



## CUSTOMER DATA PROTECTION NOTICE

This data protection notice describes how Cummins Inc. and its affiliated companies collect and process personal data pertaining to customers, as well as the rights and preferences that customers have in relation to that data.

### **Customer Interaction Touch Points**

Cummins interacts with and collects data from customers in a variety of ways, such as the following:

- Sales and commercial interactions
- Trade shows and other industry events
- Online and in-person customer programs
- Telematics and digital tools
- Websites and apps
- Product and service warranties
- Diagnostic services and repairs
- Call centers and other customer interaction touchpoints
- Cummins distributors and other third-party partners
- Social media and the Internet

### **Personal Information Collected**

The information collected from customers via our touchpoints is based on, and proportionate to the particular interaction. Depending on the interaction, the personal data collected may include the following:

- **Customer contact details:** name, business contact information, company, job title, address of invoicing if different from business address, telephone numbers including cell phone; e-mail address; internal identification number of the customer; tax identification number (if warranted); the names of individuals to contact at the organization (if relevant); and any preferences for how to contact them.
- **Customer relationship:** commencement of the business relationship with the organization or individual; types of Cummins products or services; contact history (sales calls, purchases, inquiries, etc.); correspondence; interactions; subscriptions, consents and opt-outs; information relating to warranties, repairs, distributors or dealers, satisfaction survey participation and feedback.

- Customer invoicing: billing and payment terms and conditions; account status, bank details for wire payments; and other relevant banking and billing information.
- Customer feedback: feedback and/or interest in our products or services; responses to customer surveys; or comments or other information provided via social media, conferences, trade shows, call centers, or *contact us* links.
- Customer website use: data collected in relation to our websites, such as interest in our products or services or various aspects of our website, browsing habits, and collection of website cookies (in accordance with relevant consents).
- Customer app use: consents, subscriptions and downloads; upgrades and uses; discontinuation of use of apps; usage information and management.
- Customer data collected for legal and compliance purposes: complying with tax and legal obligations; entering into contractual agreements; fulfilling any import, export or anti-terrorism obligations; ensuring compliance with website and app terms of use; and data security.
- Customer data collected to promote diversity and inclusion: in certain countries where permitted, and on a purely voluntary basis, Cummins may also collect feedback from customers in relation to the company's core value of promoting diversity and inclusion.

### **Processing**

Cummins processes (uses) the personal data collected from customers to fulfill the intended purpose of the collection. In addition, Cummins may use the information for related business purposes that can reasonably be inferred from the interaction, such as to respond to any questions or inquiries from those individuals or their respective organizations, to inform you about other products or services that may be of interest to you, and to process any modifications to your preferences. We may also use relevant information for financial and legal compliance purposes (as applicable), for auditing and self-evaluation purposes, and to help us continuously improve our services. Additionally, we may use information (generally in a de-identified or pseudonymized format) such as for evaluating our sales, feedback, or other commercial activities, or for product or quality improvement, innovation, or training purposes.

### **Recipients**

Cummins limits access to personal data collected from customers on a need-to-know basis, in connection with the performance of our professional and commercial activities and in compliance with applicable laws and requirements.

We never sell or share personal data pertaining to customers with third parties for their own separate use. Rather, on a limited basis, we may share relevant data with third parties who assist us with our services, such as subcontractors or other Cummins companies that may assist us with our business activities. If so,

Cummins first requires that those business partners provide written assurances that they will process the data only in accordance with our instructions and that they will uphold an equivalent level of protection for the data.

Within our organization, individuals (i.e., workforce members and contractors) are only given access in accordance with their job responsibilities for Cummins and receive training on the privacy and security obligations associated with handling personal data.

To the extent that we are required to provide access to any customer information to third parties who are not our business partners, such as in connection with legal or tax reporting obligations, we take steps to limit the data to that which is required for the specific purpose and take steps to ensure that the data is adequately safeguarded.

### **Security**

Cummins has put in place appropriate technical and organizational security measures to prevent unauthorized or unlawful disclosure or access to, or accidental or unlawful loss, destruction, alteration or damage to the personal data that it collects about customers. Irrespective of whether the data is stored in paper or electronic form, these measures are intended to ensure an appropriate level of security in relation to the risks inherent to the processing and the nature of the data to be protected, and are also applied in a manner consistent with applicable laws and regulations.

### **Cross-Border Transfers**

Cummins is headquartered in the United States and operates on a global level. As such, the personal data that we collect about customers may be processed or stored on servers located in the U.S. or elsewhere. The U.S. data privacy laws, and particularly those relating to customer data, may be different than those in other countries and may offer a different level of protection as those in your country or region. However, please note that Cummins has put in place appropriate measures to help ensure an adequate level of protection for the data, and applies those measures irrespective of where the data is processed or stored.

### **Accurate and Up-To-Date**

Cummins takes reasonable steps to ensure that the personal data collected from customers is accurate, complete, and up-to-date in accordance with the purposes for which it was collected. As part of this undertaking, we encourage customers to keep their personal data on file with us updated, so that we can continue to provide optimal service to you.

### **Data Retention**

Customer data is retained in accordance with legal and business needs, and is then securely and irreversibly destroyed.

## Unsubscribe

You may unsubscribe at any time in relation to the use of your personal data for marketing-related purposes. You can do so by contacting us at [now.cummins.com/optout](https://now.cummins.com/optout) or using the Contact Us link on our website. If you choose to unsubscribe, and consistent with your opt-out request, we will stop using your data for any new marketing-relating purposes.

## Other Individual Rights

Consistent with applicable laws, Cummins provides customers with the opportunity to exercise their individual rights, such as the right to know what personal data we collect and process about them, as well as the right to request that their data be amended if it is incomplete or inaccurate. Individuals may also request erasure (deletion) of their personal data if it was collected in an unlawful manner or in violation of applicable laws or where such a request is otherwise allowable under the applicable law. These rights may also extend to third parties with whom Cummins may have shared the personal data.

## Questions, Claims or Contacts

Should you have any questions or concerns about your personal data, or if you wish to contact us for any other reason relating to your data, you may email us at [cumminsonline@cummins.com](mailto:cumminsonline@cummins.com), or write to us at: **Cummins Inc. Attn: GDPR Request, Box 3005, Columbus, IN 47202**. If you believe that your data has been mismanaged and if you are not satisfied with the resolution of any claim by Cummins, you also have the right to contact us and file a dispute.

## Updates to this Customer Notice

Cummins may update this customer notice to address new laws and requirements as well as modifications to our customer data collection practices. If so, your data will always be protected in a manner that provides a consistent or increased level of protection than the standards in place at the time it was collected. You may also obtain a copy of the latest notice by using our *Contact Us* website link. Please also visit our website at [www.cummins.com](https://www.cummins.com) for additional information about our privacy (data protection) and cookies practices.

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