

1. Scope

- 1.1 The following terms and conditions apply to agreed services including consultancy services, information, deliveries and similar services as well as ancillary services and other secondary obligations provided within the scope of contract performance.
- 1.2 The client's General Terms and Conditions of Business, including the client's Terms and Conditions of Purchasing, if any, shall not apply and shall hereby be expressly excluded. No contractual terms and conditions of the client shall form part of the contract even if TÜV Rheinland Arabia LLC does not explicitly object to them.

2. Quotations

Unless otherwise agreed, all quotations submitted by TÜV Rheinland Arabia LLC shall be subject to change without notice.

3. Coming into effect and duration of contracts

- 3.1 The contract shall come into effect for the agreed term upon the quotation letter of TÜV Rheinland Arabia LLC or a separate contractual document being signed by both contracting parties, or upon the works requested by the client being carried out by TÜV Rheinland Arabia LLC. If the client instructs TÜV Rheinland Arabia LLC without receiving a prior quotation from TÜV Rheinland Arabia LLC (quotation), TÜV Rheinland Arabia LLC is – in its sole discretion – entitled to accept the order by giving written notice of such acceptance (including notice sent via electronic means) or by performing the requested services.
- 3.2 The contract term starts upon the coming into effect of the contract in accordance with article 3.1 and shall continue for the term agreed in the contract.
- 3.3 If the contract provides for an extension of the contract term, the contract term will be extended by the term provided for in the contract unless terminated in writing by either party with a six-week notice to the end of the contractual term.

4. Scope of services

- 4.1 The scope of the services shall be decided solely by a unanimous declaration issued by both parties. If no such declaration exists, then the written confirmation of order by TÜV Rheinland Arabia LLC shall be decisive.
- 4.2 The agreed services shall be performed in compliance with the regulations in force at the time the contract is entered into.
- 4.3 Furthermore, TÜV Rheinland Arabia LLC is entitled to determine (in its sole discretion) the method and nature of the assessment unless otherwise agreed in writing or if mandatory provisions require a specific procedure to be followed.
- 4.4 On execution of the work there shall be no simultaneous assumption of any guarantee of the correctness (proper quality) and working order of either tested or examined parts nor of the installation as a whole and its upstream and/or downstream processes, organisations, use and application in accordance with regulations, nor of the systems on which the installation is based; in particular, no responsibility shall be assumed for the construction, selection of materials and assembly of installation, nor for their use and application in accordance with regulations unless these questions are expressly covered by the contract.
- 4.5 In the case of inspection work, TÜV Rheinland Arabia LLC shall not be responsible for the accuracy or checking of the safety programmes or safety regulations on which the inspections are based, unless otherwise expressly agreed in writing.

5. Performance periods/dates

- 5.1 The contractually agreed periods and dates of performance are based on estimates of the work involved which are prepared in line with the details provided by the client. They shall only be binding if confirmed as binding by TÜV Rheinland Arabia LLC in writing.
- 5.2 If binding periods of performance have been agreed, these periods shall not commence until the client has submitted all required documents to TÜV Rheinland Arabia LLC. This also applies, even without express approval by the client, to all extensions of agreed dates for performance not caused by TÜV Rheinland Arabia LLC.

6. The client's obligation to cooperate

- 6.1 The client shall guarantee that all cooperation required on its part, its agents or third parties will be provided in good time and at no cost to TÜV Rheinland Arabia LLC.
- 6.2 Design documents, supplies, auxiliary staff, etc. necessary for performance of the services shall be made available free of charge by the client. Moreover, collaborative action of the client must be undertaken in accordance with legal provisions, standards, safety regulations and accident prevention instructions.
- 6.3 The client shall bear any additional cost incurred on account of work having to be redone or being delayed as a result of late, incorrect or incomplete information or lack of proper cooperation. Even where a fixed or maximum price is agreed, TÜV Rheinland Arabia LLC shall be entitled to charge extra for such additional expense.

7. Health, Safety & Environment

- 7.1 The client shall ensure TÜV Rheinland Arabia LLC employees are provided with a safe work environment for executing the work assignments at client's premises and also provide necessary HSE inductions on workplace hazards, additional activity specific personnel protective equipment as applicable.
- 7.2 The client shall support any Environment related initiatives run by TÜV Rheinland Arabia LLC.

8. Assignment and Subcontractors

- 8.1 TÜV Rheinland Arabia LLC is authorized to assign its rights and obligations under the contract in whole or in part to companies affiliated with it in accordance with Saudi Civil Law (Royal Decree No. M/191, June 18, 2023).
- 8.2 TÜV Rheinland Arabia LLC is authorized to commission third parties to provide services in accordance with the contract.

9. Cancellation / Termination Rights

- 9.1 The contract may be terminated by either party at any time for good cause. TÜV Rheinland Arabia LLC may terminate the contract for good cause in particular if
 - 9.1.1 the client is in default with the fulfilment of its obligations to cooperate, finally refuses to do so or the obligations to cooperate are not fulfilled for a total of more than three months for reasons for which TÜV Rheinland Arabia LLC is not responsible,
 - 9.1.2 a significant deterioration in the client's financial circumstances occurs, TÜV Rheinland Arabia LLC's payment claims are jeopardized as a result and the client neither fulfils the contractual obligations nor provides appropriate security within a reasonable period of time,
 - 9.1.3 the client's business activities seriously jeopardize TÜV Rheinland Arabia LLC's reputation or image in the public eye; such a threat exists in particular in the event of a significant violation of ethical or social standards or in the event of unfair or harmful actions or omissions by the client that are likely to significantly damage TÜV Rheinland Arabia LLC's reputation in the public eye;
 - 9.1.4 the client attempts in an unauthorized manner to influence the measurement or test results of TÜV Rheinland Arabia LLC, e.g. through misrepresentation or deception, or to influence the integrity of TÜV Rheinland Arabia LLC,
 - 9.1.5 TÜV Rheinland Arabia LLC is temporarily (for a period of at least three months) or permanently not authorized or not in a position to provide, continue or complete the contractual service for reasons for which it is not responsible, e.g. in the event of force majeure, loss of accreditation or discontinuation of test bases.
- 9.2 The cancellation must be in writing.

10. Invoicing of work

- 10.1 If the scope of performance is not laid down in writing when the order is placed, invoicing shall be based on costs incurred. If no payment is agreed in writing, invoicing shall be in accordance with the TÜV Rheinland Arabia LLC price list valid at the time of performance.
- 10.2 Unless otherwise agreed, work shall be invoiced according to the progress of the work.
- 10.3 If the execution of an order extends over more than one month and the value of the contract or the

agreed fixed price exceeds 10,000.00 SAR, TÜV Rheinland Arabia LLC may demand payments on account or in instalments.

11. Payment terms

- 11.1 All invoice amounts shall be due for payment without deduction on receipt of the invoice. No discounts shall be granted.
- 11.2 Payments shall be made to the bank account of TÜV Rheinland Arabia LLC as indicated on the invoice, stating the invoice and customer numbers.
- 11.3 In cases of default of payment, TÜV Rheinland Arabia LLC shall be entitled to claim default interest at a rate of 12%. At the same time, TÜV Rheinland Arabia LLC reserves the right to claim further damages.
- 11.4 Should the client default in payment of the invoice despite being granted a reasonable grace period, TÜV Rheinland Arabia LLC shall be entitled to cancel the contract, withdraw the certificate, claim damages for non-performance and refuse to continue performance of the contract without prejudice to rights of TÜV Rheinland Arabia LLC to institute any and all legal proceedings and pursue any remedies available under applicable law against the client.
- 11.5 The provisions set forth in article 11.4 shall also apply in cases involving returned and /or dishonored cheques, cessation of payment, commencement of insolvency proceedings against the client's assets or cases in which the commencement of insolvency proceedings has been dismissed due to lack of assets.
- 11.6 Objections to the invoices of TÜV Rheinland Arabia LLC shall be submitted in writing within two weeks of receipt of the invoice.
- 11.7 TÜV Rheinland Arabia LLC shall be entitled to demand appropriate advance payments.
- 11.8 TÜV Rheinland Arabia LLC shall be entitled to raise its fees at the beginning of a month if overheads and/or purchase costs have increased. In this case, TÜV Rheinland Arabia LLC shall notify the client in writing of the rise in fees. This notification shall be issued one month prior to the date on which the rise in fees shall come into effect (period of notice of changes in fees). If the rise in fees remains under 5% per contractual year, the client shall not have any special right of termination. If the rise in fees exceeds 5% per contractual year, the client shall be entitled to terminate the contractual relationship by the end of the period of notice of changes in fees. On the earlier of where contract is not terminated or where client does not object within one week of notification of the rise in fees, the changed fees shall be deemed to have been agreed upon expiry of the above period.
- 11.9 Only legally established and undisputed claims may be offset against claims by TÜV Rheinland Arabia LLC.

12. Acceptance

- 12.1 Any part of the work ordered which is complete in itself may be presented by TÜV Rheinland Arabia LLC for acceptance as an instalment. The client shall be obliged to accept it immediately.
- 12.2 If the client fails to fulfil its acceptance obligation immediately, acceptance shall be deemed to have taken place 4 calendar weeks or such other time constraint as indicated in writing by TÜV Rheinland Arabia LLC to the client, after performance of the work if TÜV Rheinland Arabia LLC has specifically made the client aware of the aforementioned deadline upon performance of the service.

13. Appointment Cancellations

- 13.1 Appointment cancellations by client up to four working days before the start of the inspection will not be charged. For appointment cancellations between one and three working days before the start of the inspection, 50% of the inspection costs or the scheduled time of the expert at the current hourly rate will be charged. For appointment cancellations on the day of the inspection, 100% of the inspection costs or the scheduled time of the expert at the current hourly rate will be charged. The client reserves the right to prove that the expenses saved by TÜV Rheinland LLC in the specific individual case are higher.

14. Confidentiality

- 14.1 "Confidential Information" means all information, documents, pictures, drawings, know-how, data samples and project documents handed over by one Party (hereinafter "Disclosing Party") or

otherwise disclosed from the beginning of the contract. This also includes copies of this information in paper and electronic form. When provided in writing or in any physical form, Confidential Information must be identified by the words "confidential" or a similar wording indicating the confidential nature of the information.

In the case of Confidential Information that is passed on orally, appropriate prior information must be provided. Confidential information is expressly not the data and know-how collected, compiled or otherwise obtained by TÜV Rheinland Arabia LLC (non-personal) within the scope of the

Provision of Services by TÜV Rheinland Arabia LLC. TÜV Rheinland Arabia LLC is entitled to store, use, further develop and pass on the data obtained in connection with the provision of Services for the purpose of developing new Services, improving Services and analysing the provision of Services.

14.2 Confidential Information

- a) may only be used by the Receiving Party to fulfil the purpose of the contract, unless otherwise expressly agreed in writing with the Disclosing Party,
- b) may not be duplicated, distributed, published or passed on in any other form by the receiving Party, with the exception of such Confidential Information necessary to fulfil the purpose of the contract or such Confidential Information which the Receiving Party must pass on the basis of judicial instructions or legal or government regulations; this concerns in particular the Confidential Information to be passed on to supervisory authorities and/or accreditors of TÜV Rheinland Arabia LLC within the framework of the provision of Services to Affiliated Companies of TÜV Rheinland Arabia LLC or subcontractors or their respective employees. "Affiliated Companies" shall mean all companies, directly or indirectly, owned or controlled by, or owning or controlling, or under common control with a Party. For purpose of this definition "control" of a company shall mean to have, directly or indirectly, (i) the ownership of the majority of shares or voting rights or (ii) the right to elect or appoint, directly or indirectly, the majority of the managing directors, the board of directors, or a similar managing body or (iii) the power to direct or cause the direction of the management and policies of a corporation, company or other entity.
- c) Must be treated confidentially by the Receiving Party in the same way as it treats its own Confidential Information, but in no case less carefully than with requisite care & attention.

14.3 The Receiving Party shall make the Confidential Information received from the Disclosing Party available only to those persons who need it to provide Services under this GTC. These persons include advisors to the receiving Party and its Affiliates.

14.4 The term "Confidential Information" does not include information which:

- a) Was already generally known at the time of publication or becomes known to the general public without a violation of this GTC, or
- b) Was demonstrably known to the Receiving Party at the time of conclusion of the contract or are thereafter disclosed in a justified manner by a third Party; or
- c) Was already in the possession of the Receiving Party prior to transmission by the Disclosing Party; or
- d) The Receiving Party has independently developed irrespective of the transmission by the Disclosing Party.
- e) Is mandatory by law or by an order of the Courts to disclose such information.

14.5 Confidential information remains the property of the respective Disclosing Party. The Receiving Party hereby agrees to immediately (i) return all Confidential Information, including all copies thereof, to the Disclosing Party at any time upon the request of the Disclosing Party, or to (ii) destroy the Confidential Information, including all copies thereof, upon the request of the Disclosing Party, and to confirm in writing the Disclosing Party the fact of such destruction.

The above-mentioned obligation to return or

destroy does not apply to:

- a) Reports and certificates drawn up exclusively for the purpose of fulfilling the contractual obligations under the contract for the client, which remain with the client. However, TÜV Rheinland Arabia LLC is entitled to take copies of this and the Confidential Information, which forms the basis for the preparation of these reports and certificates, as proof of proper performance of the contract and for general documentation purposes for its files; or
- b) Confidential Information that is stored on backup servers or in analog backup systems on a generational basis during routine data backups as part of normal archiving processes; or
- c) The extent contrary to laws, regulation, orders of a competent court, an administrative or supervisory authority or an accreditation body.

14.6 This confidentiality obligation exists from the beginning of the contract and continues to apply for a period of five years after termination of contract.

15. Copyrights and rights of use, publication

15.1 The copyrights of the reports, test reports, test results, expert opinions, results, calculations, representations, etc. prepared within the scope of the order (hereinafter "Performance Results") are owned by TÜV Rheinland Arabia LLC. As the owner of the copyrights, TÜV Rheinland Arabia LLC is free to grant others the right to use the Performance Results for individual or all types of use (hereinafter "Right of Use").

15.2 The client receives a non-exclusive, unlimited, non-transferable, non-sub licensable right of use to the contents of the service results produced within the scope of the order, unless otherwise contractually agreed in individual cases. The Right of Use is limited to contractual purpose (e.g. use of test reports, audit reports as proof of audits carried out or in the case of a contractually agreed review of a management system for conformity with certification conditions as proof of the corresponding decision).

15.3 The transfer of Rights of Use of the generated Performance Results regulated in Clause 15.2. of these GTC is subject to full payment of the remuneration agreed in favor of TÜV Rheinland Arabia LLC.

15.4 The client may only pass on the Performance Results in full unless TÜV Rheinland Arabia LLC has given its prior written consent to the partial passing on of Performance Results.

15.5 Any publication or reproduction of the Performance Results for advertising purposes or any further use of the Performance Results beyond the scope regulated in Clause 15.2 requires the prior written consent of TÜV Rheinland Arabia LLC in each individual case. The client shall be responsible for and hold TÜV Rheinland Arabia LLC harmless from any damages or complaints caused by publication or duplication of the service results for promotion purposes.

15.6 TÜV Rheinland Arabia LLC may revoke a once given approval according to Clause 15.5 at any time without stating reasons. In this case, the client is obliged to stop the transfer of the Performance Results immediately at its own expense and, as far as possible, to withdraw publications.

15.7 The consent of TÜV Rheinland Arabia LLC to publication does not entitle the client to use the corporate logo of TÜV Rheinland Arabia LLC, also registered as a Union trademark (Reg.-No.: 005871116) or the corporate design of TÜV Rheinland as reference advertising.

16. Liability of TÜV Rheinland Arabia LLC

16.1 TÜV Rheinland Arabia LLC is not liable for damages or reimbursement of expenses on whatever legal grounds in particular due to defects, breach of duties arising from the contractual relationship or tort. This applies in particular, but not exclusively, to claims for damages due to lost sales or profits, financing costs as well as damages as a result of business interruption or loss of production.

16.2 The exclusion of liability according to Clause 16.1 shall not apply in the cases set out under Clause 16.4 below.

16.3 Irrespective of the legal basis and in particular in the event of a breach of contractual obligations and tort, the liability of TÜV Rheinland Arabia LLC for

all damage, loss and reimbursement of expenses caused by legal representatives and/or employees of TÜV Rheinland Arabia LLC shall be limited to: (i) in the case of contract with a fixed overall fee, 100 % of the overall fee for the entire contract; (ii) in the case of contracts for annually recurring services, up to maximum of the actual paid portion of the agreed annual fee; (iii) in the case of contracts expressly charged on a time and material basis to a maximum of 20,000 Euro or its equivalent in local currency, and (iv) in the case of framework agreements that provide for the possibility of placing individual orders, up to an amount equal to three times the fee for the individual order under which the damage occurred. The maximum liability of TÜV Rheinland Arabia LLC is limited in any event of damage or loss to 2.5 Mio Euro or its equivalent in local currency.

16.4 The limitation of liability according to article 16.3 above shall not apply to all damage and losses caused by malice, intent or gross negligence on the part of any of the legal representatives of TÜV Rheinland Arabia LLC or their vicarious agents. Such limitation shall also not apply to damages arising from a violation of obligations which TÜV Rheinland Arabia LLC has guaranteed to perform, damages caused by a person's death, physical injury or illness.

16.5 In cases involving a Fundamental Breach of contract, TÜV Rheinland Arabia LLC will be deemed liable under the applicable law even where minor negligence is involved. For this purpose, a "fundamental breach" is a material contractual obligation, the performance of which permits the due performance of the contract and which the client may rely on being complied with. Any claim for damages for a fundamental breach of contract shall be limited to the amount of damage reasonably foreseen as a possible consequence of such breach of contract at the time of the breach (reasonably foreseeable damage), unless any of the circumstances described in article 16.4 apply.

16.6 TÜV Rheinland Arabia LLC shall not be liable for personnel made available by the client to support TÜV Rheinland Arabia LLC in the performance of its services regulated under this contract, unless personnel made available may be regarded as vicarious agents of TÜV Rheinland Arabia LLC. If TÜV Rheinland Arabia LLC is not liable for personnel made available by the client under the foregoing provision, the client shall indemnify TÜV Rheinland Arabia LLC against any claims made by third parties.

16.7 The limitation periods for claims for damages shall be based on statutory provisions.

16.8 None of the provisions of this article 16 changes the burden of proof to the disadvantage of the client.

17. Force Majeure

17.1 "Force Majeure" means the occurrence of an event or circumstance that prevents or impedes a Party from performing one or more of its contractual obligations under the contract, if and to the extent that that Party proves: (a) that such impediment is beyond its reasonable control; and (b) that it could not reasonably have been foreseen at the time of the conclusion of the contract; and (c) that the effects of the impediment could not reasonably have been avoided or overcome by the affected Party.

17.2 In the absence of proof to the contrary, the following events affecting a Party shall be presumed to fulfil conditions (a) and (b) under paragraph 1 of this Clause: (i) war (whether declared or not), hostilities, invasion, act of foreign enemies, extensive military mobilization; (ii) civil war, riot, rebellion and revolution, military or usurped power, insurrection, act of terrorism, sabotage or piracy; (iii) currency and trade restriction, embargo, sanction; (iv) act of authority whether lawful or unlawful, compliance with any law or governmental order, expropriation, seizure of works, requisition, nationalization; (v) plague, epidemic, natural disaster or extreme natural event; (vi) explosion, fire, destruction of equipment, prolonged break-down of transport, telecommunication, information system or energy; (vii) general labor disturbance such as boycott, strike and lock-out, go-slow, occupation of factories and premises.

17.3 The Party successfully invoking this Clause is relieved from its duty to perform its obligations

under the contract and from any liability in damages or from any other contractual remedy for breach of contract, from the time at which the impediment causes inability to perform, provided that the notice thereof is given without delay. If notice thereof is not given without delay, the relief is effective from the time at which notice thereof reaches the other Party. Where the effect of the impediment or event invoked is temporary, the above consequences shall apply only as long as the impediment invoked impedes performance by the affected Party. Where the duration of the impediment invoked has the effect of substantially depriving the contracting Parties of what they were reasonably entitled to expect under the contract, either Party has the right to terminate the contract by notification within a reasonable period to the other Party. Unless otherwise agreed, the Parties expressly agree that the contract may be terminated by either Party if the duration of the impediment exceeds 120 days.

18. Partial invalidity, written form, place of jurisdiction

- 18.1 No ancillary agreements to this contract have been concluded.
- 18.2 All amendments and supplements must be in writing in order to be effective; this also applies to amendments and supplements to the requirement for the written form.
- 18.3 Should one or several of the provisions under this contract be or become ineffective, the contracting parties shall replace the invalid provision with a legally valid provision that comes closest to the content of the invalid provision in legal and commercial terms.
- 18.4 The place of jurisdiction for all disputes arising in connection with this contract shall be Jeddah, Saudi Arabia. This contract is governed by Saudi Arabian substantive law, however, The German Product Liability Act, shall apply.

19. Data Protection Notice

- 19.1 TÜV Rheinland Arabia LLC, with its registered address at Office No. 405, 4th Floor, NIB Business Tower No. 3237, Sari Street, Al Khalidiyah Dist. Jeddah 23423, Kingdom of Saudi Arabia (hereinafter referred to as "TÜV Rheinland Arabia LLC" or the "Controller") is the controlling entity responsible for the processing of personal data as described in this clause, in accordance with the Personal Data Protection Law (PDPL) of the Kingdom of Saudi Arabia (Royal Decree No. M/19 of 9/2/1443 H, as amended) and its Implementing Regulations issued by the Saudi Data and Artificial Intelligence Authority (SDAIA).
- 19.2 TÜV Rheinland Arabia LLC processes personal data on the basis of one or more of the following legal grounds, as applicable: (a) Contractual necessity: processing is necessary for the performance of a contract to which the Client is a party, or to take steps at the Client's request prior to entering into a contract (Article 6(2) PDPL); (b) Legal obligation: processing is necessary for compliance with a legal obligation to which TÜV Rheinland Arabia LLC is subject (Article 6(5) PDPL); (c) Legitimate interest: processing is necessary for the legitimate interests pursued by TÜV Rheinland Arabia LLC or a third party, provided that such interests do not prejudice the rights of the data subject (Article 6(7) PDPL); or (d) Consent: the data subject has provided explicit consent for specific processing activities, where no other legal basis applies (Article 5 PDPL). Personal data is processed for the following purposes: (i) the provision of the agreed services, including testing, inspection, certification, auditing, training, and related technical services; (ii) contract management and administration; (iii) invoicing, payment processing, and financial record-keeping; (iv) compliance with applicable laws, regulations, and accreditation requirements; (v) quality assurance and improvement of services; (vi) communication with the Client regarding service delivery; and (vii) the establishment, exercise, or defense of legal claims.
- 19.3 The categories of personal data collected may include, as applicable to the services provided: (i) identification data (name, title, position, national ID or Iqama number); (ii) contact data (email address, telephone number, postal address); (iii) professional and employment data (employer name, job title, qualifications, professional

certifications); (iv) financial data (bank details, billing information); and (v) any other personal data provided by the Client or generated in the course of service delivery. Where the provision of certain personal data is a contractual or regulatory requirement, TÜV Rheinland Arabia LLC shall inform the Client accordingly. Failure to provide such data may result in the inability to provide the requested services.

- 19.4 Where the nature of the services requires the processing of sensitive personal data (as defined under Article 1 of the PDPL), such as health-related data in the context of occupational health and safety assessments, TÜV Rheinland Arabia LLC shall obtain the data subject's explicit consent prior to processing, unless an exemption under the PDPL applies. Sensitive personal data shall be subject to enhanced security measures in accordance with the PDPL and the Implementing Regulations.
- 19.5 TÜV Rheinland Arabia LLC may disclose personal data to third parties in the course of providing services, including affiliated entities within the TÜV Rheinland Group, accreditation and regulatory bodies, subcontractors, and IT service providers. All third-party recipients are contractually bound to process personal data in accordance with the PDPL and to implement appropriate technical and organizational security measures. Personal data shall not be disclosed to any third party without a lawful basis as set out in the PDPL.
- 19.6 Where it is necessary to transfer personal data outside the Kingdom of Saudi Arabia, TÜV Rheinland Arabia LLC shall ensure that such transfers comply with Article 29 of the PDPL and the Regulations on Personal Data Transfers outside the Kingdom. Transfers shall only take place where: (a) the receiving jurisdiction has been determined by the competent authority to provide an adequate level of data protection; or (b) adequate safeguards are in place, including but not limited to binding corporate rules, standard contractual clauses, or other legally recognized mechanisms approved by the competent authority. Data subjects shall be informed of any such transfer and the safeguards applied.
- 19.7 Personal data shall be retained only for as long as necessary to fulfil the purposes for which it was collected, or as required by applicable laws, regulations, or accreditation standards. Upon expiry of the retention period, personal data shall be destroyed, anonymized, or returned to the Client in accordance with Article 16 of the PDPL and the Implementing Regulations. TÜV Rheinland Arabia LLC shall maintain documented retention schedules and shall ensure secure destruction of personal data through appropriate technical means.
- 19.8 TÜV Rheinland Arabia LLC implements appropriate technical and organizational measures to protect personal data against unauthorized or unlawful processing, accidental loss, destruction, or damage. These measures are maintained in accordance with the requirements of the PDPL, the Implementing Regulations, and applicable standards issued by the National Cybersecurity Authority.
- 19.9 In accordance with Article 3 of the PDPL and the Implementing Regulations, data subjects have the following rights: (a) the right to be informed about the purpose of collecting their personal data and the legal basis for processing; (b) the right to access their personal data held by the Controller; (c) the right to request correction of inaccurate or incomplete personal data; (d) the right to request destruction of personal data where it is no longer necessary for the purpose for which it was collected; (e) the right to obtain a copy of their personal data in a commonly used format; (f) the right to withdraw consent at any time, where processing is based on consent, without affecting the lawfulness of processing carried out prior to such withdrawal; (g) the right to object to data processing in circumstances specified by the PDPL; and (h) the right to be notified in the event of a personal data breach that may affect the data subject's personal data. TÜV Rheinland Arabia LLC shall respond to data subject requests within thirty (30) days of receipt. This period may be extended once, with prior notification to the data subject and justification for the extension, in accordance with the Implementing Regulations.

- 19.10 For any inquiries, requests, or complaints regarding the processing of personal data, data subjects may contact the Data Protection Officer of TÜV Rheinland Arabia LLC at dataprivacy.sa@tuv.com. If a data subject is not satisfied with the response received, they have the right to lodge a complaint with the Saudi Data and Artificial Intelligence Authority (SDAIA) as the competent authority under the PDPL.

- 19.11 TÜV Rheinland Arabia LLC reserves the right to update this Data Protection clause from time to time to reflect changes in processing activities, applicable laws, or regulatory guidance. Material changes shall be communicated to affected data subjects in a timely manner.

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