



Privacy Policy - Data Protection

We appreciate your interest in Equinox Group, our services, and the use of our website www.eqnecs.com.

As part of the tasks of Equinox Group, we also process personal data. Ensuring compliance with data protection and data security in accordance with the General Data Protection Regulation (GDPR) as well as the country-specific data protection provisions applicable to us is of high priority. The personal data requested or processed by us is minimized as much as possible.

Please be aware that, due to our nature as a global outsourcing group with offices outside the European Union (EU), personal data might be transferred outside the EU, but only upon explicit information, request for your approval, and for fulfilling the contractual duties as agreed between Equinox Group and its clients. Local data protection rules will apply and will be followed by us to guarantee data protection in compliance with applicable laws.

By means of this privacy policy, we, as the responsible company of our website, aim to inform you in a comprehensible and readable manner about the nature, scope, and purpose of the collected, used, and processed personal data and to inform you about your rights.

1. Information about the collection of personal data

1.1 Definitions

The terms and definitions used in this Privacy Policy are consistent with those of the GDPR and the country-specific privacy laws that continue to apply where applicable.

1.2 Name and address of the responsible person

Jote Wakjira

CEO, Equinox Group

Equinox Group Holdings, Inc.

16192 Coastal Highway, Lewes, 19958 Delaware USA

Phone: +254 720 980 95

Email: jote.wakjira@eqnecs.com

Website: www.eqnecs.com

Contact Person for Compliance

Saber Gharbi

Chief Compliance Officer

Phone: +216 98 672 951 / +216 31 129 101

Email: saber.gharbi@eqnecs.com

1.3 Purely informative use of our website

For purely informative use of our website (e.g., if you do not register or otherwise provide information to us), we only collect personal information that your browser transmits and that is technically necessary to display our website and ensure its stability and security. This information is used for anonymous statistical

evaluation, to improve the content, and optimize our website. No conclusions are drawn about individual users.

The following data will be processed:

- Used IP address
- Date and time of request / time zone difference to Greenwich Mean Time (GMT)
- Content of the request (specific website) / amount of data transferred
- Access status (HTTP status code)
- Browser type, browser software versions, language
- Operating system used / user interface
- Website from which the request comes ("referrer")
- Other similar data and security information in the event of attacks on our IT systems

1.4 Use of cookies

This website uses cookies to store text files on a computer system via an Internet browser, allowing the system to recognize a user accordingly. Use of cookies simplifies your access to our website (e.g., only one-time registration is required) and optimizes the website.

You can prevent the use of cookies by setting your Internet browser accordingly, and already-set cookies can be deleted at any time. However, disabling cookies may prevent full use of our website.

1.5 Contact via the website

Our website contains information that enables you to contact us quickly and communicate directly with us, including a general e-mail address. If you contact us by e-mail or via a contact form, your personal data will be automatically stored. This data will be used solely for processing or contacting you and will not be shared with third parties.

1.6 Legal basis of processing

The data processing is based on your voluntary, explicit consent for one or more specific purposes and/or for the performance of a contract. The same applies to processing operations necessary to carry out pre-contractual measures (e.g., service requests). Failure to provide personal information would prevent the conclusion of a contract between you and us.

The provision of personal information is also partially required by law (e.g., tax regulations).

1.7 Data processing

We may use third parties to process your personal data. These external service providers are carefully selected, bound by our instructions, and regularly monitored.

1.8 Storage time / routine deletion and blocking of personal data

We only process and store your personal data for the period required to achieve the storage purpose, consistent with GDPR and national data protection laws. Longer statutory retention periods (e.g., tax or invoice data) will be observed as required.

Once the purpose of the storage is no longer valid or legally required, the personal data will be blocked or deleted, unless necessary to fulfill contractual or pre-contractual obligations.

1.9 Use of social media

EQN Outsourced Services Ltd. uses the following social media plug-ins: Facebook, Twitter, and YouTube. By activating these plug-ins, your personal data (IP address, name, etc.) will be transmitted and stored by the

provider. EQN Outsourced Services Ltd. has no control over the data collected or processing operations of these providers.

For further information on the purpose, scope of data protection, and your rights, refer to the respective social media providers:

- Facebook Ireland Ltd., 4 Grand Canal Square, Dublin 2, Ireland
 - Twitter, Inc., San Francisco, CA 94103 / Twitter International Company, Dublin 2, Ireland
 - YouTube LLC, San Bruno, CA 94066, USA
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2. Rights of the data subject (the user)

According to GDPR, you have the following rights regarding your personal data:

- Right to confirmation
- Right to information
- Right to rectification
- Right to erasure (“right to be forgotten”)
- Right to restriction of processing
- Data portability
- Right to object
- Right to withdraw consent

You can exercise these rights by contacting us via dataprivacy@eqncs.com or the contact details provided in this policy. You also have the right to file complaints with the relevant data protection authority.

3. Revocation or objection to the processing of your data

If you have given us consent to process your data, you can revoke it at any time. Revocation affects the admissibility of the processing of your personal data going forward.

You may also object to data processing based on legitimate interests, providing reasons for your objection. We will review your objections and decide whether to continue processing your data or to cease processing based on legitimate reasons.

4. Data Security

We have implemented technical and organizational measures to protect personal data from misuse, unauthorized access, loss, and destruction. These measures are regularly updated. However, we note that web-based data transmissions are inherently vulnerable to security risks, and absolute protection cannot be guaranteed.

Our employees handling personal data are required to maintain confidentiality.

5. Questions

If you have further questions, feel free to contact us at dataprivacy@eqncs.com or through the contact details provided.