services.

Personal Data We Collect From Others

Your employer may provide us your contact details (i.e., your name, job title, business email address, business physical address, and/or your business or personal phone number) for us to provide the services we have contracted to provide.

You will also be required for compliance purposes to provide certain personal data about your customers using Diebold Nixdorf products. This personal data includes the name and contact information of an individual at the customer. If you provide this personal data to us, you are telling us that you have the authority to share such personal data and permit us to use the personal data in accordance with this Notice.

Personal Data We Automatically Collect

When you interact with the Services, we collect personal data about you through automated means such as cookies, web beacons, pixels, and other tracking technologies.

The personal data that we automatically collect includes:

- **Device and Browser Information**

Technical data about your device and browser, such as device type, browser type, IP address, operating system, device identifier, geographical area, and time zone setting

- **Information About How You Interact With Us**

Technical data about your usage of the Services and how you interact with the Services. For example, data about how you interact with DN content and product materials.

We only use strictly necessary cookies on the Services. Your browser may allow you to adjust settings to accept or reject cookies. Please see “*Your Choices*” below for more information. In certain cases, if your browser does not accept our cookies, you may not be able to access certain functionalities on our Services. We currently do not respond to “Do Not Track” browser signals.

HOW WE USE YOUR PERSONAL DATA

We use your personal data to conduct our business – this includes managing our business relationships, providing the Services, managing safety and security risks, and complying with our legal obligations. The primary purposes for which we use personal data include:

Providing the Services and developing and managing our business. We may use personal data to: provide the Services and its functionalities; promote, develop, grow, and manage our business; manage and fulfill our contracts with our business partners; build and manage our business relationships; maintain and administer your account; provide updates, security alerts, support, and administrative messages; communicate with you and respond to your questions, comments, or requests; manage complaints and undertake remediation activities; and tailor the Services' experience and content based on your interests and preferences.

Improving the Services or developing new Services. We may use personal data to: analyze how the Services are being accessed and used in order to improve your experience on the Services and the functionalities offered; develop new services; conduct market research; and send out surveys and obtain your feedback.

Advertising and marketing purposes. We may use personal data to: send promotional communications and inform you about our products, services, and offerings that we believe you or your business might want to hear about; measure the effectiveness of our marketing campaigns and advertising; and invite you to events, product launches, and industry meetings that may interest you.

Administrative and internal business purposes. We may use personal data to: manage internal operations and improve our business, including conducting audits and identifying usage trends.

Protecting Diebold Nixdorf. We may use personal data to: maintain the security and integrity of the Services; detect, prevent, and respond to fraud and other illegal activity on the Services; and detect and prevent security incidents.

Legal and compliance purposes. We may use personal data to: comply with our legal, regulatory, and risk management obligations; respond to requests from governmental and public authorities; enforce our terms of use and other contractual agreements; detect, prevent, and respond to intellectual property infringement, violations of law, or other misuse of our products or services; protect our rights or property, or your or others' health, safety, welfare, rights, or property; and establish, exercise, and defend legal and contractual claims.

We may also use personal data for other uses consistent with the context in which the information was collected or with your consent.

WHO WE SHARE YOUR PERSONAL DATA WITH

We share your personal data as follows:

- With your consent or at your direction.
- Within the Diebold Nixdorf group of companies, including Diebold Nixdorf subsidiaries and affiliates located in countries other than the country where your personal data was collected. When we share personal data among the Diebold Nixdorf group of companies, we will use your personal data in a manner consistent with this Notice.

- With third parties who provide services we use to run our business such as website hosting, data analysis, information technology and related infrastructure, support services, email delivery, and advertising and marketing services.
- With our professional advisors such as our auditors or lawyers.
- With third parties with whom we collaborate or partner.
- With your employer. For example, your employer may request a list of its users on the Services.

We also share your personal data as we believe to be necessary or appropriate:

- To comply with applicable laws and regulatory and reporting obligations (which may include laws outside the country where we collect your personal data), to respond to requests from public and governmental authorities (which may include authorities outside the country where we collect your personal data), to cooperate with law enforcement, to respond to a subpoena, warrant or court order served on us, and for other legal reasons.
- To detect, prevent, and respond to fraud, illegal activity, and intellectual property infringement.
- To enforce our terms of use and agreements.
- To protect our rights, privacy, safety, security, and property or those of our employees, users, or any third party.
- For the establishment of defenses or claims in any legal action or dispute involving Diebold Nixdorf or any of our officers, directors, employees, agents, contractors, or partners.

In addition, we may use, disclose, or transfer personal data to a third party in connection with any business transaction, reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of our business, assets, or stock (including in connection with any bankruptcy or similar proceedings).

INTERNATIONAL TRANSFERS

Diebold Nixdorf is a multinational company. For the purposes set out in this Notice, we may need to transfer your personal data within the Diebold Nixdorf group of companies and to third parties located outside the country where we collect your personal data. These countries may have different data protection laws and requirements than the country from which we collect your personal data. In those instances, your personal data may be subject to the laws of other countries regarding disclosure to the government, courts, law enforcement, and regulatory authorities. Please see “*Additional Information For Individuals in the European Economic Area/United Kingdom*” below for more information about the transfer of your personal data out of the European Economic Area and the United Kingdom.

LINKS TO THIRD-PARTY WEBSITES AND SERVICES

The Services contain links to other websites and services that are not covered by this Notice, including tools and widgets from social media platforms. These links, tools, and widgets are provided for your convenience and information. We do not own or operate the third-party websites, services, or social media platforms. We are not responsible for and do not control any third party’s data collection or privacy practices. The inclusion of links to third-party websites and services does not imply endorsement of the linked site or service by us or by our affiliates or subsidiaries. We encourage you to review the privacy policies or notices on websites, services, and social media platforms that we link to through the Services.

SECURITY

We maintain physical, technical, and organizational safeguards to protect the confidentiality, security, and integrity of your personal data. Although we use security measures to help protect your personal

data against unauthorized disclosure, misuse, or alteration, no data transmission or storage system can be guaranteed to be 100% secure.

YOUR CHOICES

You have certain choices about how your personal data is processed.

Marketing communications. To opt out of receiving email marketing communications, you can follow the "unsubscribe" instructions provided in any marketing email you receive from us. You can also update your preferences in your account or submit a request to dataprivacy@dieboldnixdorf.com.

Opt-Out of Cookies. Regular cookies generally may be disabled or removed using tools available as part of most commercial browsers, and in some instances blocked in the future by selecting certain settings. The choices available, and the mechanism used, will vary from browser to browser. Please be aware that if you disable or remove strictly necessary cookies, you may not be able to access the Services or certain features on the Services.

RETENTION OF YOUR PERSONAL DATA

We will retain your personal data for as long as is necessary for the purposes described in this Notice, or as otherwise permitted or required under applicable law. To determine the appropriate retention period, we will consider the amount, nature, and sensitivity of the data; the potential risk of harm from unauthorized use or disclosure of the data; the purposes for which we process the data and whether we can achieve those purposes through other means; and the applicable legal requirements. This means that the retention periods will vary for different types of personal data.

CHANGES TO THIS NOTICE

We may make changes to this Notice at any time. When we make changes to this Notice, we will revise the "Effective Date" at the top of this Notice. If the changes are material, we will provide a more prominent notice on our corporate website.

CONTACT US

If you have any questions about this Notice or about how we process your personal data, you may contact us at dataprivacy@dieboldnixdorf.com or by writing to us at:

Diebold Nixdorf, Inc.
Attn: General Counsel
5995 Mayfair Road
North Canton, Ohio 44720

ADDITIONAL INFORMATION FOR INDIVIDUALS IN THE EUROPEAN ECONOMIC AREA/UNITED KINGDOM

If you are located in the European Economic Area ("EEA") or the United Kingdom ("UK"), please review the additional information below about how your personal data is processed in accordance with the data protection laws in your country, the rights that you may have in connection with your personal data, and additional contact information.

Controller

The controller determines how and why your personal data is processed. In the EEA and the UK, the controller of your personal data is *Wincor Nixdorf International GmbH*, Heinz-Nixdorf-Ring 1, 33106 Paderborn, Germany and/or as applicable, *Diebold Nixdorf, Inc.*, 5995 Mayfair Road, North Canton, Ohio 44720 USA.

Lawful Basis for Processing Your Personal Data

We must have a lawful basis to process personal data. The lawful basis depends on the purposes for the processing. In most cases, the lawful basis will be one of the following: your consent, processing is necessary for the performance of a contract to which you are a party or to enter into a contract with you, processing is necessary for compliance with a legal obligation, or processing is necessary for the purposes of our or a third party's legitimate interests.

The table below sets out the purposes for which we use personal data and our lawful basis for doing so. Please note that not all uses will be relevant to every individual.

What we use personal data for	The lawful basis for processing
Providing the Services and developing and managing our business. We may use personal data to: <ul style="list-style-type: none"> provide the Services and its functionalities. promote, develop, grow, and manage our business. manage and fulfill our contracts with our business partners. build and manage our business relationships. maintain and administer your account. provide updates, security alerts, support, and administrative messages. communicate with you and respond to your questions, comments, or requests. manage complaints and undertake remediation activities. tailor the Services' experience and content based on your interests and preferences. 	<p>Depending on our relationship with you:</p> <ul style="list-style-type: none"> We may process your personal data when it is necessary for the performance of a contract with you or to take steps to enter into a contract with you. We may process your personal data when it is necessary for our legitimate interests, including such interests as: (i) fulfilling a contract we have with your employer; (ii) providing, improving, and promoting our products and services; (iii) ensuring our processes and systems operate effectively and that we can continue operating as a business and plan for strategic growth; (iv) sharing information within the Diebold Nixdorf group of companies and with service providers and third parties; (v) managing and growing our business relationships; and (vi) ensuring we provide a high level of service and preventing complaints from occurring again.
Improving the Services and developing new Services. We may use personal data to: <ul style="list-style-type: none"> analyze how the Services are being accessed and used in order to improve your experience on the Services and the functionalities offered. develop new services. conduct market research. 	<p>We may process your personal data when it is necessary for our legitimate interests, including such interests as: (i) continually developing and improving our organization and the products and services we offer; and (ii) ensuring our business remains competitive.</p>

<ul style="list-style-type: none"> • send out surveys and obtain your feedback. 	
<p>Advertising and marketing purposes. We may use your personal data to:</p> <ul style="list-style-type: none"> • send promotional communications and inform you about our products, services, and offerings that we believe you or your business might want to hear about. • measure the effectiveness of our marketing campaigns and advertising. • invite you to events, product launches, and industry meetings that may interest you or your business. 	<p>Depending on our relationship with you:</p> <ul style="list-style-type: none"> • We may process your personal data when you have provided your consent to the processing. • We may process your personal data when it is necessary for our legitimate interests, including such interests as: (i) promoting our organization and business; and (ii) ensuring our business remains competitive.
<p>Administrative and internal business purposes. We may use personal data to:</p> <ul style="list-style-type: none"> • manage internal operations and improve our business, including conducting audits and identifying usage trends. 	<p>We may process your personal data when it is necessary for our legitimate interests, including such interests as: (i) planning and allocating resources and budget; (ii) managing risks and determining what products and services we can offer and the terms of such offering; and (iii) ensuring our processes and systems operate effectively and that we can continue operating as a business.</p>
<p>Protecting Diebold Nixdorf. We may use personal data to:</p> <ul style="list-style-type: none"> • maintain the security and integrity of the Services. • detect, prevent, and respond to fraud and other illegal activity on the Services. • detect and prevent security incidents. 	<p>We may process your personal data to fulfill a legal obligation under European Union law or the laws of EEA Member States or the UK.</p> <p>We may process your personal data when it is necessary for our legitimate interests, including such interests as: (i) protecting the security of Diebold Nixdorf and our products and services; and (ii) preventing, detecting, and responding to fraud and other illegal activity to protect our business and reputation.</p>
<p>Legal and compliance purposes. We may use your personal data to:</p> <ul style="list-style-type: none"> • comply with our legal, regulatory, and risk management obligations. • respond to requests from governmental and public authorities. • enforce our terms of use and other contractual agreements. • detect, prevent, and respond to intellectual property infringement, violations of law, or other misuse of our products or services. • protect our rights or property, or your or others' health, safety, welfare, rights, or property. • establish, exercise, and defend legal and contractual claims. 	<p>We may process your personal data to fulfill a legal obligation under European Union law or the laws of EEA Member States or the UK.</p> <p>We may process your personal data when it is necessary for our legitimate interests, including such interests as: (i) complying with laws we are subject to outside of the EEA and the UK; and (ii) protecting Diebold Nixdorf and its interests.</p>

International Transfers

If we transfer your personal data outside the EEA or the UK to countries not deemed by the European Commission (or the UK Parliament, in the case of the UK) to provide an adequate level of personal data protection, the transfer will be based on standard contractual clauses approved by the European Commission (or the UK Parliament, in the case of the UK), which impose data protection obligations on the parties to the transfer. We could also rely on other approved data transfer mechanisms, such as binding corporate rules, for such transfers. Please contact us at dataprivacy@dieboldnixdorf.com if you would like additional information on the specific mechanism we use to transfer your personal data.

Your Rights

Under data protection laws in the EEA and the UK, you have certain rights regarding your personal data. Subject to certain conditions, you have the following rights:

- **Access your personal data.** You have the right to receive certain information about the personal data that we process about you and to obtain a copy of the personal data that we hold about you.
- **Rectify your personal data.** You have the right to correct inaccurate personal data, and under certain circumstances, to supplement incomplete personal data that we process about you.
- **Erase your personal data.** You have the right to have your personal data erased under certain circumstances.
- **Restrict processing.** You have the right to restrict our processing of your personal data under certain circumstances.
- **Object to processing.** You have the right to object to our processing of your personal data when we are relying on legitimate interests as the lawful basis for the processing. You may also object to our processing of your personal data for the purposes of direct marketing or profiling.
- **Portability of your personal data.** Under certain circumstances, you have the right to receive your personal data in a structured, commonly used, and machine-readable format and to request that we transmit such data to another controller.

If you have provided us your consent to process your personal data, you can withdraw your consent at any time. If you withdraw your consent, this will not affect the lawfulness of the processing of your personal data before you withdrew consent.

You can exercise any of these rights by submitting a request to us using one of the methods listed under “Contact Us” below. We may request specific information from you to confirm your identity prior to processing your request. Applicable law may require or permit us to decline your request. If we decline your request, we will tell you the reason why, unless we are not permitted by law to disclose the reason.

If you would like to submit a complaint about our use of your personal data or our response to your personal data request, you may contact us using one of the methods listed under “Contact Us” below. You also have the right to submit a complaint to a data protection supervisory authority.

Contact Us

If you have any questions about this Notice or about how we process your personal data, you may contact us at dataprivacy@dieboldnixdorf.com. You can also contact us by post at the addresses listed above under “Controller.”

In Germany, you may contact our German Data Protection Officer, Alef Völkner from fox-on Datenschutz, by email at: DSB@fox-on.com or by phone at +49 0 22 66 – 90 15 920.