

GENERAL PRIVACY POLICY

1. Introduction

The right to privacy and personal data protection is a fundamental principle of Joyería TOUS, S.A., part of the TOUS Group (“TOUS”), with registered address at Carretera de Vic - El Guix Km 3 · 08243 Manresa, Barcelona, and is reflected in its Code of Ethics.

This General Privacy Policy (the “Policy”) explains how TOUS processes personal data collected through its website forms and services. Data will be processed confidentially for the purposes described here and, where applicable, in specific notices.

2. Scope

This Policy applies to this website and not to third-party websites. TOUS may provide links to third-party sites but does not control their privacy practices or accept responsibility for their content.

3. Privacy commitment

TOUS is committed to applicable laws of the Commonwealth of Puerto Rico, applicable US federal laws and, where relevant, the European Union General Data Protection Regulation.

TOUS applies transparency, data minimisation, accessibility, confidentiality, security and limited-disclosure principles.

4. Purposes of processing

TOUS processes personal data to:

- a) Address queries and requests and contact you.
- b) Improve websites, services, products and content.
- c) Provide access to restricted areas.
- d) Manage registration in the TOUS database and website, including access through third-party authentication services (Social Login).
- e) Enable website purchases.
- f) Send transactional purchase communications.

- g) Conduct statistical studies and maintain accurate data.
- h) Process reservations, billing and accounting.
- i) Comply with tax and legal obligations.
- j) Process product warranties.
- k) Send commercial information, offers and promotions.
- l) Collect and process résumés and recruitment data, communicate with candidates and conduct notified assessments.

5. Source of data and Social Login

TOUS processes data that you provide voluntarily or that it receives from third parties involved in payments or purchases, such as payment operators or marketplaces.

You may register or log in to your TOUS account using third-party authentication services, such as Google or Apple. TOUS will receive only the data you have authorised them to share during authentication and in accordance with your account privacy settings.

If you already have a TOUS account and later use third-party authentication, TOUS may associate information received from the identity provider with the existing account where there is a reasonable match, for example through the associated email address. Linking prevents duplicate accounts and provides a unified experience.

6. Data categories and legal bases

TOUS may process:

- **Identification data:** name, signature, tax identification, place and date of birth, nationality, photograph and age.
- **Contact data:** postal address, email and telephone number.
- **Physical characteristics:** including measurements needed to manufacture products.
- **Financial data:** bank accounts, payment-card details and other necessary information.
- **Identity-provider data:** email address, first and last name, unique account identifier and profile photograph where Google or Apple login is used and you

have authorised disclosure. TOUS will not access additional information not expressly authorised.

Purpose	Legal basis
Queries and requests	Consent or requested pre-contractual action.
Registration, login and account linking	Steps necessary to provide the requested service and consent for optional data.
Purchases, reservations and transactional communications	Contract performance.
Billing, taxation and legal compliance	Legal obligations.
Warranties	Contract performance and legal obligations.
Commercial communications	Consent, unless applicable law permits another basis.
Statistics, personalisation and improvement	TOUS's legitimate interests or consent where required.
Recruitment	Pre-contractual steps and, where applicable, consent.

7. Commercial communications

Where authorised, TOUS may send information about products, services, competitions, prize draws, events and corporate activities. Consent may be withdrawn using the link in each communication or by emailing dataprotection@tous.com.

8. Automated decisions and profiling

TOUS will request consent where required for automated decisions or profiling. Automated means may be used for order-status communications and to personalise products or content based on browsing, cookies or MY TOUS participation.

9. Retention

TOUS retains data while necessary to provide services and for periods required by law, legal claims and competent-authority requests. Data will subsequently be erased, destroyed or anonymised.

10. Rights and complaints

Subject to applicable law, you may exercise rights of access, rectification, erasure, objection, restriction and portability and withdraw consent.

Contact dataprotection@tous.com or write to Carretera de Vic, El Guix 3, 08243 Manresa (Spain). The Data Protection Officer may be contacted at dpo@tous.com.

Puerto Rico does not have a general data protection supervisory authority equivalent to European data protection authorities. For consumer complaints concerning business practices in Puerto Rico, you may contact the **Puerto Rico Department of Consumer Affairs (Departamento de Asuntos del Consumidor — DACO)**. For federal consumer privacy or consumer-protection concerns, you may also file a complaint with the **US Federal Trade Commission (FTC)**.

11. Confidentiality and security

TOUS implements appropriate and reasonable measures to prevent loss, misuse, alteration, unauthorised access and theft and reviews those measures periodically.

12. Social networks

TOUS maintains social-media profiles. Unless TOUS collects data directly, data are governed by the relevant service's policies. You should review its terms and configure privacy preferences.

13. International transfers

TOUS seeks to retain data within the European Union or European Economic Area but may transfer them to Group companies or providers in other countries where necessary. It applies safeguards recognised by applicable law, including adequacy decisions, contractual clauses and other appropriate protections.

14. Contact and changes

Contact TOUS at dataprotection@tous.com, through website forms, by post at Carretera de Vic, El Guix 3, 08243 Manresa (Spain), or through the DPO at dpo@tous.com.

TOUS may update this Policy. Material changes will be communicated through the website or, where appropriate, by email or telephone.