

Visitor Privacy Notice

Lloyds Offshore Global Services Private Limited (operating as Lloyds Technology Centre – (“Company”))

1. Who this notice applies to

This privacy notice applies to you if you visit a GSL site or premises as a visitor and we process your personal data to manage your access and keep our sites secure.

- Clients and customer representatives
- Vendors, consultants, and service providers and their sub-contractors
- Interview attendees and other authorized guests

2. What this notice covers

This notice explains what personal data we collect and use about visitors, why we use it, the lawful basis under applicable law, who we share it with, and how long we keep it when you visit a GSL site or premises.

- Visitor registration and access management
- Physical security and premises monitoring (including CCTV)
- Health, safety, and emergency management
- Administration, audit, and investigation of visitor access

This notice does not apply to colleague personal data (employees, workers, contractors and interns) or to personal data processed as part of recruitment, background verification (BGV) or onboarding processes. Those activities are covered by separate workforce-related privacy notices.

3. Personal data we process

Depending on the nature of your visit, we may collect and process only the minimum personal data necessary for visitor management, security, legal, regulatory, audit and safety purposes. Personal data is accessed only by authorised personnel on a need-to-know basis and stored in Company-approved systems in accordance with applicable retention and security requirements. We may collect the following categories of personal data:

- Identification details such as name, organization, identity proof and contact information
- Visit details including reason for visit, date, and time of entry and exit
- Identification or verification information where access controls require it
- Visitor photographs or badge details
- CCTV footage captured on our premises

- Limited technical information (such as IP or device identifiers) if guest IT or internet access is used

4. Why we use your personal data

Visitor personal data is processed for the following purposes:

- Managing and administering visitor access
- Maintaining the physical security of people, premises, and information
- Meeting health, safety, and emergency obligations
- Preventing unauthorized access, fraud, or security incidents
- Complying with legal, regulatory, audit, and governance requirements

5. Lawful basis for processing

GSL processes visitor personal data in accordance with applicable data protection laws, including the Digital Personal Data Protection Act, 2023 (DPDPA).

Processing is undertaken on one or more of the following grounds, as applicable:

- Necessary and proportionate data for visitor management, premises security, and related workplace operations
- Activities required to comply with applicable legal, statutory, and regulatory obligations, including health and safety requirements

6. Who do we share your personal data with?

Visitor personal data may be shared, on a need-to-know basis, with the following categories of recipients:

- Internal security, facilities, administration, and IT teams
- Third-party service providers supporting visitor management, security, or IT systems
- Law enforcement or regulatory authorities where disclosure is required by law

All recipients are required to apply appropriate confidentiality and security safeguards.

7. How long do we keep your personal data?

Visitor personal data is retained only for as long as necessary to:

- Manage and audit visitor access
- Investigate security or safety incidents
- Meet legal, regulatory, and records management obligations

Retention is managed in accordance with applicable legal and regulatory requirements and GSL records management policies and retention schedules, after which data is securely deleted or anonymised as required.

8. International transfers

In some cases, personal data may be processed or accessed by authorized teams or service providers located outside India. Where this occurs, appropriate safeguards are applied in accordance with applicable data protection laws and Group data protection standards.

9. Security Practices

GSL implements appropriate managerial, technical, operational and physical controls, consistent with applicable data protection laws and Group standards, to safeguard personal data against unauthorized or unlawful access, loss, misuse, alteration or disclosure.

10. Your Rights

a) Right to access information about personal data: You have the right to access information about the personal data processed by us, including where such personal data is processed on our behalf by a third party.

b) Right to correction and erasure of personal data: You have the right to request correction, completion, updating, and erasure of your personal data processed by us, including where such personal data is processed on our behalf by a third party.

c) Right to nominate: You have the right to nominate any individual who may exercise your rights in the event of death or incapacity (inability to exercise the rights due to unsoundness of mind or infirmity of body).

d) Right to withdraw consent: If we process your personal data based on your consent, you can withdraw that consent at any time.

e) Right to grievance redressal: You can raise grievance with us if you believe we have not met our obligations under the DPDPA or if you are not able to exercise your rights.

f) Right to approach the Data Protection Board of India: Where you have raised a grievance with us and it has not been resolved within the timelines prescribed under applicable law, you may have the right to escalate the matter to the Data Protection Board of India, in accordance with the Digital Personal Data Protection Act and applicable rules.

Details on how to exercise these rights, including contact details for the Data Protection Officer and Grievance Officer, are provided in the Lloyds Technology Centre Website Privacy Notice available at <https://lloydstechnologycentre.com/privacy-policy>

11. Updates to this notice

This Privacy Notice may be updated from time to time to reflect changes in law, regulation, or business practices. The latest version will always be made available through appropriate channels.