

TotalEnergies POLYMERS CUSTOMER PORTAL

<https://portal.polymers.totalenergies.com/>

Personal Data & Cookies Charter

Welcome to the website *TotalEnergies Polymers Customer Portal* : <https://portal.polymers.totalenergies.com/> . By connecting to or browsing the website, you agree that you have read, understood and accepted, without limitation or reservation, the Personal data and cookies charter (the “charter”) and our terms and conditions of use. Please note that other terms and conditions and Personal data and cookies charter apply to other TotalEnergies Group websites, and we recommend that you read them carefully.

The charter aims to inform you of the rights and freedoms that you can exercise in respect of our use of your personal data and describes the measures that we take to protect these data.

Total Petrochemicals & Refining S.A./N.V. is the “data controller” with responsibility for processing the personal data used to manage the website. These processing operations are carried out in accordance with the applicable law.

1. Purpose of processing, legal basis, the period of storage and types of data collected

When you visit the website, you may need to provide us with a number of items of personal data: Connection Email address, your first name and last name, in order to use the services available.

You give us your consent to process your data and are necessary for **implementing the commercial relationship**, without which relationship could not be executed. This information is needed to enable us to process your request. Without it, the information cannot be processed. You can withdraw your consent at any time without jeopardizing any processing operations that have already been completed, by writing to the following address: rc.pol-cust-portal-bxl@totalenergies.com.

Your personal data will not be processed subsequently in a way that is incompatible with the purposes described above or below the collection forms. Your data are kept for no longer than three (3) years with effect from your most recent contact with TotalEnergies Polymers and may if applicable be kept in intermediate files for the applicable limitation period.

2. Recipients of data

Your personal data may be communicated to one or more of the data controller's departments or to TotalEnergies Group companies and one or more partners, independent distributors or subcontractors.

3. Data Transfers

Any transfer of data to a country outside the European Economic Area shall be carried out in accordance with the applicable regulations and in such a way as to protect your data appropriately. For the purposes of the services provided on this website, your data (e.g.: first name, last name, company, email, country) may be transferred to other TotalEnergies Group Companies located outside the European Union (for example: United States of America).

For this reason, the TotalEnergies Group has adopted “Binding Corporate Rules” (BCR) governing intra-Group transfers of personal data originating in the European Economic Area.

For data transfers not covered by the BCR, to countries outside the European Economic Area, other measures to ensure adequate protection are taken.

If you would like more information about our BCRs please click here : [TotalEnergies BCR EN](#)

For more information about the other measures taken to ensure adequate protection, please write to the contact address specified below.

4. Data security and confidentiality

The data controller takes appropriate steps to preserve the security and confidentiality of your personal data, including to prevent them from being distorted, damaged or disclosed to unauthorized third parties.

5. Cookie management

5.1. Principle

A cookie is a file which enables a website to save information relating to your computer’s browsing of the website

<https://portal.polymers.totalenergies.com/> (e.g. number of visits, number of pages viewed, etc.), to make your visits to the website smoother.

You can at any time delete the cookies stored on your computer, object to the storage of new cookies and receive a notification before new cookies are stored by changing your browser settings using the instructions below (“Types of cookies, cookies and statistics, and settings”).

Please note that if you remove a cookie or object to the storage of cookies on your device, you may not be able to use some of the website’s services.

5.2. Types of cookies, cookies and statistics, and settings.

The cookies that may be stored on your server when you browse the website are cookies which are intended solely to enable or facilitate electronic communication or which are strictly necessary to provide the service you are requesting (language cookies, login cookies, etc.), or statistics cookies or other cookies in accordance with the conditions below.

When cookies require **your agreement before they can be saved**, we ask you for this agreement via the “find out more” link displayed on the first page of the website that you land on, **in which it is made clear that by continuing to browse the website you accept these cookies.**

5.2.1. Which cookies are stored?

- **Cookies issued by the data controller**

Cookie	Description	How do you object?	Period
Gigya (.gigya.com)	Connexion/Authentification	Voir l’article 5.2.2	3 ans
Serveur applicatif (.uap.totalenegies.com & .totalenegies.com)	User connection pages (Mandatoy)	Voir l’article 5.2.2	3 ans

- **Statistics cookies**

Cookie	Description	How do you object?	Period
NewRelic (.nr-data.net)	Statistiques (CGI)	Voir l’article 5.2.2	
AT Internet (.totalenegies.com)	Statistiques (TotalEnergies)	Voir l’article 5.2.2	

Statistics cookies are used to measure the number of visits, the number of pages viewed, users’ activity on the website and how often they return. The used statistics tool, AT Internet, generates a cookie with a unique identifier, which is stored for no longer than 13 months maximum. Your IP address is also collected in order to determine the town/city from which you are accessing the website. Your IP address is immediately anonymized after use so that you cannot be identified as a natural person. The statistical data on website visits are collected by the provider AT Internet and subsequently transferred to the data controller in an aggregated and anonymized form in a web interface to which it alone has access. The data collected are not transferred to third parties or used for other purposes. You can block these cookies at any time by opting out as described above by clicking the link <http://www.xiti.com/en/optout.aspx>.

5.2.2. How do you delete cookies, receive notification of their storage or change your browser settings?

- **How do you delete cookies already stored on your computer?**

- On your workstation:
- On the C:\ drive select the Windows folder;
- Open the “Temporary Internet Files” folder;
- Select all files (CTRL A);
- Choose the “delete” option.

- **How do you change browser settings to reject or be informed of the storage of cookies?**

- In the Internet Explorer 5 (Microsoft) browser: Select “Tools”, and then “Internet Options”. Click on the “Security” tab, then “Custom level” and scroll down to the “cookies” section. Next to “Allow cookies that are stored on your computer” select “Ask” to be notified or “Disable” to decline all cookies;
- In the Internet Explorer 6, 7 or 8 (Microsoft) browser: Select “Tools”, “Internet Options”, “Privacy”, then the level you wish to apply;
- In the Firefox browser: Click on “Tools” and select “Options”. In the “Privacy and security” tab, untick the box “Accept cookies from websites”;
- In the Chrome (Google) browser: Click “Customize and control Google Chrome” and select “Settings”. Under “Privacy and security”, click on “Content settings” and enable “Block third-party cookies” ;
- In the Safari browser: Select “Preferences” then “Privacy” and select one of the following options regarding “Cookies and website data”: “Always block”, “Allow from current website only”, “Allow from websites I visit”.

7. Your rights /Contact

In accordance with current regulations, you have the right to access, rectify, delete and object to the use of your personal data.

You can ask for your personal data to be sent to you and you have the right to give instructions for the use of your personal data after your death. You can also ask for restriction of the data processing or of data portability.

You can exercise your rights and ask us about the processing of your personal data by contacting:

Total Petrochemicals & Refining S.A./N.V.

52, rue de l'Industrie

1040 Brussels

BELGIUM

Email: rc.pol-cust-portal-bxl@totalenergies.com

Finally, you may file a complaint with the authority responsible for compliance with personal data protection obligations.