

PRIVACY INFORMATION NOTICE

This privacy information notice (“**Notice**”) describes how the companies **Flos S.p.A.** (“**Flos**”), **Design Holding S.p.A.** (“**Design Holding**”) and the other Group Companies (as defined below) process your personal data collected through the Flos website www.flos.com, (the “**Site**”) and in Flos directly operated stores (the “**Stores**”).

In this Notice:

- “**Affiliates**” means Flos’ affiliate entities listed in paragraph 3 of Annex 1 below;
- “**Applicable Data Protection Laws**” means Regulation (EU) 2016/679 of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (“**GDPR**”), and any other applicable data protection legislation or equivalent provision;
- “**Group Companies**” means the companies listed in Annex 1 below. This list can be updated from time to time to the extent that new companies become Group Companies or current companies exit the Group;
- “**Personal Data**” means any information relating to an identified or identifiable natural person;
- “**you**” or “**your**” refers to the natural person, including self-employed individuals, whose Personal Data are collected when he/she either purchases a product through the Site or in a Store, or uses a service offered by Flos and/or its Affiliates or visits the Site.

1. DATA CONTROLLERS AND PROCESSING ACTIVITIES

Under this Notice, there are different **data controllerships** depending on the data processing activity performed. Each of the following paragraphs describe the processing activities carried out by the Group Companies, detailing: (i) the data controller; (ii) the categories of Personal Data collected; (iii) the purposes of processing and the relevant legal basis; and (iv) the applicable retention period.

In case of joint controllership, an extract of the Joint Controllership Agreement is available upon request by writing at the following e-mail address: privacy@flos.com or privacy@designholding.com.

1.1. When you purchase our products or services

Controller	Categories of Personal Data	Purpose and legal basis of the processing	Retention period
For purchases on our Site : a) <u>EU Section:</u> Calicantus S.r.l. (acting as Flos merchant) b) <u>US Section:</u> Flos Flos	Personal information (name, surname, tax code) Country of residence Zip code and postal address Contact details (e.g. phone number, e-mail address) For B2B customers: Profession, e-mail address, work e-mail address, work	Sale of products and provide sale and connected services, such as delivery services. Legal basis: performance of a contract. If you do not provide the data, the entities will not be able to perform the contract.	Data are retained up to 10 years after the end of the contractual relationship.

for purchases in Store in Italy, and the respective Affiliates for purchases in Stores outside Italy	<p>telephone number, name of the company/business/organization you work for</p> <p>Invoice data</p> <p>Payment data</p>		
Flos		<p>Provision of after-sale services including fraud prevention, returns, guarantee and customer support.</p> <p>Legal basis: performance of a contract. If you do not provide the data, Flos will not be able to perform the contract.</p>	

1.2. When you create an account, contact us or request a service

Controller	Categories of personal data	Purpose and legal basis of the processing	Retention period
Flos	<p>Personal information (name, surname)</p> <p>Contact details (e-mail address, phone number)</p> <p>For B2B customers: Profession, e-mail address, work e-mail address, work telephone number, name of the company/business/organisation you work for</p> <p>In case of <u>requests</u>: any other information you may share with us necessary to handle your request</p>	<p>Create and manage your personal account on the Site and manage your requests submitted through the Site or the contact details available on the Site.</p> <p>Legal basis: performance of a contract. If you do not provide the data, Flos will not be able to provide the service or handle your request.</p>	<p>Data are retained up to 10 years after the end of either the contractual relationship or the provision of the services, depending on which is applicable.</p>

1.3. When you send your application/CV

The following applies when you submit your CV or send an application through the career section of the Site or to the Group Companies.

As part of the application and selection process, we do not normally ask you to provide us with Personal Data that may reveal your health conditions, religious beliefs, sexual orientation, trade union membership, political opinions, criminal record or criminal charges. **You are invited to not provide us with this kind of data.**

Controllers	Categories of personal data	Purpose and legal basis of the processing	Retention period
the Group Companies acting as joint controllers	Personal information (name, surname) Contact details (e-mail address, phone number, postal address)	Manage the application/CV received via the Site or another channel for the selection process Legal Basis: performance of pre-contractual activities. If you do not provide the data, Flos will not be able to handle your application process.	1 (one) year from the date of collection, save for the applicability of the data retention period provided by the privacy information notice for employees and officers, if the candidate is hired.
the Group Companies acting as joint controllers	Data relating to your qualifications, education and professional career; Photograph/personal portrait (if contained in CV) Photograph/personal portrait (if contained in CV)	Share the application/CV with the Group Companies that will process them as data controllers in compliance with the terms of this Notice to enable them to consider the application/CV for the selection process within their entity. Legal Basis: legitimate interest to optimize the selection process across the Group Companies, adequately balanced with your interests in the light of the limits of the data processing. You may object to this processing, by writing to the contact detail indicated in paragraph 6.	

1.4. B2C marketing and profiling purposes

The following applies to marketing and profiling activities carried out in relation to you, when you qualify as a **consumer**, namely you act and purchase services/products for personal use and not for a business purpose.

Controllers	Categories of personal data	Purpose and legal basis of the processing	Retention period
Flos and Design Holding acting as joint controllers	Personal information (name, surname) Country of residence, zip code and postal address Contact details (phone number, e-mail address)	Marketing activities (<i>i.e.</i> , newsletter, promotional communications via e-mail, telephone, SMS, and ordinary mail, surveys, market searches) relating to products, services and initiatives. Legal basis: your consent. If you do not provide your consent, you will not receive marketing communications (unless the section below applies).	7 (seven) years from the consent
	Personal information (name and surname) E-mail address or work e-mail address	E-mail marketing communications relating to products and services similar to products and services already purchased by you. Legal Basis: Soft-opt and, in particular, within the EU Article 13 of ePrivacy Directive. You have always the possibility to opt-out from these communications at the time of collection of data and in any subsequent communication, by sending an e-mail to privacy@flos.com or privacy@designholding.com . If you opt-out, you will not receive these communications.	7 (seven) years from the data collection

	<p>Invoice data</p> <p>Your preferences and interests</p> <p>Your previous purchases and activities on the Site and in Store</p>	<p>Profiling activities</p> <p>Legal basis: your consent. If you do not provide your consent, no profiling activities will be performed.</p>	7 (seven) years from the consent
	<p>Broad and non-invasive categories, including:</p> <ul style="list-style-type: none"> • Geographic area where you are located • Sales/purchase volume • Whether you are a consumer or a professional client. 	<p>Perform customer segmentation based on non-invasive categories of data.</p> <p>Legal Basis: legitimate interest to provide communications of products/services that may be of interest to the consumer, based on a high-level and non-intrusive customer segmentation that adequately balances the interests of the subjects. You have the right to object to this processing, by writing to the contact detail indicated in paragraph 6.</p>	7 (seven) years from the data collection

1.5. B2B marketing and profiling activities

The following applies to marketing and profiling activities carried out in relation to you, when you qualify as a **professional**, namely you act and purchase services/products for business purposes.

Controllers	Categories of personal data	Purpose and legal basis of the processing	Retention period
the Group Companies acting as joint controllers	<p>Personal information (name, surname)</p> <p>Country of residence, zip code and postal address</p> <p>Contact details (phone number, e-mail address)</p>	<p>Marketing activities (<i>i.e.</i> newsletter, promotional communications via e-mail, telephone, SMS, and ordinary mail, surveys, market searches) relating to products, services and initiatives.</p> <p>Legal basis: your consent. If you do not provide your consent, you will not</p>	7 (seven) years from the consent

the Group Companies acting as joint controllers		receive marketing communications (unless the section below applies).	
	Personal information (name and surname) E-mail address or work e-mail address	E-mail marketing communications relating to products and services similar to products and services already purchased by you. Legal Basis: Soft opt-in and, in particular, within the EU Article 13 of ePrivacy Directive. You have always the possibility to opt-out from these communications at the time of collection of data and in any subsequent communication, by sending an e-mail to privacy@flos.com or privacy@designholding.com . If you opt-out, you will not receive these communications.	7 (seven) years from the data collection
	Invoice data Your preferences and interests Your previous purchases and activities on the Site and in Store	Profiling activities Legal basis: your consent. If you do not provide your consent, no profiling activities will be performed.	7 (seven) years from the consent
	Broad and non-invasive categories, including: <ul style="list-style-type: none"> • Geographic area where you are located • Sales/purchase volume • Whether you are a consumer or a professional client. 	Perform customer segmentation based on non-invasive categories of data. Legal Basis: legitimate interest to provide communications of products/services that may be of interest to the consumer, based on a high-	7 (seven) years from the data collection

		level and non-intrusive customer segmentation that adequately balances the interests of the subjects. You have the right to object to this processing, by writing to the contact detail indicated in paragraph 6.	
--	--	---	--

1.6. Social plug-ins and cookies

The Site allows interactions with third-party websites and social networks (e.g., Facebook, Instagram) through hyperlink, sharing buttons, social plug-ins and other similar instruments. For the data processing activities carried out on third-party websites, please refer to the privacy information notices published therein.

The Site can also collect certain browsing information (e.g., IP address, device and browser, navigation on the Site) via **cookies** and other **tracking technologies**, also of third parties.

These data may be collected:

- to ensure the proper functioning and security of the Site;
- to improve the Site and for analytics purposes;
- for tracking and profiling purposes.

For more information on how these data are collected, please refer to the [Cookie Policy](#).

1.7. Comply with legal obligations, exercise/defend our rights and other purposes

This paragraph describes the processing operations carried out by Design Holding, Flos and the other Group companies for the purpose of exercise of their rights before a competent authority or to comply with legal obligations imposed on them.

Controllers	Categories of personal data	Purpose and legal basis of the processing	Retention period
the Group Companies (each acting as autonomous / joint controller depending on the purpose of the data processing activity for which personal data are collected)	Personal data collected according to the previous sections.	Exercise and/or defense of a right before a competent authority (e.g. judicial, administrative) Performance of business operations (mergers and acquisitions) Internal auditing and reporting purposes	Time necessary to fulfill the purpose listed in the previous section

		Legal Basis: legitimate interest of the controller. You have the right to object to this processing, by writing to the contact detail indicated in paragraph 6.	
	Personal data collected according to the previous sections.	Compliance with a legal obligation Legal Basis: need to comply with a legal obligation.	Time necessary for the purpose of complying with the legal obligation

2. HOW YOUR PERSONAL DATA ARE PROCESSED

Your personal data are processed through computer, automated and/or paper form in compliance with the principles and provisions of the GDPR and applicable legislation on the protection of personal data. Personal data are collected, elaborated, transferred and stored by using appropriate security measures (physical, logical and organizational) to protect them from possible breaches (such as destruction, loss, alteration, unauthorized disclosure or accidental or unlawful access to such personal data) and to ensure that processing is carried out only for the purposes described in this Notice.

3. WHO YOUR PERSONAL CAN BE DISCLOSED TO

Your personal data may be disclosed to third parties, where strictly necessary to each purpose of processing described in the previous paragraphs, in particular:

- Group Companies and third-party entities that support the Group Companies acting as data controllers according to what indicated in paragraph 2 above providing specific services in the marketing, IT, logistics and accounting area (*e.g.*, without limitation, webmaster, IT consultant and system integrator, e-commerce platform, CRM marketing platform, customer care service provider, etc.). These third parties have been appointed data processors;
- Providers of payment services or payment gateways/platforms used to purchase products through the Website (*e.g.* PayPal, credit card service providers, banks, financial intermediaries etc.).
- Third parties in the context of mergers/acquisitions that may involve the Group Companies;
- Other independent professionals such as lawyers and auditors;
- Judicial and/or administrative authorities, law enforcement agencies.

You may request more detailed information on those subjects to whom your personal data may be disclosed by writing to the contact details as indicated in paragraph 6 (“How to exercise your rights”).

4. TRANSFER OF PERSONAL DATA OUTSIDE THE EEA

For the purposes of the processing described in this Notice, your personal data may be transferred to countries outside the European Economic Area (“EEA”), which includes all Member States of European Union, Norway, Liechtenstein, and Iceland.

If that is the case, we ensure that all possible transfers outside the EEA will be made in such a way as to guarantee the full protection of your rights and freedoms. Namely, with regard to the third country to which the data is transferred, if no adequacy decision has been taken by the European Commission, the data transfers will be carried out by relying on an appropriate safeguard pursuant to Article 46 GDPR. Please note that Japan, the United Kingdom and Switzerland, countries in which some of the Companies of the Group are established, benefit from adequacy decisions of the EU Commission and therefore your data can be shared with those jurisdictions.

5. YOUR RIGHTS

In accordance with the Applicable Privacy Legislation, and in particular with the provisions of the GDPR and other applicable laws, your rights in relation to the personal data that we process under this Notice are the following:

- **Access:** you can obtain information about the processing of your personal data and a copy of that personal data (art. 15 GDPR);
- **Rectification:** if you believe that your personal data is inaccurate or incomplete, you may request that such data be corrected or modified by following your instructions (art. 16 GDPR);
- **Erasure:** except as provided for by applicable laws, you have the right to request the erasure of your personal data, when: (i) the data are no longer necessary for the purposes for which they were collected and processed; (ii) you withdraw your consent to the processing if processing is based on your consent; (iii) you object to the processing for direct marketing purposes or to the processing carried out for other purposes and there are no overriding legitimate grounds to continue with the processing; (iv) your data are processed unlawfully; (v) the erasure is required by law (art. 17 GDPR); (vi) you are a child and your personal data have been collected in relation to the offer of information society services directly to you;
- **Restriction:** you may request the restriction of the processing of your personal data where: (a) you contest the accuracy of the personal data for the period necessary to verify their accuracy; (b) the processing is unlawful and you request the restriction of their use instead of erasure; (c) the controllers no longer need the personal data for the purposes of the processing, but you require them for the establishment, exercise or defense of legal claims; (d) you have objected to processing pursuant to Article 21(1) pending the verification whether the legitimate grounds of the controller override yours (art. 18 GDPR);
- **Object:** on grounds relating to your particular situation, you have the right to object to the processing of your personal data based on the legitimate interest of the controllers (Article 6(1)(f) GDPR) and the controllers will continue to process your data only if there are compelling legitimate grounds for the processing which override your interests, rights and or for the establishment, exercise or defense of legal claims. Your right to object to direct marketing purposes can be exercised at any time. Your objection to processing carried out through automated means is also valid for processing carried out with traditional means (art. 21 GDPR);
- **Withdrawal of consent:** if the processing of your personal data is based on consent, you have the right to withdraw your consent at any time (art. 7 GDPR);
- **Data portability:** where the processing is based on consent or on a contract and is carried out by automated means, you have the right to obtain in a structured format, commonly used and machine-

readable format the personal data you provided us with and, where technically feasible, to have them transmitted to another data controller.

6. HOW TO EXERCISE YOUR RIGHTS

To exercise your rights, and for any query or clarification on how your personal data are processed and used pursuant to this Notice, you can contact privacy@flos.com and/or privacy@designholding.com.

You may also at any time lodge a complaint with the competent data protection authority or to bring an action before the competent national courts.

7. FOR CALIFORNIA RESIDENDS

If you are a California resident, please refer also to the additional information provided in Annex 2.

8. CHANGES TO THIS NOTICE

This Notice is subject to periodic updates. To this end, we indicate the last update date at the beginning of this Notice, and we recommend to regularly consult this Notice. If you have already submitted your personal data, any change that substantially affects the processing of personal data, will be communicated to you through the appropriate channels to ensure that you are effectively aware of the way your data is processed, with a view to full transparency of the processing operations and full and adequate protection of your rights.

ANNEX 1

GROUP COMPANIES

The Group Companies are currently the following:

- 1. Design Holding S.p.A.**, with registered office at Via Alessandro Manzoni, 38, 20121, Milan (Italy)
- 2. International Design Group S.p.A.** with registered office at Via Alessandro Manzoni, 38, 20121, Milan (Italy)
- 3. Flos S.p.A.** with registered office at Via Angelo Faini, 2 – 25073 Bovezzo (Brescia) and the following affiliates:
 - Ares Srl, Via Dell'artigianato, 24 -20881 Bernareggio 8 (Mb)
 - Flos Bespoke Srl, Via Alcide De Gasperi, 2 - 25060 Collebeato (Bs)
 - Antares Iluminación Sau, Calle Mallorca N. 1 - Polígono Industrial De Reva, Riba-Roja De Túria - 46394 Valencia (Es)
 - Flos Benelux Nv Bdc/Esplanade, 1 Bus 95 - 1020 Brussel (Be)
 - Flos France Sas 20-22, Passage Dauphine - 75006- Paris (Fr)
 - Flos Gmbh, Obermünsterstr. 18 - 93047 Regensburg (De)
 - Flos Bv, Cruquiusweg 109 S - 1019 Ag Amsterdam (Nl)
 - Flos Scandinavia As, Sydhavnsgade 28 - 2450 Koebenhavn (Dk)
 - Flos Sverige Ab, Lützengatan 1 - 115 20 Stockholm (Sw)
 - Flos Norge As, Sjolyst Plass 4 - 0278 Oslo (No)
 - Flos UK Ltd, Crown Chambers, Princes Street, Harrogate, North Yorkshire - Hg1 1nj (Gb)
 - Flos Japan Co. Ltd, 1-23-5, Higashi-Azabu, Minato-Ku, Tokyo, 106-0044 (Japan)
 - Flos U.S.A. Inc., 40-20 22nd Street, Long Island City, 11101 New York (United States)
- 4. B&B Italia S.p.A.**, with registered office at Via Alessandro Manzoni, 38, 20121, Milan (Italy) and its affiliates:
 - Arc Linea Arredamenti Spa, Viale Pasubio 70, Caldogno (Italy)
 - B&B Italia London Ltd 250 Brompton Road, Cross SW3 2AS, London (UK)
 - B&B Italia München GmbH, Maximilianplatz 21, Munich (Germany)
 - B&B Italia Paris S.à.r.l., 3 Rue du Colonel Moll, 75017 Paris (France)
 - B&B Italia USA, Inc., 150 East 58th Street, New York (USA)
- 5. Louis Poulsen A/S**, with registered office at Kuglegårdsvej 19-23, DK-1434, Copenhagen (Denmark) and its affiliates:
 - Luminous Designs Investment ApS, Kuglegårdsvej 19 - 1434 Copenhagen (Denmark)
 - Louis Poulsen Germany GmbH, Liesegangstrasse 17 D-40211 Düsseldorf - Postfach 190136 D-40111 Düsseldorf (Germany)
 - Louis Poulsen Sweden AB, Box 23013 S-104 35 Stockholm (Sweden)
 - Louis Poulsen Norway AS, Lysaker Brygge 37/39 N-1366 Lysaker (Norway)
 - Louis Poulsen Finland Oy, Kyllikinportti 2 FIN-00240 Helsinki (Finland)
 - Louis Poulsen Japan Ltd., AXIS Building 3F Minato-ku - Tokyo Japan 106-0032

- Louis Poulsen Holland BV, Dorpsstraat 18 - 1431 CD Aalsmeer Postbus 375 - 430 AJ Aalsmeer (The Netherlands)
- Louis Poulsen Switzerland AG, Töpferstrasse 5 - CH-6004 Lucerne (Switzerland)
- Louis Poulsen USA, Inc., 3260 Meridian Parkway, Fort Lauderdale, Florida 33331 (USA)

6. D Studio – Copenhagen ApS, with registered office at Kuglegårdsvej 13, DK-1434, Copenhagen (Denmark)

7. Fashion Furniture Design S.p.A. with registered office at Via Alessandro Manzoni, 38, 20121, Milan (Italy) and its affiliates:

- Fashion Furniture Design UK limited 3rd Floor, Palladium House, London, W1F 7LD, (UK)
- FF Design USA, Inc., 5 West 19th street, 10th floor, New York 10011 (USA)

Changes to the list of Group Companies will be notified according to paragraph 8 of this Notice.

ANNEX 2

ADDITIONAL PRIVACY INFORMATION FOR CALIFORNIA RESIDENTS

In this section, the Group Companies provide information for California residents, as required under California privacy laws, including the California Consumer Privacy Act as amended by the California Privacy Rights Act (“CCPA”). The CCPA requires that we provide California residents certain specific information about how we handle their personal information, whether collected online or offline. Under the CCPA, and as used in this section, “personal information” means any information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular California resident or household. It does not include publicly available data as defined by the CCPA. This section does not address or apply to our handling of personal information that is subject to an exemption under the CCPA.

1. Notice at Collection

The table below sets out generally the categories of personal information (as defined by the CCPA) about California residents that we collect, sell, share, and disclose to others for a business purpose (and have collected, sold, shared or disclosed in the previous 12 months). Our collection, use, sale, sharing and disclosure of personal information about a California resident will vary depending upon the circumstances and nature of our interactions or relationship with such resident.

Categories of personal information	Do we collect?	Do we disclose for business purpose(s)?	Do we sell or share?
Name, Contact Information and other Identifiers: such as a real name, alias, address, unique personal identifier, online identifier, Internet Protocol (IP) address, email address, account name, or other similar identifiers.	YES	YES	NO
Customer Records: such as paper and electronic customer records containing personal information, such as name, signature, physical characteristics or description, address, telephone number, credit card number, debit card number, or any other financial or payment information.	YES	YES	NO
Protected Classifications: Characteristics of protected classifications under California or federal law such as race, color, sex, age, religion, national origin, disability, citizenship status, and genetic information.	NO	NO	NO
Purchase History and Tendencies: Commercial information including records of personal property, products or services purchased, obtained, or	YES	YES	NO

considered, or other purchasing or use histories or tendencies.			
Biometric Information: Physiological, biological or behavioral characteristics that can be used alone or in combination with each other to establish individual identity, including DNA, imagery of the iris, retina, fingerprint, faceprint, hand, palm, vein patterns, and voice recordings, keystroke patterns or rhythms, gait patterns or rhythms, and sleep, health, or exercise data that contain identifying information.	<i>NO</i>	<i>NO</i>	<i>NO</i>
Usage Data: Internet or other electronic network activity information, including, but not limited to, browsing history, clickstream data, search history, and information regarding a resident's interaction with an internet website, application, or advertisement, including access logs and other activity information related to your use of any Flos' websites, applications or other online services.	<i>YES</i>	<i>YES</i>	<i>YES</i>
Geolocation Data: Precise geographic location information about a particular individual or device.	<i>NO</i>	<i>NO</i>	<i>NO</i>
Audio, Video and other Electronic Data: Audio, electronic, visual, or similar information such as CCTV footage, photographs, and call recordings and other audio recording (e.g., recorded meetings and webinars).	<i>NO</i>	<i>NO</i>	<i>NO</i>
Professional or employment-related information: Employment history, qualifications, licensing, disciplinary record.	<i>YES</i>	<i>YES</i>	<i>NO</i>
Education Information: Information about education history or background that is not publicly available personally identifiable information as defined in the federal Family Educational Rights and Privacy Act (20 U.S.C. section 1232g, 34 C.F.R. Part 99).	<i>YES</i>	<i>YES</i>	<i>NO</i>
Sensitive Personal Information: Account login and password.	<i>YES</i>	<i>YES</i>	<i>NO</i>
Profiles and Inferences: Inferences drawn from any of the information identified above to create a profile reflecting a resident's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, or aptitudes.	<i>YES</i>	<i>YES</i>	<i>NO</i>

2. Sources of Personal Information

We generally collect personal information from the following categories of sources:

- Directly or indirectly from you;

- Our affiliates and subsidiaries;
- Our service providers;
- Our business partners;
- Social networks.

3. Purposes for Collecting and Disclosing Personal Information

As described in the **Purposes of Data Processing** in our main privacy notice, we collect and process personal information, including sensitive personal information (account creation and management only), for the following business or commercial purposes:

- Manage product sales;
- Provide after-sale services;
- Offer services through our websites;
- Create and manage your account;
- Analytics and improvement (including to offer personalized services);
- Communicate with you (e.g., for support services, responding to information requests);
- Marketing and promotions;
- Research and surveys;
- Security and protection of rights;
- Compliance and legal process;
- Auditing, reporting, and other internal operations; and
- General business and operational support.

4. Retention of Personal Information

We retain your personal information for as long as needed or permitted, based on the reason we obtained it (consistent with applicable law). When deciding how long to keep your personal information, we consider whether we are subject to any legal obligations (e.g., any laws that require us to keep records for a certain period before we can delete them) or whether we have taken any legal positions (e.g., issued any legal holds or otherwise need to preserve the information). Rather than delete your data, we may also deidentify it by removing identifying details. Where we have committed to maintaining and using personal information in a deidentified form, we agree not to reidentify deidentified data except as permitted by applicable law.

5. Disclosure of Personal Information

In the past 12 months, we have disclosed personal information to:

- Group Companies and third-party entities that support the companies acting as data controllers according to what indicated in paragraph 2 above providing specific services in the marketing, IT, logistics and accounting area;
- Providers of payment services or payment gateways/platforms used to purchase products through the Website (e.g. PayPal, credit card service providers, banks, financial intermediaries etc.).
- Other independent professionals such as lawyers and auditors.

6. Sales and Sharing of Personal Information

The CCPA defines "sale" as disclosing or making available personal information to a third-party in exchange for monetary or other valuable consideration, and "sharing" includes disclosing or making available personal information to a third-party for purposes of cross-contextual behavioral advertising. While we do not disclose personal information to third parties in exchange for monetary compensation, by using third-party advertising and tracking tools on our website we may be "selling" or "sharing" the following categories of personal information: *identifiers (IP addresses)*, and *internet or other electronic network activity information*. We disclose these categories to third-party advertising networks, analytics providers, and social networks for

purposes of marketing and advertising. We do not sell or share personal information about individuals we know are under age sixteen (16).

7. California Privacy Rights

California law grants California residents certain rights, subject to exceptions, to make requests relating to their personal information as set forth below.

- ***Right to Opt-out of Sale and Sharing of Personal Information.*** California residents have the right to opt-out of our sale or sharing of their personal information. As stated above, our use of third-party advertising and tracking cookies may count as a “sale” or “sharing” of personal information under the CCPA. To exercise your right to opt-out of the “sale” or “sharing” of personal information, please use our cookie preferences tool available by clicking on the [cookie management section](#). You also have the right to opt-out of “sales” and “sharing” of your personal information using an opt-out preference signal. If our site detects that your browser or device is transmitting an opt-out preference signal, we will opt that browser or device out of cookies on our site that result in a “sale” or “sharing” of your personal information. If you come to our site from a different device or from a different browser on the same device, you will need to opt-out, or use an opt-out preference signal, for that browser and/or device as well.
- ***Request to Know.*** California residents have the right to request and, subject to certain exemptions, receive a copy of the specific pieces of personal information that we have collected about them in the prior 12 months and to have this delivered either (a) by mail or (b) electronically in a portable and, to the extent technically feasible, readily useable format that allows the resident to transmit this information to another entity without hindrance. California residents also have the right to request that we provide them certain information about how we have handled their personal information in the prior 12 months. California residents may make Requests to Know up to twice every 12 months
- ***Requests to Delete.*** Subject to certain exceptions, California residents have the right to request deletion of their personal information that we have collected from them and to have such personal information deleted, except where an exemption applies.
- ***Request to Limit.*** California residents have the right to opt-out of the disclosure of sensitive personal information to a third party if we use that information for any purpose other than the purpose to which you agreed, or another purpose allowed under the CCPA. However, we do not use or disclose sensitive personal information in a manner that would trigger this right.
- ***Right to Non-Discrimination.*** We will not discriminate against you in terms of price or service level for exercising any of the rights described above.

Submitting Requests. If you are a California resident you may exercise the above rights by contacting us at (888) 860-4311 (toll free), or by emailing us at privacy@flos.com or privacy@designholding.com. We will respond to verifiable requests received from California consumers as required by law.

8. Verification.

Before responding to your request, we must first verify your identity using the personal information you have already provided to us. When you exercise your privacy rights, please provide us with your full name, the email you used to contact us, and your address. We will take steps to verify your request by matching the information provided by you with the information we have in our records. In some cases, we may request additional information to verify your identity, or where necessary to process your request. If we are unable to verify your identity after a good faith attempt, we may deny the request and, if so, will explain the basis for the denial.

9. Authorized Agent.

You may designate someone as an authorized agent to submit requests and act on your behalf. Authorized agents will be required to provide proof of their authorization in their first communication with us, and we may also require that the relevant consumer directly verify their identity and the authority of the authorized agent.

10. Financial Incentives.

A business may offer financial incentives for the collection, sale or deletion of California residents' personal information, provided the incentive is not unjust, unreasonable, coercive or usurious, and is made available in compliance with applicable transparency, informed consent, and opt-out requirements. California residents have the right to be notified of any financial incentive offers and their material terms, and the right to opt-out of such incentives at any time; residents may not be included in such incentives without their prior informed opt-in consent. We do not offer any incentives at this time.

11. Changes to this Notice

We may change, update, or modify this notice from time to time, so please be sure to check back periodically. We will post any updates to this notice here. If we make any changes to this notice that materially affect our practices regarding our use of the personal information, we have previously collected from you, we will endeavor to provide you with notice, such as by posting notice on our site.

12. Contact Us

If you have any questions or concerns regarding this Policy or our privacy practices, you may contact us at privacy@flos.com or privacy@designholding.com.