

China Customer Privacy Notice

中国客户隐私政策

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Air Liquide Global E&C Solutions Hangzhou Co., Ltd., Air Liquide Global E&C Solutions Shanghai Co., Ltd., and Air Liquide Global E&C Solutions Yantai Co., Ltd. (hereinafter referred to as “we”, “us” or “our”) are committed to being responsible for processing your personal information.

液化空气(杭州)有限公司, 液化空气工程咨询(上海)有限公司, 液化空气工程制造(烟台)有限公司(以下简称“我们”)承诺将负责地处理您的个人信息。

Before you use or submit any information, please carefully review this Privacy Notice (this “**Notice**”). We will continue to evaluate this Notice to reflect our personal information processing activities, and we may make changes to this Notice accordingly. Any changes will be made on this page, and you should check this page periodically for updates. If we make material changes to this Notice, we will provide you with notice when required by law.

在使用和提供任何个人信息之前, 请您仔细阅读本隐私政策(以下简称“本政策”)。我们会持续评估本政策, 使其充分反映我们的个人信息处理活动, 并且我们会根据服务的更新情况, 适时修改本政策的条款。您应定期检查此页面以获取政策的更新。如果我们对本政策做出重大变更, 我们会依照法律的要求向您发出通知。

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1. Application and definition

适用范围和定义

This Notice governs and describes our practices (as a personal information processor under China's data and privacy law) in connection with personal information that we collect in the course of our interactions with business customers or potential customers in Mainland China, including providing service, direct contacts, through Air Liquide Group official website, WeChat Public Accounts, or WeChat mini-programmes, etc.

本政策描述了我们在(作为个人信息处理者)如何在中国大陆在与商业客户或潜在的商
业客户互动的过程中(包括向客户提供服务、直接接洽、通过液化空气集团的官方网
站, 微信公众号, 微信小程序等)处理个人信息。

Definitions of “personal information”, “sensitive personal information”, and “processing” in this policy are set out as follows and are consistent with the definitions in the relevant laws.

本政策中的“个人信息”、“敏感个人信息”以及“处理”定义与相关法律中的定义一致, 具
体如下:

- **Personal information:** refers to various types of information recorded in electronic or other ways that is related to an identified or identifiable natural person, including but not limited to name, address, mobile phone number, and ID number, etc. but excluding anonymized information.

“个人信息”是指以电子或者其他方式记录的与已识别或者可识别的自然人有关的各种信息, 不包括匿名化处理后的信息。

- **Personal information processor:** refers to an organization or individual that independently decides on the processing purposes and processing methods during PI processing activities.

“个人信息处理者”是指在个人信息处理活动中独立决定处理目的和处理方法的组织或个人。

- **Sensitive personal information:** refers to personal information that, if leaked or used illegally, may easily lead to an infringement upon the human dignity of a natural person or endangerment of the safety of his/her body or property, including information on biometric identification, religious beliefs, specific identity, health care, financial accounts, and personal whereabouts, and personal information of minors under the age of fourteen. **Sensitive personal information is in bold, italic and underlined to draw your attention.**

“敏感个人信息”是一旦泄露或者非法使用, 容易导致自然人的人格尊严受到侵害或者人身、财产安全受到危害的个人信息, 包括生物识别、宗教信仰、特定身份、医疗健康、金融账户、行踪轨迹等信息, 以及不满十四周岁未成年人的个人信息。对于敏感个人信息, 我们将会以加粗斜体下划线的方式提醒您注意。

- **Processing:** includes personal information collection, storage, use, processing, transmission, provision, disclosure and deletion, etc.

个人信息的“处理”包括个人信息的收集、存储、使用、加工、传输、提供、公开、删除等。

2. How we collect and use your personal information

我们如何收集和使用您的个人信息

We will only collect and process your personal information for the following purposes described in this policy in accordance with the principles of lawfulness, legitimacy, necessity and good faith and in compliance with applicable laws and regulations.

我们将秉持合法、正当、必要原则，遵守适用法律法规的要求，基于下述目的收集和使用您的信息：

- 2.1. When you are directly contacted by employees of us, for the purposes of business liaison and establishing business partnership (such as a contractual relationship) with your company, we may collect and use your name, e-mail address, phone number, WeChat ID (if applicable), job title, job location, and the information of the business presence by which you are employed.

当我们的员工直接与您联系时，出于业务联络、与您所在企业建立业务合作关系（如签订商务合同）和执行商务合同之目的，我们将可能收集并使用您的姓名、电子邮件地址、电话号码、微信ID（如适用）、职务、工作地点以及您所在企业的信息。

- 2.2. When we process your company's orders and provide your company with related products and services, in order to generate, manage and deliver orders, create a profile and open an account for you or your company in our system, send contracts, invoices and other documents and deliver goods, we will collect and use your or your company's name, e-mail, phone number, position, and delivery address.

当我们处理您所在企业的订单并为您所在的企业提供相关产品和服务时，为了生成、管理和交付订单，在系统中为您或您的公司建立档案和开通账户，寄送合同、发票等文件以及交付货物，我们将收集并使用您或您所在企业的姓名或名称、电子邮件、电话号码、职位和送货地址。

- 2.3. When you participate in customer surveys initiated by us, for the purposes of processing feedback and analysing the degree of customer satisfaction, we will collect and use name, e-mail, phone number/WeChat ID and the content of the customer survey as provided by you.

当您参与由我们发起的客户调研时，为了处理反馈意见和分析客户满意程度，我们将收集和使用您提供的姓名、电子邮件、电话号码/微信ID以及客户调研的内容。

- 2.4. When you make an appointment to visit Air Liquide Group sites, due to our security management needs, we will collect your name, phone number, job position, your company information, email address, **ID card number** (if applicable) and **passport number** (if applicable).

如果您前往液空集团现场拜访预约，出于我们的安全管理之需要，我们会收集您的姓名、电话、职务、您所在企业的信息、电子邮件、**身份证号码**（如适用）和**护照号码**（如适用）。

3. How we share your personal information

我们如何分享您的个人信息

In order to achieve the purposes above, we may entrust third-party service providers (such as suppliers, IT service providers, logistic service providers and legal service providers) to assist us and we will send your personal information to them. For companies, organizations and individuals who we entrust to process your personal information, we ask them to handle your personal information in accordance with our instructions, this Notice and applicable laws.

为实现前述处理目的, 我们可能需要委托第三方服务供应商(例如: 供货商、IT服务提供商或物流服务供应商, 法律服务供应商等)来协助我们, 因而将你的个人信息分享给它们。对于受我们的委托处理个人信息的公司、组织和个人, 我们会要求他们按照我们的要求、本政策以及法律的要求来处理个人信息。

4. Legal bases for processing your personal information

处理您个人信息的法律依据

In most circumstances, we rely upon your consent to process your personal information. While under the relevant laws, we do not require your consent to process (including but not limited to, the collection, storage, use, processing, transmission, provision, disclosure, and deletion.) your personal information when:

在多数情形下, 我们处理您的个人信息需要基于您的同意。但是根据相关法律, 我们在下列情形下处理(包括但不限于收集、储存、使用、加工、传输、提供、披露和删除)您的个人信息时, 不需要您的同意:

- 1) the processing is necessary to fulfill statutory functions or statutory obligations;
为履行法定职责或者法定义务所必需;
- 2) the processing is necessary to respond to public health emergencies or protect the life, health or property safety of natural persons under emergency circumstances;
为应对突发公共卫生事件, 或者紧急情况下为保护自然人的生命健康和财产安全所必需;
- 3) personal information is processed within a reasonable scope to conduct news reporting, public opinion-based supervision, or other activities in the public interest;
为公共利益实施新闻报道、舆论监督等行为, 在合理的范围内处理个人信息;
- 4) the personal information that has been disclosed by the individuals themselves or other personal information that has been legally disclosed is processed within a reasonable scope in accordance with this Law; or
依照法律规定在合理的范围内处理个人自行公开或者其他已经合法公开的个人信息; 或
- 5) under any other circumstance as provided by any law or administrative regulation.

法律、行政法规规定的其他情形。

5. How we store your personal information

我们如何保存您的个人信息

We only retain your personal information within the minimum period which is necessary for the fulfillment of the purposes stated in this Notice. Meanwhile, we will also store your personal information with adherence to the mandatory provisions about the retention period rising from applicable laws and regulations.

我们仅在实现本政策所述目的所需的最短期限内保留您的个人信息。同时，我们还将根据相关法律法规中有关保留期限的强制性规定存储您的个人信息。

6. How we protect your personal information

我们如何保护您的个人信息

We have implemented industry accepted administrative, technical, and physical security measures to protect the personal information you provide and to prevent the data from being accessed, disclosed publicly, used, modified, damaged or lost without authorization. We will take all reasonable and practicable measures to protect your personal information.

我们已实施了行业公认的行政、技术和物理安全措施保护您提供的个人信息，以防止遭到未经授权访问、公开披露、使用、修改、损坏或丢失。我们将采取一切合理可行的措施保护您的个人信息。

However, we cannot and do not guarantee that these measures will provide absolute security. Where a personal information security breach occurs unfortunately, we will inform you as required by the laws and regulations via mail, letter, telephone, push notification or other available means. Where it is difficult to inform the subjects of the personal information one by one, we may publish an announcement on our Services. Where required by law, we will also report the treatment result of the personal information breach.

但是，我们也不能保证这些措施将提供绝对安全。如不幸发生个人信息泄露事件，我们将按照法律法规的要求，通过信函、电话、推送通知或其他可行的方式及时向您告知相关情况，难以逐一告知您时，我们会采取合理、有效的方式发布公告。同时，我们还将按照法律法规和监管部门要求，上报个人信息泄露事件的处置情况。

7. Your choices and rights

您的选择和权利

According to applicable law, you may have:

根据相关法律，您对您的个人信息享有如下权利：

- 1) the right to know and the right to decide on the processing of your personal information;
您对您的个人信息的处理享有知情权、决定权；
- 2) the right to restrict or refuse the processing of your personal information by others;
您有权限制或者拒绝我们对您的个人信息进行处理
- 3) the right to consult and duplicate your personal information;

您有权查阅、复制您的个人信息

- 4) the right to request personal information processors to correct or supplement your personal information where you discover the information is incorrect or incomplete;

若您发现您的个人信息不准确或者不完整的，您有权请求我们进行更正、补充

- 5) the right to withdraw your consent to the processing of personal information based on your consent (but please note that your withdrawal of consent does not affect the validity of the processing of personal information that has been carried out based on your consent before the withdrawal);

对基于您同意而进行的个人信息处理活动，您有权撤回同意（但请您注意，您撤回同意的，不影响撤回前基于您同意已进行的个人信息处理活动的效力）；

- 6) the right to request the transfer of personal information to your designated personal information processors;

您有权请求将个人信息转移至您指定的其他个人信息处理者；

- 7) the right to delete your personal information under specific circumstances.

您有权在特定情况下要求我们删除您的个人信息。

If you hope to exercise your rights above, please contact us via the contact information provided in this Notice. To protect the security of your personal information, we need to verify your identity in order to respond to your rights request(s), and we may not be able to respond to the request(s) for rights related to personal information that are not from you or authorized by you (for example, requests to consult personal information of someone else).

如果您希望行使上述权利，请通过本政策中提供的联系信息与我们联系。为保障您的个人信息安全，我们需要核实您的身份以响应您的权利请求，我们可能无法响应非本人或非经本人授权的个人信息相关权利请求（例如请求查看他人的个人信息）。

Additionally, the rights above are subject to limitations and exceptions under applicable law. We will respond to and comply with your request(s) consistent with applicable law as soon as reasonably practicable. If you have unresolved concerns, you also have the right to complain to relevant supervisory authorities or where applicable, file a lawsuit with the court in accordance with applicable law.

此外，上述权利可能会受到相关法律的额外限制。我们将在合理可行的情况下尽快根据相关法律回应并响应您的请求。如果您仍有未解决的问题，您也有权向相关监管机构投诉，或根据相关法律向法院提起诉讼。

8. How we protect children's PI

我们如何保护儿童的个人信息

Our services are not for children under the age of 14 and we do not knowingly collect personal information from children under the age of 14. If you are under 14 years of age, please do not use or access the services we provide at any time or in any method. We do not knowingly collect personal information from children for any purpose. If you believe that we have personal information about a child without the consent of the parent or guardian, or if you are the parent or guardian of the child and wish to withdraw consent, please contact us using the contact information provided in this policy and we will delete the relevant personal information.

我们的服务不针对14岁以下的儿童，我们不会故意收集14岁以下儿童的个人信息。如果您未满14岁，请不要在任何时间或以任何方式使用或访问我们提供的服务。我们不会出于任何目的故意收集儿童的个人信息。如果您认为我们拥有未经父母或监护人同意的儿童个人信息，或者如果您是儿童的父母或监护人并希望撤回同意，请通过本政策中提供的联系信息与我们联系，我们将删除相关个人信息。

9. How do we transfer your personal information globally

我们如何在全球范围内转移您的个人信息

Since Air Liquide is a multinational corporation, as part of our international operations, our business entities and departments may transmit information with affiliate companies who conduct the personal information processing activities under our instructions and on our behalf:

由于液空是一家跨国公司，作为我们国际业务的一部分，我们的业务实体和部门可能向我们的关联公司传输您的个人信息，它们受我们的指示并以我们的名义开展个人信息处理活动：

Recipient	Contact information	Purposes and means of processing	Categories of personal information	Country/Region
Air Liquide Global E&C Solutions Germany GmbH	+49 69 5808 0	Processing your orders and providing you with relevant products and services; Guaranteeing the quality of our services; Providing after-sales service	name, e-mail address, phone number, job title, job location, and the information of the business presence by which you are employed	Germany

境外接收方名称	联系方式	处理目的及方式	个人信息种类	境外接收方所在国家
Air Liquide Global E&C Solutions Germany GmbH	+49 69 5808 0	处理您的订单并为您提供相关产品和服务； 保证我们的服务质量； 提供售后服务	姓名、电话号码、电子邮件、职务、工作地点以及您所在企业的信息	德国

For the purposes stated in the Privacy Notice, we may transfer your personal information to our affiliates and third-party companies located outside of China as noted above. Where personal information is transferred to another jurisdiction outside mainland China, your personal information will be secured by appropriate safeguards as set forth under applicable law, including without limitation, where applicable by the use of the standard contract to be published by the supervisory authority for the transfer of Information between mainland China and other jurisdictions. To the extent required under applicable law, we will obtain separate consent from you before the transfer of your personal information.

为了隐私政策中所述的目的，我们可能会将您的个人信息转移至位于中国大陆外的如上所述的我们的关联公司和第三方公司。如果个人信息被转移到中国大陆以外的另一个司法管辖区，您的个人信息将受到相关法律规定的保护，包括但不限于，在适用的情况下，使用由监管机构发布的中国大陆和其他司法管辖区信息传输标准合同。如存在法定要求，我们将在转移您的个人信息之前获得您的单独同意。

10. The links to other websites and services

其他网站和服务链接

The services we provide may contain links to third-party websites access or links to third-party websites, applications and other services. Please note that we are not responsible for the privacy practices of such other websites and services. We encourage you to be aware of and read the privacy policy of each website you visit that collects information about you when you leave our services.

我们的服务可能会接入或链接至第三方网站、应用程序和其他服务。请注意，我们不对此类其他网站和服务的隐私做法负责。我们建议您在离开我们的服务时注意并阅读您访问的每个收集您信息的网站的隐私政策。

11. Updates to this Notice

本政策的更新

We reserve the right to update this Notice at any time to reflect changes in the law, our data collection or practices, the features of our services, or advances in technology. We will provide you with a new privacy notice when required by law. We may also notify you in other ways from time to time about the processing of your personal information.

我们保留在任何时候更新本隐私政策的权利，我们可能会根据服务的更新情况、科技的发展进步、数据处理的实践及法律法规的相关要求适时修改本政策的条款。我们将根据法律的相关规定，向您提供新的隐私政策。我们也可能不时地以其他方式告知您关于您的个人信息的处理情况。

12. Contact us

联系我们

If you have questions about this privacy notice or wish to contact us for any reason in relation to our personal information processing, please contact us at cn-ec-privacy@airliquide.com.

如果您对本声明有疑问，或因任何涉及到个人信息处理的问题希望与我们联系，请通过以下方式与我们联系：cn-ec-privacy@airliquide.com。

• Consent Form

同意书

**You have a right to refuse to give your consent to the processing of your personal information, to the extent our processing relies on your consent.*

*若我们对您个人信息的处理需要基于您的同意，您有权拒绝同意我们对您个人信息的处理。

1. Do you agree with our collection, processing and use of your personal information for the above purposes in accordance with this Privacy Notice?*
(Please tick the box if you agree)

1. 您是否同意我们根据本隐私政策为上述目的收集、处理和使用您的个人信息？*(如果您同意，请在方框内打勾)。

I agree.

我同意。

• Separate Consent Form

单独同意书

**You have a right to refuse to give your consent to the processing of your personal information, to the extent our processing relies on your consent.*

*若我们对您个人信息的处理需要基于您的同意，您有权拒绝同意我们对您个人信息的处理。

2. Sensitive personal information is necessary for the relevant purposes specified in this Privacy Notice and once the sensitive personal information is leaked or used illegally, it may cause personal and property safety to be endangered. Do you agree with our collection, processing and use of your sensitive personal information for the above purposes in accordance with this Privacy Notice?* (Please tick the box if you agree)

2. 敏感个人信息是为实现本隐私政策规定的相关目的所必需的，一旦敏感个人信息被泄露或被非法使用，可能会导致人身和财产安全受到威胁。您是否同意我们根据本隐私政策为上述目的收集、处理和使用您的敏感个人信息？*(如果您同意，请在方框内打勾)。

I agree.

我同意。

3. Do you agree with the cross-border transfer of personal information to third parties in accordance with Section “9. How do we transfer your personal information globally” of this Privacy Notice?* (Please tick the box if you agree)

3. 您是否同意按照本隐私政策 “9.我们如何在全球范围内转移您的个人信息 ”一节的规定，将个人信息跨境转移给第三方？*(如果您同意，请在方框内打勾)。

I agree.

我同意。