

However you interact with us, it is important to Sandvik AB and its group of global subsidiaries that you feel confident about how we will treat your personal data. This Notice is intended to help you understand what personal data we collect, why we collect it, and what we do with it, as well as how you can exercise your privacy rights.

This Notice also provides you with our contact details in case you have any questions or requests about your data. For the purposes of this Notice, personal data means any information about an identified or identifiable individual and includes “personal data”, “personal information” or similar terms as defined under applicable laws.

To understand how we process your personal data collected from cookies and other web or mobile device tracking technologies, please see the [Cookie privacy policy](#) and if you are visiting a Sandvik affiliate, please see the Cookie privacy policy link at the bottom of your website.

Other languages

You can find this Privacy Notice in other languages at the bottom of this page.

How does this Notice apply to you?

You are:

This Notice applies to you if you are a current or potential:

- **Customer** - you or the company you work for has purchased our products or services or expressed an interest in doing so
- **Supplier** - you work for one of our many supplier companies from whom we purchase goods and services
- **Commercial or Administrative Intermediary** - you work for one of our many distributors or other intermediaries such as our agents and customs brokers
- **Digital Registrant** - you use our websites or any of our digital services to:
 - request information about our products or services
 - register for newsletters or Sandvik sponsored events
 - apply to any Sandvik subscriptions or community forums
 - respond to survey or marketing communication
- **Physical Registrant** - you register with us in person at any of our events
- **Digital Visitor** - you navigate our websites or use our digital services without registering
- **Facility Visitor** - you visit any of our offices or facilities
- **Board Member** - you are a member of the board of directors of Sandvik AB or a company within its group of global subsidiaries
- **Shareholder** - you own shares in Sandvik

You may appear in more than one of these categories, depending on your relationship and activities with Sandvik. For example, you may be both a Customer, Digital Registrant, and a Facility Visitor, if you purchased our products, filled in one of our web forms and visited a Sandvik site at some point in time.

We are:

Unless we tell you otherwise, the Sandvik company that is the “controller” of your personal data is the one you have a relationship with – for example:

If you are a Customer, the Sandvik company that sold you our products. Usually, this will be the Sandvik company that first collected your data;

If you are a Board Member or Shareholder, the Sandvik company in which you are a shareholder or a board member;

If you are a Customer, Supplier, Commercial or Administrative Intermediary, the Sandvik company which has a business relationship with the organization you represent or are a contact person to;

If you are a Digital Registrant, Physical Registrant, Digital Visitor, Facility Visitor, or Supplier, Commercial Administrative Intermediary, the Sandvik company for which you otherwise interact, visit or communicate.

For more information about the Controller, send us a question at the [Contact us](#) section below. You may view a list of all the [Sandvik Entities](#).

Sandvik is global. Many countries have different rules about what we can do with your personal data. We aim for a consistent high standard to the way we manage your personal data, so this statement applies globally. We explain below when the rules might be different in particular countries (for example, where your rights may not be exactly the same).

In some cases, the local Sandvik company may provide you with further information to supplement the information in this statement.

What types of personal data do we use and why?

We collect and use the personal data about you described below. Usually we collect this data from you directly. Sometimes Sandvik collects data about you from another source. This could happen, for example, when our Business Partners or Suppliers provide us with information about you. We also collect personal data from public sources such as social media. We will provide more information about the third-party sources in the specific cases where this happens.

If you are a Customer, Supplier, Commercial or Administrative Intermediary +

Purposes	Types of data & Third-Party Sources of Collection if relevant	Legal grounds	External Recipients (See also, Sharing information outside of Sandvik)
(1) Providing you information about product and services, including safety and technical matters, when you are already a customer;	Contact data (such as name, business address, email address, and phone number) Third party sources: Our	(1) To perform a contract with you or to take steps before entering into a contract with you. (2) If we have a contract with your organization, we have legitimate interests to	Customers Vendors

(2) Providing you information about product and services that you may be interested in and generating new sales;

marketing partners and social media companies such as LinkedIn and

operate and improve our business operations. We also have a legitimate interest to keep you informed of relevant products and services.

(2) Our legitimate interests in marketing our products and services, and sometimes we will ask for your consent if you are a potential customer.

We may ask for your consent for this. We also have a legitimate interest in marketing our products and services.

Understanding what products and services you may be interested in.

Organizational data (such as which company and department you work in)

We may ask for your consent for this. We also have a legitimate interest in marketing our products and services.

Generating new customer leads

Organizational data (such as which company and department you work in)

We have a legitimate interest in marketing our products and services.

Customers
Vendors

Assessing credit and payment history, facilitate payments, fulfil anti-money laundering obligations, and manage payments.

Financial data (such as credit or payment information, bank account details)

To perform a contract with you, or to take steps before entering into a contract.

External advisors
Vendors
Authorities

To fulfil our legal obligations, for example accounting and anti-money laundering obligations under applicable laws, and in cases where a specific law does not apply, pursuant to our legitimate interests to transact business with credit-worthy customers.

Facilitating order management, shipment and warranty and administer service agreements.	Contract data (such as sales/purchase orders, shipment address or return to address), billing information, and other information collected under our contracts	To perform a contract with you, or to take steps before entering into a contract. We also have a legitimate interest in operating and improving our business operations.	Vendors Intermediaries
Administering the relationship and communicating and developing new training opportunities you may be interested in.	Learning/training records (such as training attendance, completion of learning activities, competence data, qualifications)	To perform a contract with you, or to take steps before entering into a contract. We also have a legitimate interest to keep you up to date with the best practice use of our products and services.	External advisors Vendors
Communicating in the language of your choice and catering for dietary requirements.	Individual preferences (such as language and food preferences)	We may ask for your consent for this. We also have a legitimate interest in operating and improving our business operations.	Vendors
Fulfilling contracts and warranties, product development and fulfilling our support and maintenance obligations.	Service and warranty data (such as Repair and service history and claims)	To perform a contract with you, or to take steps before entering into a contract. We also have a legitimate interest in operating and improving our business operations.	Vendors
In connection with our digital services, establishing IT system accounts and access to our digital systems and preventing the misuse of our service.	Log-in information such as first and last name, user-name, log in credentials, email address, company that you work for.	To perform our legitimate interest to identify our customers as authorised end-users and to provide secure digital solutions to our customers. We also have the legitimate interest to continually improve our services.	Vendors
Fulfilling our legal	Health and safety data (such	To perform our contract with you.	External advisors Authorities

obligations to record incidents and managing claims, as well as improving safety in hazardous environments and facilitating access to individuals with accessibility needs.	as incidences occurring during visits to our test and manufacturing facilities, and any injuries that may occur from use of our equipment)	<p>We have legal obligations under various health and safety laws.</p> <p>We also have a legitimate interest in ensuring the safety of our business operations.</p>	Vendors
<i>Please note that some of this data may be seen as sensitive personal data (or special category data in certain jurisdictions), requiring a higher level of protection than other forms of personal data.</i>			
Arranging travel to Sandvik sites and events.	Travel data (such as visa and passport information, travel costs, itinerary)	We have legitimate interests in managing visits to our sites and events.	External advisors Authorities Vendors
Sponsorship and Community work:	Contact information of the recipients receiving the donations	We have legitimate interests in supporting the communities where we do business	Vendors
Comply with trade sanctions and export control laws applicable to our operations globally, which may include laws in the EU, US, and other jurisdictions necessary for our global operations. This includes	Personal data such as full name, email address, date of birth, nationality, and identification numbers (e.g., passport or national ID where required for screening). We may also process publicly available information	<p>Legal obligation under EU or Member State law where applicable.</p> <p>Where no legal obligation exists under EU law, processing is based on our legitimate interests to operate and sell our products and services globally, to comply with international sanctions law and to</p>	Competent regulatory or enforcement authorities (e.g., EU, OFAC, regulators); our legal and compliance advisors; Third-party service providers assisting with sanctions screening; banks for their regulatory compliance; and other legal entities within the Sandvik group.

screening individuals and entities against official sanctions lists to prevent prohibited transactions and ensure regulatory compliance.

relevant to sanctions compliance (such as information relating to sanctions or criminal offences) and handled in accordance with applicable laws and subject to enhanced safeguards where required.

manage legal and reputational risks.

Third party sources: Official sanctions lists (e.g., EU Consolidated List, OFAC SDN List); Publicly available sources; Third-party screening service providers.

You are a Digital registrant

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Purposes	Types of data & Third-Party Sources of Collection if relevant	Legal grounds	External Recipients
<p>(1) Communicating with you based on customer service requests and any other queries you send us during our contractual relationship, and informing you about safety and technical matters;</p> <p>(2) Providing you information about products and services that may</p>	<p>Contact data (such as name, business address, email address, and phone number)</p>	<p>(1) To perform a contract with you, to take steps before entering into a contract or for our legitimate interests to operate and improve our business operations and to help you get the most value out of your Sandvik products and services;</p> <p>(2) We have legitimate interests to market our</p>	<p>External advisors Vendors</p>

be of interest to you;

(3) Generating new customer leads

products and services and sometimes, we will ask for your consent.

(3) We have legitimate interest to market our products and services, and sometimes we will ask for your consent.

Understanding what products and services you might be interested in.

Organizational data (such as which company and department you work in)

We may ask for your consent for this.

Vendors

We also have a legitimate interest in marketing our products and services,

To communicate in the language of your choice and cater for dietary requirements.

Individual preferences (such as language and food preferences)

We may ask for your consent for this.

Vendors

We also have a legitimate interest in operating and improving our business operations.

Following up with you about the products or services you showed interest in and providing you information about related products and services.

Information about the event you attended

We may ask for your consent for this.

Vendors

Information about where you were on the Internet when you gave us your contact information and the material you downloaded from our website. Information about the Sandvik community blog or chat forums you participated in.

We also have a legitimate interest in marketing our products and services.

(1) Allow us to better service you in response to customer service

Information about Sandvik newsletters or other Sandvik content you have subscribed to.

Device data (such as IP address, cookies, session identifiers, browser

(1) We have a legitimate interest in ensuring the correct functioning of our

External advisors
Vendors

requests and other website or mobile device transactions;	type, web pages viewed and links clicked).	websites and fulfilling website transaction activities;
(2) Administering promotions, surveys or other website features.	Please see the Cookie privacy policy and if you are visiting a Sandvik affiliate, please see the Cookie privacy policy link at the bottom of your website.	(2) Our legitimate interests to market products and services.

You are a Physical Registrant

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Purposes	Types of data & Third-Party Sources of Collection if relevant	Legal grounds	External Recipients
<p>(1) To send you information about product and services, including about safety and technical matters;</p> <p>(2) To send you information about product and services that you may be interested in for the purposes of generating new sales;</p>	<p>Contact data (such as name, business address, email address, and phone number)</p>	<p>(1) To perform a contract with you, or to take steps before entering into a contract or we have a legitimate interest based on the contract with your organization to operate and improve our business operations. We also have a legitimate interest to keep you informed of relevant products and services.</p> <p>(2) Our legitimate interests in marketing our products and services, and sometimes we will ask for your consent if you are a potential customer.</p>	<p>Vendors</p>

<p>Limited camera surveillance at certain locations to:</p> <ul style="list-style-type: none"> - provide access to sites - prevent and monitor access to unauthorised persons - prevent and investigate property damage and other crimes - investigate incidents and accidents 	<p>Video, photo, time and location of recording, vehicle licence plate</p>	<p>We have a legitimate interest in preventing and detecting crime or other wrongdoing and in improving our safety response to the individuals on our premises in case of emergencies occurring on our premises.</p>	<p>External advisors Authorities Vendors</p>
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<p>Sales and Marketing To understand what products and services you might be interested in</p>	<p>Organizational data (such as which company and department you work in)</p>	<p>We have a legitimate interest in marketing our products and services, and sometimes, we will ask for your consent.</p>	<p>Vendors</p>
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<p>Generating new customer leads</p>		<p>We have legitimate interest to market our products and services, and sometimes we may ask for your consent.</p>	
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<p>To communicate in the language of your choice and cater for dietary requirements.</p>	<p>Individual preferences (such as language and food preferences)</p>	<p>We may ask for your consent for this.</p> <p>We also have a legitimate interest in operating and improving our business operations.</p>	<p>Vendors</p>
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<p>(1) To follow up with you about the product or service you showed interest;</p>	<p>Information about the event you attended</p>	<p>(1) We have a legitimate interest in marketing our products and services;</p>	<p>Vendors</p>
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<p>(2) To send you information about</p>		<p>(2) We have a legitimate interest in marketing our</p>	
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related products and services.

products and services, and sometimes we will ask for your consent.

You are a Digital Visitor

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Purposes	Types of data & Third-Party Sources of Collection if relevant	Legal grounds	External Recipients
<p>To follow up with you about the product or service you showed interest in and send you information about related products and services.</p>	<p>Information about the event you attended</p>	<p>Your consent. We also have a legitimate interest in marketing our products and services.</p>	<p>Vendors</p>
<p>(1) To allow us to better service you in responding to your customer service requests and other website or mobile device transactions;</p>	<p>Device data (such as IP address, cookies, session identifiers, browser type, web pages viewed and links clicked).</p>	<p>(1) We have a legitimate interest in ensuring the correct functioning of our website and fulfilling website transaction activity;</p>	<p>External advisors Vendors</p>
<p>(2) To administer a promotion, survey or other website feature.</p>	<p>Please see the Cookie privacy policy and if you are visiting a Sandvik affiliate, please see the Cookie privacy policy link at the bottom of your website.</p>	<p>(2) Our legitimate interests to market products and services.</p>	

You are a Facility visitor

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Purposes	Types of data & Third-Party Sources of Collection if relevant	Legal grounds	External Recipients
<p>(1) To send you information about product and services, including</p>	<p>Contact data (such as name, business address, email address, and phone number)</p>	<p>(1) To perform a contract with you, or to take steps before entering into a contract or</p>	<p>External advisors Authorities Vendors</p>

about safety and technical matters;

(2) To send you information about product and services that you may be interested in for the purposes of generating new sales;

if we have a contract with your organization, we have legitimate interests to operate and improve our business operations. We also have a legitimate interest to keep you informed of relevant products and services.

(2) Our legitimate interests in marketing our products and services, and sometimes we will ask for your consent if you are a potential customer.

To undertake limited camera surveillance at certain locations to:

- provide access to sites
- prevent and monitor access to unauthorised persons
- prevent and investigate property damage and other crimes
- investigate incidents and accidents

Video, photo, time and location of recording, vehicle licence plate

We have a legitimate interest in preventing and detecting crime or other wrongdoing.

External advisors
Authorities
Vendors

(1) To understand what products and services you might be interested in.

(2) Generating new customer leads

Organizational data (such as which company and department you work in)

(1) We have a legitimate interest in marketing our products and services, and sometimes, we will ask for your consent.

Vendors

		(2) We have legitimate interest to market our products and services, and sometimes we may ask for your consent.	
To communicate in the language of your choice and cater for dietary requirements.	Individual preferences (such as language and food preferences)	We may ask for your consent for this.	External advisors Vendors
		We also have a legitimate interest in operating and improving our business operations.	
To arrange travel to Sandvik sites and events.	Travel data (such as visa and passport information, travel costs, itinerary)	We also have a legitimate interest in managing our sites and events.	External advisors Authorities Vendors
To follow up with you about the product or service you showed interest in and send you information about related products and services.	Information about the event you attended	We may ask for your consent for this.	Vendors
		We also have a legitimate interest in marketing our products and services.	
For travel and transfer arrangements and welcome messages.	Information about your visit (location, date and time)	We also have a legitimate interest in managing our sites and events.	External advisors Vendors
To facilitate and manage parking permits.	License plate	We also have a legitimate interest in managing our sites and events.	Vendors

You are a Shareholder

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Purposes	Types of data & Third-Party Sources of Collection if relevant	Legal grounds	External Recipients	Retention Period
To manage and keep our shareholder register up to date	Shareholder characteristics (such as contact information, identity)	We have a legal obligation to manage and keep our shareholder register up to	External advisors Vendors The Public	Personal data is stored for this purpose as long as necessary under applicable laws. For example, if you are a shareholder of a

	information, profile data shareholder information)	date in accordance with applicable laws.	Sandvik company established in Sweden, your personal data will be kept for a minimum period of ten years following the dissolution of the relevant Sandvik company, in accordance with the Swedish Companies Act (2005:551)
To administer, invite and carry out shareholder meetings (or other meetings with shareholders as necessary), which includes, for example, to administer the voting and decide upon dividends.	Shareholder characteristics and communication (such as contact information, identity information, and communication data)	We have a legal obligation to manage and carry out shareholders' meetings in accordance with applicable laws.	Personal data is stored for this purpose as long as necessary under applicable laws. For example, if you are a shareholder of a Sandvik company established in Sweden, your personal data will be stored and made available to all shareholders for a minimum period of ten years following the dissolution of the relevant Sandvik company, in accordance with the Swedish Companies Act (2005:551).
To manage the shareholder relationship, including communicating about the business and to provide updates such as press releases, financial reports and newsletters, about our business that we believe will be of interest for you as a shareholder.	Shareholder characteristics and communication (such as contact information, identity information, profile data shareholder information, and communication data)	We have a legitimate interest to manage the relationship with you as a shareholder and to communicate relevant information about our business.	Personal data is stored for as long as you are a shareholder. Please note that you may unsubscribe from newsletters at any time by clicking on the unsubscribe link available in each communication, or by contacting us at the contact details.
Manage your shareholding interest in Sandvik and allow you to	Contact data (such as name, business address, email	To comply with legal requirements under the	

exercise your shareholder rights.

address, and phone number)

relevant local company law.

We also have a legitimate interest in operating and improving our business operations.

You are a Board Member

Purposes	Types of data & Third-Party Sources of Collection if relevant	Legal grounds	External Recipient	Retention Period
To manage the relationship with you as a board member, for example to appoint board members, carry out board meetings, manage remuneration and expenses, document the business (such as information in minutes) and communicate with you as a board member	Financial data and Board Member characteristics (such as contact information, identity information, profile data, picture, video and audio material, and salary and remuneration data)	The relevant board member agreement with you. If we have not entered into a board member agreement with you or if the activity is not strictly necessary to fulfil such agreement, the processing of your personal data is necessary to satisfy our legitimate interest in managing the business relationship with you.		<p>Personal data is stored during the board assignment.</p> <p>Personal data in business-related documents and contracts of key relevance for the relevant Sandvik company are stored until further notice.</p> <p>Board minutes are stored as long as they are necessary and relevant for the business in accordance with applicable laws.</p>
To fulfil anti-money laundering obligations and financial fitness assessments where required by law, such as "know your customer" KYC procedures.	Board Member characteristics (such as contact information, identify information, profile data and skills data)	To comply with legal requirements under the relevant local company law. We also have a legitimate interest in operating and improving our business operations.		Personal data is stored during your board assignment

In all cases, we may collect, use and store certain of the personal data above for our legitimate interests to maintain proper record keeping in order to operate and improve business operations and to document our business and related activities, such as company milestones and events, and where we have tax or company law requirements to keep records.

We may also use this data for our legitimate interests to develop and improve the business, including our services and products. Examples include to draft reports, analyse and compile statistics of various activities and events (such as sales, results and partnerships).

We may also use personal data, if necessary, for our legitimate interests to manage, defend and exercise legal claims.

Sharing information outside of Sandvik

Sandvik does not sell, trade, or otherwise transfer your personal data to outside parties except as provided below. Sandvik may share your data with the following categories of recipients:

Third parties (controllers)

When necessary, we may share your personal data with external recipients who are responsible for their own processing of your personal data, unless we have stated otherwise or we remain responsible under applicable laws. These recipients are known as “controllers” under the GDPR. For transfers occurring from cookies and other such tracking technologies, please see the [Cookie privacy policy](#), and if you are visiting a Sandvik affiliate, please see the Cookie privacy policy link at the bottom of your website.

These third parties include:

- Other Sandvik group companies for our legitimate interests in running our business operations, and subject to inter-company agreements.
- Business partners such as authorised resellers or distributors, for our legitimate interests in running our business operations.
- Appropriate authorities, including law enforcement, when necessary to comply with laws or to protect our rights or the rights of others.
- External auditors when required to do so in accordance with legal obligations.

Our vendors (also known as processors, suppliers or service providers)

We will also at times engage vendors to fulfil some of the purposes described above. For example, we use processors for our digital services and marketing.

Accordingly, these vendors will process personal data on our behalf and in this capacity, they may not process your personal data for their own purposes and are legally and contractually obligated to protect your personal data.

Where we transfer your personal data

Due to Sandvik’s global operations, it might be necessary to move or disclose your personal data to recipients in different countries for our business needs. These countries include: Sweden, US, India, South Africa, Australia, Brazil and China. Sandvik will comply with applicable local laws when it does this.

For personal data collected in the European Economic Area

Consequently, if you are in Europe for instance, your data has been or may be transferred to recipients in so-called third countries (these are countries outside the European Economic Area, “EEA” for short) that may not offer an equivalent level of protection as in the EEA. If personal data is transferred to locations

outside the EEA, we ensure, as required by law, that your data protection rights are adequately protected, either because the European Commission has decided that the country to which personal data is transferred ensures an adequate level of protection (Art. 45, GDPR) or because the transfer is subject to appropriate safeguards such as the EU's standard contractual clauses (Art. 46, GDPR) with the recipient or binding corporate rules (Art. 47 GDPR), or because an exception applies (Art. 49 GDPR).

For more information about international data transfers, and if you would like a copy of the relevant mechanism used, contact us at privacy@sandvik.com.

Your rights

For data subjects in the EEA/EU and United Kingdom

You have the right to:

1. Know what data Sandvik holds about you;
2. Restrict, under certain circumstances, our processing of your data;
3. Ask for access to your data; and
4. Have your data corrected if inaccurate or out of date.

You can also object, based on your personal circumstances, to our processing of your data for our legitimate interests or object to our decisions about you based on profiling or automated decisions using your personal data (we will generally tell you separately if we are conducting significant automated decision making). In some cases, you can ask us to completely erase your data from our systems, and in other cases you can ask us to provide your data in a machine-readable format and have the data transferred to another company.

These rights may be limited, for example if fulfilling your request would reveal personal data about another person, or if you ask us to delete information which we are required by law or have compelling legitimate interests to keep. In some cases, they may apply differently depending on which country you are in and which Sandvik company is the "controller".

For data subjects in Australia

If you are in Australia, under the *Privacy Act 1988* (Cth) you have the right to:

1. Ask for access to the personal information that Sandvik holds about you; and
2. Have your personal information corrected if it is inaccurate, out of date, incomplete, irrelevant or misleading.

These rights may be limited in certain circumstances, for example if fulfilling your request would reveal personal information about another person, would have an unreasonable impact on the privacy of others, or if we are required or authorised by law to refuse your request.

There is no charge for requesting access to your personal information, but we may require you to meet our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

We will respond to your requests to access or correct personal information in a reasonable time and will take all reasonable steps to ensure that the personal information we hold about you remains accurate, up to date, complete, relevant and not misleading.

To exercise any of these rights, please visit our privacy portal at [Data privacy](#).

If we collect personal data based on your consent, you can withdraw your consent at any time (although this won't affect the lawfulness of our use of your data before you withdrew consent). You can exercise this right by clicking on "withdrawing consent", clicking on the "unsubscribe" link located at the bottom of Sandvik

marketing emails or web forms where we obtained your consent or by contacting us using the details set out in the “Contact Us” section below.

In some cases, we are able to send you direct marketing without your consent, where we rely on our legitimate interests, if permitted to do so under applicable laws, or another ground under applicable local law applies. You can always opt-out of direct marketing. You can do this by following the instructions in the communication where this is an electronic message, or by contacting us using the details set out in the “Contact Us” section below.

If you have a complaint about how we have handled your personal data, please contact us using the details in the “Contact us” section below. We will investigate your complaint and respond within a reasonable period (generally 30 days). While we always appreciate the opportunity to resolve your concerns first, you have the right to contact or lodge a complaint with a data protection authority if you have concerns about our handling of your personal data. This could be:

- The Swedish Authority for Privacy Protection (IMY) which regulates Sandvik AB, the parent company of the Sandvik group of companies;
- The authority in the country of the Sandvik company that collected your data; or
- The authority in the country where you believe a violation of your personal data rights occurred.

How long do we keep your personal data (retention periods)

We keep your personal data only for as long as needed to fulfil the purposes described above and as needed to meet legal data retention requirements (including but not limited to: contractual periods, warranty and product liability requirements, legal reporting obligations, retention requirements necessary for anticipated disputes, and to prevent fraud). Where we no longer have a legitimate business need for the data, or are no longer entitled to retain data under applicable local laws, we will either anonymise it so that it can no longer be traced to you or we will delete it.

The below standard retention periods apply to the types of personal data referenced in this Privacy Notice. These retention periods are subject to: certain rights available to you (such as your right to erasure); choices and permissions you have selected; periodic changes to legal obligations we must comply with; or where we have otherwise notified you of a different retention period. For more information about retention periods for the processing activities described above, please submit a Personal Data Request at [Data privacy](#).

- For as long as you have a business relationship with us (for example, as a Customer or Supplier), we keep your contact information and for an additional period of up to 5 years.
- Contact details of non-customers and other information regarding the communication for up to 12 months following our last interaction with you or any request for a product or service. This period will begin again following any new interaction with us.
- Where we process personal data for other marketing purposes or with your consent, we usually keep the data until you change your preferences or opt-out, and for a short period afterwards (to allow us to implement your requests). We keep a record of the fact you have asked us not to contact you, so we can respect your preferences in the future.
- In case of potential legal disputes, we keep copies of relevant personal data for as long as we have a business relationship with you and for a short period afterwards. This may differ depending on the country, due to different local legal requirements. For example, in the UK this will be 6 years to reflect the statutory limitation period for most claims, but in Sweden this will be ten years.
- For online identifiers, tracked by cookies and other such tracking devices, we keep the information for up to 36 months from the date of your last interaction with us. Please refer to our cookie policy and cookie banner for their specific duration times.

- For customer care interactions, the retention period depends on your country of residence and ranges between 1 to 10 years from the date the case is closed. For details connected to your market, please submit a Personal Data Request at [Data privacy](#).
- Call recordings and chat transcripts are kept for up to 1 year from the date of the call or the chat.
- For specific digital services, please refer to the specific privacy notices sent for the applicable digital service.
- Contract data is kept for the duration of the agreement and for an additional period of up to 5 years.
- Personal data obtained through camera surveillance (CCTV) is kept up to 30 days after the visit.
- We keep certain business records indefinitely (for example company records, which may include data of Board members or Shareholders).
- Personal data is retained only as long as necessary to fulfil the purposes described above and to comply with legal obligations, including recordkeeping requirements under OFAC's Reporting, Procedures and Penalties Regulations (RPPR).

You can ask us for more specific information about retention periods using the details in the "[Contact us](#)" section below.

How do we hold your personal data?

We hold most information about you in computer systems and databases operated by either us or our external service providers. Some information about you is recorded in paper files that we store securely.

We implement and maintain reasonable technical and organisational processes and security measures to protect personal information which we hold from misuse, interference or loss, and from unauthorised access, modification or disclosure.

Blogs, chat rooms and bulletin boards

Sandvik may provide blogs, chat rooms or bulletin boards on our websites. Any personal information you choose to submit in such forum may be read, collected, or used by others who visit these forums. These non-Sandvik third parties may at their own discretion send you unsolicited messages. We are not responsible for these third parties' handling of your personal data.

We post a list of customers' references and testimonials about our products and services only upon consent of each customer.

Cookies

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