

Effective date: 1 August 2026

IDEXX China Privacy Policy

IDEXX Laboratories (Shanghai) Co., Ltd. and/or its affiliates (collectively “**We**” or “**IDEXX China**”) respect your privacy. Whether you are searching, inquiring, or ordering our products and services, or enrolling in our learning platforms to enhance your expertise, this Privacy Policy tells you how we collect, use, store, share and transfer your personal information, and your rights to your personal information.

This Privacy Policy applies to all IDEXX China online platforms, including but not limited to IDEXX China official website “idexx.com.cn” and our other websites (the “**Sites**”), IDEXX China mobile application (App), IDEXX China WeChat mini program and IDEXX China WeChat official account.

Personal information in this Privacy Policy refers to information in electronic or other forms, that can be used, alone or in combination with other information, to identify a specific natural person or reflect activities of a specific natural person.

If you are an IDEXX China customer, prospective customer, website visitor, vendor, distributor, pet owner, or any other person whose personal information may be processed in our business interactions, please carefully read this Privacy Policy. Your registration, login, browse, or using our online or digital services is deemed as your consent to all terms and conditions of this Privacy Policy.

This Privacy Policy aims to help you understand:

- I. How we collect and use your personal information
- II. How we share, transfer and disclose your personal information
- III. How we retain and secure your personal information
- IV. Your rights
- V. How we process children’s personal information
- VI. International transfers of personal information
- VII. How this Privacy Policy is updated
- VIII. How to contact us

I How we collect and use your personal information

1. Information services

- The functioning of our information services on each IDEXX China online platform relies on the collection of certain personal information. When you browse and search our products, services and other information (e.g. product description, equipment training, clinical disease, laboratory knowledge, customer communication and hospital management) on our online platforms, or download files, we may collect the following information:

- 1) Tracking information: information that may be recorded by the sites or programs during your use, including the frequency of use, data crashes, time of use, using habits, service condition, performance data, sources of the application, and cookies.
 - 2) Network identification information: username, online ID and IP address.
 - 3) Personal device information: device model, MAC address, operating system, software list, device identification code (information that describe the status of your personal device such as IMEI/android ID/IDFA/OPENUDID/GUID/IDFV/IMSI information of the SIM card, etc.).
- We will use your personal information to manage, maintain and improve our sites, App and other online platforms, and ensure the security and stability of such platforms.
 - Cookies are used to record your preferences when visiting our websites, thereby improving your experience. These cookies allow us to authenticate users of IDEXX China websites, to customize user experience, to remember if you have accepted our use of cookies on your device, and to offer other personalized features. We may also use these cookies to learn more about how users navigate through our websites. If you want to disable these cookies, you can do so by changing your website browser options. Please note that disabling cookies may restrict your access to certain services. More information about cookies is available at aboutcookies.org.

2. Product ordering

- When you order our products, we may collect your personal information such as name, phone number, email address, and address for product shipment and delivery; To facilitate your payments, we may also collect your payment information such as credit card number, verification number, bank account information.
- When you order our products online, you need to register an account with us and provide personal information, such as name, phone number, city, email address, hospital and job title.
- We may share your personal information with trusted third parties that assist us with product ordering services (such as distributors) to complete product delivery, payment processing, and courier services.
- Third parties that assist our business operations (such as vendors, distributors, third-party payment service providers, and business partners) may collect and use your personal information through their services, and share your personal information with us. We will verify the legitimacy of the sources of such personal information and the scope of the consent. If such collection and use exceed your consent, we will seek your consent again.
- In order to manage our customers and our loyalty programs, we may collect your personal information such as information about your order, points and wish.
- If you are an IDEXX China distributor, we may collect your personal information including name, email address, date of birth, job title, and business address. We may also, where permitted by law, collect your personal information through third-party due diligence service providers, including name, email address, date of birth, job title, business address, curriculum vitae, work experience, national identification details (such as passport number), and criminal records.

3. Online learning services

- To participate in our online VIP courses, you need to register an account and provide your personal information such as name, phone number, email address, your city, QQ, MSN, username, password, hospital, hospital address, job title, and years of work.
- You can post information in online courses (such as Messages, Q&A, etc.). Please note that you shall bear the risk of publishing and disclosing your personal information in online courses, since the online courses are accessible by the public, and we have no control on third parties who access your information.
- To submit your articles online, you need to provide your personal information such as name, phone number and cases to be shared.

4. Live events, conferences, raffles and/or webinars for improving our products and services

- When you contact us about our products or services, we may collect your personal information that you voluntarily provide to us. We will use your personal information to answer or process your questions, comments or suggestions, and conduct customer feedback.
- We may use personal information collected under this Privacy Policy to improve our products and services, improve our after-sales services, to circulate customer satisfaction surveys, to recommend products, services or events you may be interested in, to develop more diversified courses and to improve the quality of our courses, to meet your training needs, and to recommend relevant courses to you.
- We may collect your personal information from third parties (such as business partners and vendors), to enrich our knowledge about you, and to improve our products and services. We will verify the legitimacy of the sources of such personal information and the scope of the original consent. If such collection exceeds your original consent, we will seek your consent again.

5. Enhancing record accuracy, improving our products and services, and analytics

- To enhance the accuracy of our records, improve our products and services, and enable and improve analytics, including the creation of market insights (for internal use only), we may collect your personal information including but not limited to user identifier (e.g., User ID, phone number, email), device identifier (e.g., Device ID), basic profile information (e.g., name, gender, date of birth), usage behavior data, performance logs, interaction feedback, and derived fields (e.g., age group, city-level location, interest tags).

6. Complying with our legal obligations

- When you call the IDEXX Ethics Hotline or submit an online form via the IDEXX Ethics Hotline, we may collect your personal information that you voluntarily provide to us.

- We, directly or indirectly, contracted a third party to host the IDEXX Ethics Hotline intake and case management system. When you place a call to the IDEXX Ethics Hotline, a specialist will ask you questions regarding your concern. The specialist will record the information you provide into a secure system and will send notice of a submission to an authorized member of the IDEXX Compliance Department.
 - It is necessary to promote an ethical business environment and satisfy certain legal obligations applicable to all U.S. publicly traded companies.
7. You fully acknowledge and agree that we may collect and use your personal information without your consent, under any of the following circumstances:
- 7.1. where the collection or use is necessitated by the performance of our legal obligations;
 - 7.2. where the collection or use is necessary for reasons of state security or national defense security;
 - 7.3. where the collection or use is necessary for reasons of public security, public health, or material public interests;
 - 7.4. where the collection or use is necessitated by the investigation, prosecution, adjudication or law enforcement of criminal cases, etc.;
 - 7.5. where the collection or use is necessary for safeguarding your or others' material legal rights and interests, such as right to life and property, and it is difficult to obtain your consent;
 - 7.6. where the personal information collected is voluntarily made public by you;
 - 7.7. where the personal information is collected from lawful and public sources, such as lawful news reports and government-released information;
 - 7.8. where the collection or use is necessary for the execution and performance of a contract requested by you;
 - 7.9. where the collection or use is necessary for ensuring the safety and stability of our products or services, such as identifying and addressing flaws in our products or services;
 - 7.10. Other circumstances specified in laws and regulations.

II. How we share, transfer and disclose your personal information

1. Sharing

We will keep your personal information strictly confidential. Unless otherwise required by law, we will not share your personal information with any company, organization or individual except under the following circumstances:

- 1.1. With your prior explicit consent, we may share your personal information as permitted by law and within the scope of your consent, except where such information is de-identified, and the information recipient cannot re-identify you or associate the information with you.
- 1.2. We may share your personal information with our affiliates. We will only share personal information that is necessary to be shared and strictly within the purposes specified in this

Privacy Policy. If any affiliate changes the purpose for processing your personal information, your consent will be sought again.

- 1.3. For the purposes specified in the Privacy Policy only, we will share your personal information with trusted third parties who provide services on our behalf (such as data analysis, system maintenance, order processing, customer services, etc.). We require them to process personal information according to our instructions and terms and conditions no less stringent than those provided in the Privacy Policy.

2. Transfer

We will not transfer your personal information to any other company, organization or individual, except under the following circumstances:

- 2.1. Transfer your personal information according to your prior explicit consent;
- 2.2. If your personal information is transferred as a result of a merger, acquisition or bankruptcy liquidation, we will inform you and ensure that the surviving company or organization that will possess your personal information to be continuously bound by this Privacy Policy. If the purpose for personal information use changes, we will require the surviving company or organization to seek your consent again.

3. Public disclosure

In principle, we will not publicly disclose your personal information. If your personal information must be publicly disclosed, we will inform you of the purpose of disclosure, the type of personal information to be disclosed, and whether any sensitive personal information is involved, and seek your explicit consent.

4. Under any of the following circumstances, our sharing, transfer or disclosure of your personal information is not subject to your consent:

- 4.1. where the sharing, transfer or disclosure is necessitated by the performance of our legal obligations;
- 4.2. where the sharing, transfer or disclosure is necessary for reasons of state security or national defense security;
- 4.3. where the sharing, transfer or disclosure is necessary for reasons of public security, public health, or material public interests;
- 4.4. where the sharing, transfer or disclosure is necessitated by the investigation, prosecution, adjudication, or law enforcement of criminal cases etc.;
- 4.5. where the sharing, transfer or disclosure is necessary for safeguarding your or others' material legal rights and interests, such as the right to life and property, and it is difficult to obtain your consent;
- 4.6. where the personal information collected is voluntarily made public by you;
- 4.7. where the personal information is collected from lawful and public sources, such as lawful news reports and government-released information.

III. How we retain and secure your personal information

1. We will only retain your personal information for a limited period necessary for achieving the purposes specified in this Privacy Policy or as required by law. We will promptly delete or anonymize your personal information after such retention period expires.
2. We have technical and administrative measures that meet industry standards to protect your personal information, to prevent unauthorized data access, public disclosure, use, tampering, damage or loss. We will take all reasonable and feasible measures to protect your personal information.
3. The Internet environment is not one hundred percent secured, and we will endeavor to ensure or guarantee the security of any information you provide. Please properly protect your account and password information, and do not share such information with others.
4. In case of any personal information security incident, we will, in accordance with requirements set out in laws and regulations, inform you promptly of following matters, including basic information about the security incident and the potential impact, the measures we have taken or will take to deal with such incident, suggestions on what measures you may take to prevent or mitigate risks, and your remedies. We will inform you of the status of the incident by email, letter, phone or push notifications. In the event that it is difficult for our notification to reach every individual affected, we will make public announcements in a reasonable and effective manner. Meanwhile, we will report the status of the handling of the security incident as required by the regulator.

IV. Your Rights

We respect and honor your rights to your personal information under relevant laws and regulations, and common practices in other countries and regions, which include the following:

1. Access, copy, and transfer your personal information

You have the right to access your own personal information and request a copy of it from us, unless otherwise required by law.

You also have the right to request that we transfer the personal information you have provided to us to another organization designated by you, or to provide such information directly to you.

2. Correct/update and supplement your personal information

If you find that your personal information we possess is wrong or your personal information has changed, you may request us to update the information. You also have the right to ask us to supplement any personal information you consider incomplete.

3. Deregister your account

You may deregister your account at any time. Once your account is deregistered, our services will cease, and your personal information will be deleted or anonymized upon your request, unless otherwise required by law.

4. Delete your personal information

Under any of the following circumstances, you may contact us to delete your personal information:

- 4.1. When our processing of personal information violates law;
- 4.2. When we collect or use your personal information without your consent;
- 4.3. When our processing of personal information violates our agreement with you;
- 4.4. When you no longer use our products or services, or has deregistered your account; or
- 4.5. When we no longer provide you with any products or services.

Once your information has been removed from our services, such deletion may not be immediately synchronized in our systems, and we will delete the information once our systems are updated.

5. Change the scope of your consent

- 5.1. Each business function requires certain basic personal information. You may withdraw your consent regarding the collection and use of any supplement personal information at any time.
- 5.2. Once you withdraw your consent, we will not process the corresponding personal information. However, your withdrawal of consent does not affect our previous processing of your personal information based on your consent.
- 5.3. If you do not wish to receive our advertisements or notifications, you may contact us to unsubscribe at any time.

6. Request an explanation of our personal information processing rules

You have the right to request an explanation of our rules governing the processing of your personal information.

7. Responding to your requests

You can reach us by sending an email to the following address: chiefprivacyofficer@idexx.com. We will promptly respond to your rights requests within 30 days, unless otherwise specified by applicable laws or regulations. You may contact us to make a complaint if you are dissatisfied with our response.

We will not respond to your requests under any of the following circumstances:

- 7.1. Where the processing is necessitated by the performance of our legal obligations;
- 7.2. where the processing is necessary for reasons of state security or national defense security;
- 7.3. where the processing is necessary for reasons of public security, public health, or material public interests;
- 7.4. where the processing is necessitated by the investigation, prosecution, adjudication, or law enforcement of criminal cases etc.;
- 7.5. Where we have proof that your request is frivolous or vexatious;
- 7.6. Where the processing is necessary for safeguarding your or others' material legal rights and interests, such as the right to life and property, and it is difficult to obtain your consent;
- 7.7. Where responding to your requests will give rise to serious damages to the rights and interests of you or other individuals or organizations;
- 7.8. Where your requests involve our trade secrets.

V. How we process children's personal information

1. We regard any minor under the age of 14 as a child.
2. Our online platforms, products, and services are not intended for children, and we do not knowingly collect, use or process personal information of children.
3. If we become aware that we have or may have collected a child's personal information, we will promptly delete such personal information.

VI. International transfers of personal information

1. IDEXX is a multinational company. For our global business needs and to serve our global customers, we may need to transfer your personal information to countries other than your country of residence, or your personal information may be accessed from these countries, if this is necessary to achieve the purposes for processing your personal information.
2. We will always make such transfers in accordance with this Privacy Policy. Please note that legal requirements on personal information protection of other countries or regions may differ from those of China. Nevertheless, we will take reasonable measures to ensure that your personal information is protected according to terms and conditions no less stringent than this Privacy Policy.

VII. How this Privacy Policy is updated

1. It may be necessary from time to time for us to update this Privacy Policy to reflect changes in the way we collect and use personal information or changes in applicable laws, regulations and industry standards.
2. Without your explicit consent, we will not diminish your rights under this Privacy Policy. We will publish any amendments to this Privacy Policy on this webpage.
3. If you continue to use our products or services after this Privacy Policy is updated, you are

deemed to have fully read and agreed to be bound by the updated Privacy Policy.

VIII. How to contact us

If you have any questions, suggestions or comments about our Privacy Policy or about the use of your personal information, you can always reach us by sending email to the following address: chiefprivacyofficer@idexx.com. We will respond to your emails within 30 days.

IDEXX China