

Align Technology, Inc.

Global Doctor Privacy Notice – Last Updated 22 November 2022

Align Technology Inc. and its associated companies ("Align", "we", "us"), are committed to protecting your personal information (in this privacy notice, "information" refers to the personally identifiable information, considered personal data, that you provide, or we collect on, about, or from a customer through our websites).

Align designs, manufactures and markets the Invisalign® system, iTero™ intra-oral scanners and orthocad services, My Invisalign™ App, which enables users to track and share progress whilst undergoing Invisalign® treatment by uploading images, sharing stories, creating appointment reminders and receiving notifications as well as Invisalign Practice App, which is integrated with the Invisalign Doctor Site to help streamline the practice workflow by putting many of the Invisalign treatment features like Invisalign Photo Uploader, Virtual Care (in applicable markets), Virtual Appointment and Smileview™ simulation in one convenient app (the "App").

This notice describes how Align collects and handles your personal information when you register as an Invisalign trained doctor or purchase an iTero scanner, or when you use our websites and our App. Whilst Align Technology Inc is the collector of all personal information submitted through the Invisalign Doctor Site, the data controller of your personal data will be the Align entity with which you have entered into an agreement in order to register as an Invisalign trained doctor or purchase an iTero scanner. For example, for Australian residents the entity is Invisalign Australia Pty Ltd ACN 098 357 736. For a full list of Align entities, please refer to: <https://investor.aligntech.com/static-files/3edcedc9-4451-4bd0-a8ad-151a6a94bf87>. If you are a prospect and are participating any Align event or webinar, we may ask if you are willing to be approached by Align's sales representative, the data controller of your personal data will be Align Technology Inc. as your personal information will be collected and stored in our global CRM system. In some cases, the third-party organizer who holds the Align event or webinar you have registered to may also be a data controller, and your personal data will be subject to the third party's own privacy notice. Please make sure you consult this privacy notice prior to registering to the event.

Please Note: Certain jurisdictions require us to include additional information to meet jurisdiction-specific requirements. Such jurisdiction-specific terms are contained in the following appendices and are incorporated by reference herein. In the event of any conflict between the terms of this Notice and the terms of an Appendix regarding personal information subject to that Appendix, the terms of the Appendix shall prevail.

Appendix A (Korea): applies when you are resident of South Korea.

Personal information we collect and how we use it

Align will collect, store, and use your personal data such as your name, address, phone number, practice details, your use of our services, email address, identification documents, bank accounts details, your Practice Certificate or national identification number, user behaviour on Align products, website, or mobile applications, unique device number (Android ID or UDID) and any personal information as may be required for a particular purpose or that you voluntarily disclose to us (including such information as orders placed and your treatment planning preferences), and qualifications ("Personal Data"). Our legal basis for collecting and using the personal information described above will depend on the personal information concerned and the specific context in which we collect it. In principle, we will process Personal Data based on the informed consent we receive from you, however, where applicable we will process Personal Data in accordance with the legal basis below.

Purpose of processing	Legal Basis
Set up and otherwise manage your account on Invisalign Doctor Site (including Treatment Planning Services Portal), your iTero portal or other websites or Apps that Align provides (e.g., education website) (collectively as "Sites") and otherwise fulfil our contractual obligations with us pursuant to your	Our contract with you, where such processing is necessary for the performance of the contract or when you have asked us to take certain steps before entering a contract with us

purchase agreement and/or Align Technology Pricing Terms and Conditions and the Global Terms and Conditions (e.g., to deliver the products, allow you to use, purchase, book and/or download products and services)	
<p>Provide you with information about our products (including mobile applications, websites, platforms etc.), services, news and events, invite you to take part in surveys or request your feedback;</p> <p>Invite you to join the user community, such as iTero Online Community Group</p>	Our legitimate interests
Provide details about you and your practice to patients and potential patients and allow them to submit contact requests to you	Our legitimate interests
Help you register to educational seminars or webinars;	Our contract with you, where such processing is necessary for the performance of the contract or when you have asked us to take certain steps before entering a contract with us
<p>Analyse the use of our services and products, develop new or existing services and products, and customize our products, services and other information we make available.</p> <p>Administer our Sites including internal operations such as bug fixes, data analysis, troubleshooting, testing purposes and taking steps to detect and prevent fraud</p> <p>Keep you updated about our services including notifying you about changes to our terms, privacy notice, sending you service updates</p>	Our legitimate interests
Comply with any legal obligation, including any rights requests you may make to us	Legal Obligation

The processing of your personal information is sometimes necessary for us to do the abovementioned activities, in our own interest or sometimes in the interests of a third party, like patients or prospective patients. In each case, we balance our legitimate interests with your rights and interests.

Our legitimate interests include:

- Delivering, developing and improving our Sites and communications.
- Growing our business and informing our marketing strategy.
- Keeping our records updated.

- Providing you with our promotional updates and communications in certain cases where you have made purchases with us and have not opted-out at the time of purchase or any time since.

If we ask you to provide personal information, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

There may be features on the Sites for which provision of your personal data to us may be mandatory, to comply with a legal requirement or to perform a contract with you and if so, where you do not provide us with the required information, we may not be able to provide you with the associated products and/or services.

On occasions you may choose to provide us with personal data about other people (e.g., your patients) so that, for example, we can manufacture customized products for orthodontics or restorative purpose as ordered and authorized by you. We will act as a processor with regards to such personal data of your patients, subject to the terms of the Invisalign Pricing Terms and Conditions, Global Data Protection Addendum.

Who we share your personal information with

We partner with other businesses who provide services to us such as the provision of technology or to assist us in our marketing, communications, and sales efforts, and may share information about you for these purposes. These partners are not allowed to use your information for any purpose other than doing business with Align.

For Customers who are members of a Dental Services Organization (“DSO”) or group practices, Align may also share information about your Invisalign or iTero usage, submission history, interaction with Align technicians, and other statistics with your DSO or group practice as part of Align’s regular accounting, analysis and reporting.

In addition, any information we collect, including personal information, may be disclosed to a third party (and their agents and advisers) as part of any actual or potential merger, acquisition, debt financing, sale of company assets, or similar transaction, as well as in the event of insolvency, bankruptcy or receivership in which personal information could be transferred to third parties as one of our business assets.

We may also disclose personal information about you to any competent law enforcement body, regulatory, government agency, court or other third party if we believe that doing so is legally required or is necessary to protect our property or other legal rights (including but not limited to enforcement of our agreements or the rights of others).

We may also share your information with other third parties if you consent to us doing so or if permitted under applicable law.

International data transfers

Align operates globally and may therefore transfer your personal data to other countries in which Align operates, including countries other than your country of residence. Your personal data may also be stored on our servers, which may be located outside your country of residence. Our third-party service providers are also located in these countries across the world. However, we will continue to protect your information in accordance with this Privacy Notice and our Binding Corporate Rules available at <https://investor.aligntech.com/static-files/2cbefa3b-a321-4674-8d51-d4a20f6e3122>.

If you are a resident of the European Economic Area, Switzerland and/or the United Kingdom please note that we may transfer your information outside of the European Economic Area, Switzerland and/or the United Kingdom to our service providers and partners, and we ensure that your information is adequately protected for example by ensuring that the standard contractual clauses are used or any other approved transfer mechanism. By providing us your personal data, you agree to such transfers, processing and/or storage anywhere in the world, including the United States.

The full details of the entities in the Align Corporate Group and the countries they are located in is available here: <http://investor.aligntech.com/index.php/static-files/3edcedc9-4451-4bd0-a8ad-151a6a94bf87>. You may contact the email address at the bottom to exercise your rights under the applicable laws and regulations.

Retaining and deleting your personal information

The Align group will retain your personal data for only as long as it has an ongoing legitimate need to do so, for example, to provide you with goods and services, and to comply with regulatory obligations. The personal data will then be either deleted or anonymised or, if this is not possible (for example, because your personal data has been stored in backup archives), then they will be securely stored until deletion is possible. Upon expiration of the specified retention period and after obtaining any necessary approvals, your personal data will be destroyed by means appropriate to their nature or level of confidentiality, e.g., shredding, recycling, or deleting.

Social Media

If you are a user of Facebook, Twitter or other social media sites with public account settings and you hashtag using one of our public campaigns, or one using our product names, such as #Invisalign, #InvisalignLive, #iTero or #InvisalignSmile -- we will be able to pull your reviews of our products from the social media sites and post them on our Sites. This is so that we can share your opinions about our products with the visitors of our Sites. Before being posted on our websites, your comments will be reviewed by us. Please do not use these hashtags if you do not wish for your reviews to be made available on our websites.

If you join the online community group (e.g., iTero Community, "Group") hosted by Align in certain social media platforms (e.g., Facebook), your personal data and posts will be processed by Align to improve our products and services, and to provide an optimal experience in this Group. If you do not agree, you should leave the group. Please note that your use of the social media platform and the processing of your personal data by the social media platform, including when joining the iTero Community, is governed by the social media platform's privacy policy and terms of use. The Align Group will retain your personal data for only as long as it has an ongoing legitimate need to do so, for example, to collect your feedback or suggestions and improve your experience of the iTero Community and to manage your membership to the iTero Community, and to comply with regulatory obligations. The personal data will then be either deleted or anonymised or, if this is not possible (for example, because your personal data has been stored in backup archives), then they will be securely stored until deletion is possible. The Align Group shall no longer process your personal data if you decide to leave the iTero Community, except for the feedback and suggestions that you have already provided in the iTero Community.

By posting or otherwise making available any content about your Invisalign or iTero experience on a public social media platform, and responding "yes" if we ask for your permission to re-post content on our owned channels, such as Facebook (<http://facebook.com/invisalign>), Pinterest (<http://pinterest.com/Invisalign>), YouTube (<http://youtube.com/invisalign>), Twitter (<http://twitter.com/invisalign>), Instagram (<http://instagram.com/invisalign> & <http://instagram.com/invisalignlive>), and others, you represent and warrant that you agree to the terms and conditions listed on our page on those websites.

See the full Invisalign Social Media Guidelines here (<https://www.facebook.com/invisalign/app/235356096629509/>).

Your rights

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws. Under such data protection laws, you may have the following rights:

- to access, correct, update or request deletion of your personal information. You may be able to access and update some of your information yourself from the Invisalign Doctor Site or the iTero portal.
- to object to processing of your personal information, ask us to restrict processing of your personal information or request its portability.
- to opt-out of marketing communications we send you at any time. You can exercise this right by clicking on the "unsubscribe" or "opt-out" link in the marketing e-mails we send you. To opt-out of other forms of marketing (such as postal marketing or telemarketing), then please contact us using the contact details provided below or write to us at any time at remove@aligntech.com. Please make sure to include your country location.
- to complain to a data protection authority about our collection and use of your personal information. For more information, please contact your local data protection authority.

Local applicable law may grant you additional statutory rights as a data subject. Nothing in this Global Customer Privacy Notice shall exclude or restrict such statutory rights granted to you.

Security

The security of all personal data provided to Align is important to us and Align endeavours to take reasonable steps designed to protect your personal data. Our Sites have security measures in place to try to protect against the destruction, loss, misuse and alteration, unauthorized disclosure or access of the information under our control. Our web portals, such as the Invisalign Doctor Site, transmit patient data securely via HTTPS. Unfortunately, no data transmission over the Internet or storage of information can be guaranteed to be 100% secure. As a result, while Align strives to protect your personal data, we cannot ensure or warrant the security of any information you transmit to Align, and you do so at your own risk.

Contact us

If you have any questions about this privacy statement, your personal information, or your rights please contact our Data Protection Officer:

Global / Americas:

Align Technology, Inc.
Attention: Privacy Office
2820 Orchard Parkway
San Jose, CA 95134
United States of America
Privacy@aligntech.com

EMEA:

Align Technology Switzerland GmbH
Attention: Privacy Office
Suurstoffi 22
6343 Risch-Rotkreuz
Switzerland
Privacy@aligntech.com

APAC:

INVISALIGN Singapore Pte Ltd
Attn: Privacy Office
491B River Valley Road
#08-01/04
Valley Point
Singapore 248373
Privacy@aligntech.com

For Australian residents:

The contact details for Invisalign Australia Pty Ltd are:

Invisalign Australia
Level 6, 154 Pacific Highway, St Leonards, NSW 2065, Australia
privacy@aligntech.com

Updates

We may update this notice from time to time. When we do, we will list the last updated date at the beginning of the statement. Notice of such update and/or modification will be provided on our Invisalign Doctor Site, your online iTero portal, or to you directly if required by law. We encourage you to periodically review this notice to stay informed about how we collect, use and share personal information.

Appendix A: Addendum to Global Doctor Privacy Notice for Korea

Who we share your personal information with

We may outsource your information to entrust our affiliates to process the personal data in accordance with the purpose, methods and retention period listed in this Privacy Notice.

- Recipients of personal data: All affiliates of Invisalign Korea Yuhan Hoesa (available at: <http://investor.aligntech.com/index.php/static-files/3edcedc9-4451-4bd0-a8ad-151a6a94bf87>)
- Purpose of use of personal data provided by the recipient: subject to the section “Personal information we collect and how we use it?”
- Categories of personal data provided: Each item of personal data collected by Align
- Recipients’ retention and use period: When the purpose of consignment is achieved

International data transfers

We may transfer your information outside of Korea to entrust our affiliates worldwide (see details as follows) to process the personal data in accordance with the purpose, methods and retention period listed in this Privacy Notice.

- Recipient of personal data: All affiliates of Invisalign Korea Yuhan Hoesa (available at: <http://investor.aligntech.com/index.php/static-files/3edcedc9-4451-4bd0-a8ad-151a6a94bf87>)
- Purpose of use of personal data provided by the recipient: subject to the section “Personal information we collect and how we use it?”
- Categories of personal data transferred: Each item of personal data collected by Align
- Recipient’s retention and use period: When the purpose of consignment is achieved
- Data transfer date and method: online at any time