

# PRIVACY STATEMENT

**Last Updated: December 28, 2022**

Welcome to our site! Toshiba America Business Solutions, Inc., and its affiliates and related companies (“TOSHIBA,” “TABS,” “we,” “our,” or “us”) make available a range of products and services to you, including our websites, apps, software, services, and hardware (“Site(s)”), which are owned and operated by us. We place great importance on respecting the personal rights of all visitors to our Sites. We offer this Privacy Statement, which explains the nature and extent of the personal data collected about you via these Sites; how we collect that information; the purpose for collecting it and how it benefits you; the outside parties we share it with; and your rights, including what you can do regarding your information.

Contact us [DATAPROTECTION@TABS.TOSHIBA.COM](mailto:DATAPROTECTION@TABS.TOSHIBA.COM) if you wish to make a request regarding your Personal Information.

This Privacy Statement describes how we treat Personal Information in our offline interactions we have with you and our Sites, in our email messages to you, as well as other products and services that include, reference, or display this Privacy Statement. This Privacy Statement does not govern the data practices of third parties that may interact with our Site, have a different privacy policy, or otherwise collect or process your Personal Information. Section 14 included at the bottom of this Privacy Statement contains additional information related to specific TABS Sites.

Any employees or contractors are subject to our **Employee Privacy Notice**. Any job applicants or prospective employees are subject to our **Job Applicant Privacy Notice** which can be found at

[HTTPS://CAREERS.BUSINESS.TOSHIBA.COM/EN/EMPLOYEE-PRIVACY-POLICY](https://careers.business.toshiba.com/en/employee-privacy-policy)

By accessing or using the Sites, you confirm that you have read, understand, and acknowledge the terms of this Privacy Statement, and agree to our Terms of Use.

For purposes of this Privacy Statement, “Personal Information” is defined as any information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual.

**1. Webserver - Protocols**

When you visit our Site, as is usual on almost all websites, our server automatically collects Personal Information such as your IP address (including the domain name associated with the IP address, i.e. using reverse look-up), the date and time of your visit to our Site, the pages you visited on our Site and the browser you are using, etc. It also stores, where this is available, the country from which you are accessing our Site (only the ending is saved (e.g. de), since this indicates the relevant country) the language of the browser you are using, the website from which you are accessing our Site, the search word used (if our Site is accessed via a search engine), as well as the type of connection and operating system. We use this information to constantly improve the Toshiba Site experience.

## 2. **Personal Information You Provide**

In general, you do not need to directly provide Personal Information to access our Sites. Your Personal Information, for example: your name, address, telephone number, email address, etc., are stored via this Site only if you provide us with this information in order to use one of the services on our Site (e.g. registering warranties/service, registering for a personalized web experience, signing up for the newsletter (e-mail only), or taking part in competitions). This data is then processed and used to perform the requested services.

On some Sites we use a "double opt-in system". This means that when you first register with us, you are sent a confirmation email containing your login details. You then need to use these details to access our Site. Your registration is not activated until you have logged in with your username and password.

## 3. **Your Privacy Rights**

This section, and this section alone, applies to any individuals about whom we collect Personal Information from any source, including through your use of our Site, by buying our products or services, or by communicating with us (collectively, "you"). Generally speaking, TABS' customers are businesses, though we may collect Personal Information from individuals associated with those businesses, any other individuals navigating to our Site or otherwise communicating with or transacting with us regarding our products and services, and our employees and prospective employees.

### a. **What Information We Collect**

In the last twelve (12) months, we may have collected the following categories of Personal Information about you:

- Identifiers, including first and last name, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, telephone number, account name, Social Security number, passport number, tax identification number, employee identification number, serial number, and other similar identifiers;
- Commercial information, including customer purchase and sales histories;
- Information relating to Internet or other electronic network activity;
- Electronic information;
- Professional or employment-related information, education or related credentials, for purposes of employment only, which may be subject to additional privacy notices;

### b. **Sources of Collected Information**

We may collect Personal Information from the following categories of sources:

- From you or those authorized to provide your Personal Information on your behalf
- TOSHIBA stores and locations
- TOSHIBA sales personnel
- TOSHIBA dealers, customers, and potential customers
- TOSHIBA websites
- TOSHIBA mobile applications
- Communications with TOSHIBA via telephone, text message, postal mail, social media, chatbot, or other means
- Service providers, such as customer relationship management providers, analytics providers, website hosting providers, systems administrators, employment and payroll services, banking institutions, recruitment providers, and communications delivery services
- Business partners, such as promotional and joint marketing partners
- Other third parties, such as other websites and mobile applications, online advertising partners, industry analytics, purchased lead sources, prospecting services, and other data suppliers
- Social media

- TOSHIBA employees and job applicants

**c. Whom We Sell or Share Information With**

In the last twelve (12) months, we have not sold or shared Personal Information with any third parties.

**d. Whom We Disclose Information To**

In the last twelve (12) months, we may have disclosed Personal Information to the following categories of service providers for business purposes.

- Professional services companies
- Advertising and marketing companies
- Financial institutions
- Third party dealers, leasing partners, and buying groups
- Analytics companies
- Logistics and transportation management vendors
- Event venues and vendors
- Mail vendors
- Payment processing companies
- IT support providers
- Cloud storage companies

The following categories of Personal Information may be disclosed to service providers for a business purpose:

- Identifiers, including first and last name, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, telephone number, account name, Social Security number, passport number, tax identification number, employee identification number, serial number, and other similar identifiers;
- Commercial information, including purchase histories; or
- Information relating to Internet or other electronic network activity.

**e. What We Do With Your Information**

We collect, and/or use Personal Information for the following purposes:

- **Sales, fulfillment, and product services**
  - Process orders and deliver products and services
  - Registering warranties
  - Review sales histories and performance indicators
  - Manage our communications with you
  - Credit referencing
  - Advertise and market our goods and services

- Provide e-mail newsletters
- Verify your identity or authenticate transactions
- Taking part in competitions
- **Internal operations**
  - Improve the operations, maintenance, and effectiveness of our systems, services, and products
  - Enable financial reporting and related audit processes
  - Utilized for employment-related purposes, including recruiting, processing job applications, managing work activities, conducting training, performing evaluations, reimbursing expenses, and managing benefits and payroll
  - Perform other internal business activities as necessary
- **Legal compliance**
  - Permit risk management, compliance, legal, and audit functions
  - Comply with legal requirements, obligations, and rights
  - Respond to legal inquiries, subpoenas, warrants, court orders, and other valid legal process
  - Assist law enforcement
  - Process privacy rights requests
  - Handle current or prospective litigation and other claims
  - Monitor for and prevent potential fraud and other theft
- **Other purposes**
  - If Toshiba undertakes or is involved in any merger, acquisition, reorganization, sale of assets, financing due diligence, bankruptcy, receivership, transition of service to another provider, or other business transfer event, then we may sell, transfer, or share some or all our assets, including your Personal Information, in connection with such transaction or in contemplation of such transaction.

**f. Your Privacy Rights**

You have or may have the following rights with respect to your Personal Information depending on your state of residence:

- **Right to Access Personal Information.** You have the right to request the following information from us via the "Contact" methods described at the bottom of this section:
  - The categories of Personal Information that we have collected about you;
  - The categories of sources from which the Personal Information is collected;
  - The purpose(s) for collecting or selling Personal Information;
  - The categories of third parties with whom Personal Information is shared;
  - Specific pieces of Personal Information that has been collected about you; and
  - The categories of Personal Information disclosed, if any.

- **Right to delete Personal Information.** You have the right to request that we delete the Personal Information that we have collected from you, subject to certain exceptions.
- **Right to Correct Personal Information.** You have the right to request that we correct inaccurate Personal Information that we maintain about you.
- **Right To Request Information Regarding Third Party Direct Marketing.**  
Under California law, if you are a resident of California, you may make a written request to us about how we have shared your information with third parties for their direct marketing purposes. If this law applies to you, you may obtain the categories of Personal Information shared by us and the names and addresses of all third parties that received Personal Information for their direct marketing purposes from us during the immediately prior calendar year. To make a request, please send us an email, or write to us at the address listed below. Indicate in your letter that you are a California resident making a "Shine the Light" inquiry.
- **Right not to be discriminated against for exercising the rights identified above.** You have the right not to be denied goods or services, charged different prices or rates for goods or services, or receive a differing level of quality of goods or services as a result of exercising the above rights.
- **Right to Portability.** You may request of copy of your Personal Information that you previously provided to us in a portable, and to the extent technically feasible, readily usable format, where we process your Personal Information by automated means.

Certain of the above rights are subject to our being able to reasonably verify your identity and authority to make these requests. The verification steps will vary depending on the sensitivity of the personal information and whether you have an account with us.

These rights are also subject to various exclusions and exceptions under applicable law. If you are not satisfied with the outcome of your request, you may submit an appeal by sending an email to [DATAPROTECTION@TABS.TOSHIBA.COM](mailto:DATAPROTECTION@TABS.TOSHIBA.COM) with "Appeal" in the subject line.

Mail:

TOSHIBA AMERICA BUSINESS SOLUTIONS, INC.  
25530 Commercentre Drive,  
Lake Forest, CA 92630

Email:

[DATAPROTECTION@TABS.TOSHIBA.COM](mailto:DATAPROTECTION@TABS.TOSHIBA.COM)

Websites:

[HTTPS://BUSINESS.TOSHIBA.COM](https://business.toshiba.com)  
[HTTPS://GSP.TOSHIBA.COM](https://gsp.toshiba.com)  
[HTTPS://FYI.TOSHIBA.COM](https://fyi.toshiba.com)  
[HTTPS://METERS.TOSHIBA.COM](https://meters.toshiba.com)  
[HTTPS://TBS.TOSHIBA.COM](https://tbs.toshiba.com)

Request Form (For California Residents Only):

[CALIFORNIA REQUEST FORM](#)

Toll-Free Phone Number:

833-699-0115

If you wish to exercise these rights, please reach us in one of the following ways:

Depending on your state of residence, you may be entitled by law to exercise the above-described rights. For individuals whose state of residents does not require these rights TOSHIBA offers them voluntarily and at its discretion and reserves the right to

limit or revoke those rights at any time, as may be permitted by applicable laws.

You may designate an authorized agent to make a request on your behalf. When submitting the request, please ensure the authorized agent is identified as an authorized agent.

We retain your Personal Information for as long as reasonably necessary to fulfill the purposes of collection. We will delete your Personal Information upon request or when we no longer need it for the purposes it was collected or that you have consented to, unless retention is necessary to fulfill our legal obligations.

#### **4. Protecting the Privacy of Minors**

Our Sites are not designed to attract children and are not intended for use by children and young people under the age of 16. Children and young people under the age of 16 may not transmit any Personal Information over the Internet without the verifiable consent of their parent or guardian. We ensure that we do not knowingly store any Personal Information relating to minors.

In the event that we become aware that we have collected Personal Information from a child under the age of 13, we will take steps to dispose of that information as permitted by law and in accordance with the Children's Online Privacy Protection Act ("COPPA") and other applicable laws and regulations. If you are a parent or guardian and you believe that your child under the age of 13 has provided us with Personal Information without your consent, please contact us at [DATAPROTECTION@TABS.TOSHIBA.COM](mailto:DATAPROTECTION@TABS.TOSHIBA.COM).

#### **5. Nevada residents**

If you are a resident of Nevada, you have the right to opt-out of the sale of certain Personal Information to third parties who intend to license or sell that Personal Information. You can exercise this right by contacting us at [DATAPROTECTION@TABS.TOSHIBA.COM](mailto:DATAPROTECTION@TABS.TOSHIBA.COM) with the subject line "Nevada Do Not Sell Request" and providing us with your name and the email address associated with your account. Please note that we do not currently sell your Personal Information as sales are defined in Nevada Revised Statutes Chapter 603A. If you have any questions, please contact us as set forth below.

#### **6. Cookies**

Cookies are small files which are stored temporarily on your hard disk (session-based cookies). These cookies exist only until the end of the Internet session. They are used for navigation and increase the user friendliness of a website. You can still use some of our Sites even if you do not want cookies to be created on your computer. However, please note that some functions may be restricted and/or some websites will not be available. Most browsers accept cookies automatically. However, you can prevent this by setting your browser to block all cookies. For details, please refer to the instructions provided by your browser manufacturer.

#### **7. Links to other websites**

Our Sites contain links to other websites where you can find out more about other Toshiba Corporation products, other group companies or our partners. Please note that this Privacy Statement does not apply to such linked websites.

#### **8. Security**

Toshiba has implemented technical and organizational security measures to provide reasonable security for your Personal Information. Users' Personal Information is stored in our secure networks and access is restricted to those employees and partners who are entitled to access our systems.

In areas where you enter data, we work with the "Secure Socket Layer" (SSL) standard encryption system. Please note that your browser must support encryption protection. You can find this, for example, in Internet Explorer version 3.0 or a higher version and most other browsers. Data is stored in databases which are protected against unauthorized access by security firewalls and software. When your browser displays a closed padlock symbol at the bottom of the screen, or a similar icon/highlighted web address in a different browser, this indicates that your data is being transmitted in an encrypted format.

If the SSL system is not available for technical reasons, an error page is displayed to ensure that under no circumstances can your data be transmitted without encryption.

Please note, however, no data transmission over the Internet, mobile networks, wireless transmission or electronic storage of information can be guaranteed 100% secure. As a result, we cannot guarantee or warrant the security of any information you transmit to or from our Site.

If you click on a link to an outside party site, you will be taken to websites or platforms we do not control. This Privacy Statement does not apply to the privacy practices of that website or platform. Read the privacy policy of other websites and companies carefully. We are not responsible for these outside party practices.

#### **9. Do Not Track Disclosures**

Various third parties are developing or have developed signals or other mechanisms for the expression of consumer choice regarding the collection of information about an individual consumer's online activities over time and across third-party websites or online services. Currently, we do not monitor or take any action with respect to these signals or other mechanisms.

#### **10. Visitors to the Site from Outside of the United States**

Our business is operated in the United States and intended for users located in the United States only. If you are located outside of the United States, please be advised that all of the information we collect, including Personal Information, will be transferred to, and processed, stored and used in the United States, and that this is necessary to provide you with the requested information and services and/or to perform any requested transaction. The data protection laws in the United States may differ from those of the country in which

you are located, and your Personal Information may be subject to access requests from governments, courts, or law enforcement in the United States according to laws of the United States. By using the Service or providing us with any information, you consent to the transfer to, and processing, usage, sharing and storage of your information, including Personal Information, in the United States as set forth in this Privacy Statement. For more information about our policies regarding cross-border transfers of Personal Information, you may contact us at [DATAPROTECTION@TABS.TOSHIBA.COM](mailto:DATAPROTECTION@TABS.TOSHIBA.COM) or at the mailing address noted in the "[INFORMATION/CONTACTS](#)" section of this Privacy Statement.

**11. Changes To This Privacy Statement**

We may change this Privacy Statement by posting a revised version to our Site. If the changes are material in nature, we will provide notice of the changes on our Site. We encourage you to visit our Site often for the most up-to-date information on our privacy practices.

**12. Information/Contacts**

Contact us at the following address if you

- a. wish to correct, delete or block your Personal Information
- b. wish to obtain information about the Personal Information we have stored about you
- c. wish to withdraw your consent, or
- d. have other questions relating to data protection at Toshiba

Contact Information:  
Toshiba America Business Solutions, Inc.  
25530 Commercentre Drive  
Lake Forest, CA 92630

**13. Site-Specific Details**

For eConnect TouchFree™ TABS uses Google ML Kit, an API provided by Google. The ML Kit APIs may contact Google servers from time to time in order to receive things like bug fixes, updated models and hardware accelerator compatibility information. The ML Kit APIs also send metrics about the performance and utilization of the APIs in your app to Google. Google uses this metrics data to measure performance, debug, maintain and improve the APIs, and detect misuse or abuse, as further described in Google's [PRIVACY POLICY](#).

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Lake Forest, CA 92630  
[DATAPROTECTION@TABS.TOSHIBA.COM](mailto:DATAPROTECTION@TABS.TOSHIBA.COM)