

# Privacy Notice

myIT Mobile App

11/12/2020

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# 1.0 Document Control

## 1.0.1 Revision History

| Version | Date       | Change Description |
|---------|------------|--------------------|
| 1.0     | 11/12/2020 | Original Draft     |

## 1.1 Introduction

Saudi Arabian Oil Company (“**Saudi Aramco**”), is a Saudi joint stock company established in the Kingdom of Saudi Arabia (the “**Kingdom**”) by virtue of Royal Decree No. M/8, dated 4/4/1409H (corresponding 13/11/1988G) and registered in the city of Dhahran under commercial registration no 2052101150.

Saudi Aramco, together with its subsidiaries and controlled affiliates (together the “**Saudi Aramco Group**”), follows strict guidelines to protect personal data and ensures compliance with applicable data protection laws and regulations.

Your privacy is important to us and maintaining your trust is a priority. This Privacy Notice informs you that information submitted by you or collected by Saudi Aramco may be processed for the purposes below.

## 1.2 Saudi Aramco myIT Mobile Application

The Saudi Aramco myIT Application (“App”) is provided to Saudi Aramco employees. The App allows Saudi Aramco’s Information Technology Services to provide the user with a friendly and smooth self-service experience, which will:

- > Create and track IT services request
- > Create and track trouble tickets
- > Rate and submit feedback on IT Services

In addition, the App compliments other IT channels (myHome portal and other internal systems) that are currently available to IT customers.

## 1.3 Information we collect and how we use it

When you use the App, we will need to use information about you or your visitors and/or dependents (“**Personal Data**”) which we collect via the App or by using information, we already hold about you or your visitors and/or dependents to allow you to use the App.

### 1.3.1 Information we collect

We typically hold relevant information about you necessary for you to access and use the App. We may also need you to provide additional information (including Personal Data), when using the App.

#### Categories of Personal Data, Purposes of Processing and Lawful Basis

| Category of Personal Data  | Purpose of Processing   |
|--|---|
| <b>Personal information</b><br><i>First name, last name, phone (office number / business mobile), email, address.</i>  | <i>For identification, account set up, and for IT services that require this information. Your telephone numbers as contained within the corporate phonebook will be made available and searchable via the App.</i> |
| <b>Workplace Location</b><br><i>Office, cubical, floor, building and/or workstation of the employee.</i>   | <i>Used for installation, servicing or movement of Company IT assets.</i>   |
| <b>Saudi Aramco Device Information</b><br><i>Information regarding Saudi Aramco devices assigned to the user such laptop, desktop, mobile and monitor.</i>   | <i>This is required to perform services related to the devices assigned to you by the Company.</i>  |
| <b>Technical Information</b><br><i>Information about your device and Internet connection.</i>  | <i>The company may log information regarding the type of device you are using and the internet connection (IP Address) for auditing and security purposes.</i>  |
| <b>Legal and Compliance</b><br><i>We may need to use some of your Personal Data to comply with Saudi Aramco’s legal obligations under applicable laws, respond to legal requests, administrative or judicial process, or to otherwise defend our legal rights.</i> |   |

Some of the purposes will overlap and there can be several grounds, which justify our use of your Personal Data.

### 1.3.2 How we might share your Personal Data

We may share your Personal Data with Saudi Aramco Group companies, affiliates or other third parties.

We may need to do this:

- We may share your data with third party vendors performing services for Saudi Aramco. The service provider will only use the data to perform the requested services through the application, such as workstation and telephone installation, movement and removal;
- Where we have a public interest or legal duty to do so (e.g., assisting with detection of crime, regulatory reporting, litigation, or defending legal rights);
- Where we have a duty to disclose; to a competent public authority; government or regulatory agency; or where necessary to comply with a legal or regulatory compliance obligation which the relevant Saudi Aramco Group member is subject to or as permitted by applicable local law;
- In the event of a reorganization, merger, divestment or other sale of some or all of our assets or stock, to any successor;
- Where required by our professional advisers or consultants, including lawyers, bankers, auditors, accountants and insurers in the provision of consultancy, legal, banking, audit, accounting or insurance services to us;
- To enforce or apply any agreements we have with you or (as applicable), your employer, if not Saudi Aramco;
- To third party suppliers and vendors who we use to support our business, including (but not limited to) the operation, features and functionality of this App, and those who provide information technology and system administration services to us.

### 1.3.3 How we protect and handle your Personal Data

We use robust technical and organizational measures to protect any personal information we process about you. All Saudi Aramco personnel who have access to your Personal Data operate under strict corporate guidelines to ensure the protection of the data and compliance with applicable local data protection laws and regulations.

### 1.3.4 Data Storage and Access Location

We store and host your Personal Data within the Kingdom.

We will take all steps reasonably necessary and/or required by applicable data protection laws to ensure that your information is treated securely and in accordance with this notice and applicable law.

### 1.3.5 How long do we keep your Personal Data?

We will keep Personal Data for as long as we have a relationship with you and when you use the App. Following the end of the relationship, we shall retain this for a period of twenty (20) years or such longer period as required by law and/or to protect our legal interests. We will not keep any information for longer than is strictly necessary and when we no longer need the information, we will securely destroy it in accordance with our internal policies or anonymize it. Should you require earlier deletion, you may discuss this by contacting Saudi Aramco.

## 1.4 Your Rights

Under certain applicable laws and in accordance with Saudi Aramco policies, you may have certain rights in relation to your Personal Data. These rights include right to access the

Personal Data that you provided to or is being used by Saudi Aramco in connection with the App. You may also have the right to:

- Request a copy of what Personal Data we have on you.
- Restrict the processing of your Personal Data; and/or
- Object to the processing of your Personal Data.

For collection and use based on legitimate interests, you may object to processing of your personal information. To that effect you can contact Saudi Aramco in writing at the email address provided below. Should you object to the processing of your information this may, without limitation, impede your access to the App.

## 1.5 Contact and More Information

If you have any questions regarding this Privacy Notice, please contact: [ITHELPDESK@ARAMCO.COM](mailto:ITHELPDESK@ARAMCO.COM).