

Privacy Notice – MyKM Customer Portal

Last Updated: 12 October 2026

Introduction

Kongsberg Maritime processes personal data in connection with the operation of MyKM, a customer portal that provides customers and authorised business contacts with access to digital services, support resources, documentation, vessel-related information, and other customer-specific content.

To provide these services, MyKM integrates with identity-management, service-management, document-management, product-information, vessel-information, and other Kongsberg Maritime systems. MyKM processes personal data necessary to authenticate users, manage access rights, provide customer-specific content and digital services, maintain platform security, and support users of the portal.

This Privacy Notice explains how we collect, use, store, share, and protect personal data processed in connection with MyKM.

Who is Responsible for Your Personal Data?

The Data Controller for the processing activities described in this notice is:

Kongsberg Maritime ASA

Kirkegårdsveien 45
3616 Kongsberg
Norway

For questions regarding this Privacy Notice or the processing of your personal data, please contact:

Data Privacy Office / Privacy Team

Email: privacy@km.kongsberg.com

What Personal Data Do We Process?

Depending on your relationship with Kongsberg Maritime and the nature of your interactions with us, we may process:

- Name and business contact details (such as email address, telephone number, and business address);
- Employer, organisation, department, job title, and professional role;
- Customer, supplier, partner, or other business account information;
- User account information, customer account references, and user identifiers;
- Records of meetings, communications, correspondence, inquiries, and interactions;
- Information relating to products, services, subscriptions, support agreements, projects, and customer entitlements;
- User preferences, access permissions, and service-related information;
- Technical information, including login records, device information, system usage data, timestamps, and audit logs;
- Support requests, troubleshooting records, and issue-resolution information;
- Training records and participation information where relevant;
- Feedback, survey responses, and business-related comments; and
- Any other information provided in connection with a legitimate business relationship.

MyKM is intended for the processing of business-contact information and other data necessary to provide access to customer services, support resources, documentation, product information, vessel-related information, and related digital services.

Users must not enter special category personal data, confidential personal information, or personal data unrelated to a legitimate business purpose unless specifically authorised and required to do so.

Where Do We Obtain Personal Data?

We may collect personal data:

- Directly from you;

- Through your use of MyKM or related Kongsberg Maritime systems;
- From authorised colleagues and business contacts;
- From customers, suppliers, distributors, agents, and business partners;
- From public business sources and professional networking platforms where lawful;
- From existing Kongsberg Maritime systems and databases; and
- From other lawful sources connected to our business relationship with you.

Why Do We Process Personal Data?

We process personal data for the following purposes:

- Managing customer access, service delivery, and business-related interactions;
- Maintaining accurate user, customer account, and service records;
- Supporting customer service, technical support, and service-delivery activities;
- Managing user access, subscriptions, support agreements, projects, and service engagements;
- Creating and managing user accounts;
- Operating, administering, maintaining, and securing the MyKM platform;
- Providing training, support, and assistance to users;
- Monitoring system usage, performance, adoption, and effectiveness;
- Detecting, preventing, investigating, and responding to security incidents;
- Maintaining audit, compliance, governance, and business-continuity records;
- Complying with legal, regulatory, contractual, and corporate obligations; and
- Protecting Kongsberg Maritime's legitimate business interests.

What Is Our Lawful Basis for Processing?

Depending on the nature of the processing, Kongsberg Maritime relies on one or more of the following lawful bases under Article 6 of the UK GDPR and EU GDPR:

Legitimate Interests (Article 6(1)(f))

Where processing is necessary for our legitimate interests in:

- Managing and improving customer-facing digital services;
- Maintaining and improving business operations;
- Operating and securing the MyKM platform;
- Supporting service delivery, user support, and customer engagement; and
- Protecting company assets, systems, and information.

Performance of a Contract (Article 6(1)(b))

Where processing is necessary to:

- Perform a contract with a customer, supplier, or business partner; or
- Take steps at the request of a customer or business contact before entering into a contract.

Legal Obligation (Article 6(1)(c))

Where processing is required to comply with applicable laws, regulations, audit requirements, reporting obligations, or legal requests.

Who Receives or Has Access to Personal Data?

Access to personal data is restricted to individuals who require it for legitimate business purposes and may include:

- Authorised employees involved in customer support, service delivery, digital services, user administration, platform management, product support, project execution, and related business functions;
- IT, cybersecurity, privacy, compliance, legal, and audit personnel;
- Authorised managers and system administrators;
- Kongsberg Maritime group companies where necessary for business operations;
- Approved service providers acting on our behalf, including hosting, implementation, integration, technical support, and software providers;

- Professional advisers; and
- Regulatory authorities, law-enforcement bodies, courts, or other third parties where disclosure is required by law or necessary to establish, exercise, or defend legal claims.

All processors and service providers are required to process personal data only in accordance with our documented instructions and applicable contractual, security, and confidentiality requirements. Details on Processors are listed at the end of this notice.

International Transfers

Personal data may be accessed by authorised Kongsberg Maritime personnel globally and approved service providers located in countries outside the European Economic Area (EEA) or the United Kingdom.

Where such transfers occur, Kongsberg Maritime will ensure that appropriate safeguards are implemented in accordance with applicable data protection laws. These safeguards may include:

- Kongsberg Maritime Binding Corporate Rules;
- Standard Contractual Clauses approved by relevant authorities;
- Adequacy decisions issued by competent authorities; or
- Other legally recognised transfer mechanisms.

Further information regarding Kongsberg Maritime's Binding Corporate Rules can be found on the Kongsberg Maritime privacy website www.kongsbergmaritime.com/privacy .

How Long Do We Retain Personal Data?

Personal data processed within MyKM will be retained for as long as necessary to provide and manage access to the MyKM service and to fulfil the purposes described in this Privacy Notice.

Personal data associated with a MyKM user account will generally be retained for the duration of the user's access to the service. When a MyKM account is deleted or deactivated, account information and associated personal data may remain in a

recoverable state for up to **30 days**, after which it will be permanently deleted or anonymised, unless a longer retention period is required.

Access to MyKM requires an associated customer account maintained by Kongsberg Maritime. Customer contact information may therefore also be maintained in other Kongsberg Maritime business systems used to support customer administration, service delivery, support, and business operations.

If you wish to request deletion of customer contact information maintained as part of a customer relationship, please contact your designated customer representative or use the contact details provided in the **Contact Us** section of this Privacy Notice.

Certain information may be retained for a longer period where:

- A longer retention period is required by applicable law or regulatory obligations.
- Retention is necessary to establish, exercise, or defend legal claims.
- Retention is required for legitimate security, audit, compliance, business continuity, or operational purposes.
- The information forms part of records maintained in other Kongsberg Maritime business systems, where it will be retained in accordance with the retention requirements applicable to those systems.

Personal data will be deleted, anonymised, archived, or otherwise managed in accordance with Kongsberg Maritime's records retention requirements and applicable legal, regulatory, and business obligations.

Automated Decision-Making

Kongsberg Maritime does not use personal data within MyKM to make decisions based solely on automated processing, including profiling, that produce legal effects or similarly significant effects on individuals.

Your Data Protection Rights

Subject to applicable laws and exemptions, you may have the right to:

- Request access to your personal data;
- Request correction of inaccurate or incomplete personal data;
- Request deletion of your personal data;
- Request restriction of processing;
- Object to processing carried out on the basis of legitimate interests;
- Request portability of personal data, where applicable;
- Withdraw consent where processing relies on consent; and
- Lodge a complaint with a competent supervisory authority.

To exercise your rights, please contact the Data Privacy Office using the contact details provided above. We may need to verify your identity before responding to your request.

Complaints

If you believe your personal data has been processed unlawfully, you have the right to lodge a complaint with the supervisory authority in the country where you live, work, or where the alleged infringement occurred.

Kongsberg Maritime's lead supervisory authority is:

Datatilsynet (Norwegian Data Protection Authority)

Website: [Datatilsynet](https://datatilsynet.no)

Security

Kongsberg Maritime implements appropriate technical and organisational measures designed to protect personal data against unauthorised access, disclosure, alteration, loss, or destruction.

These measures may include:

- Role-based access controls;
- Multi-factor authentication;
- Encryption of data in transit and at rest where appropriate;
- Security monitoring and logging;

- Audit trails;
- Secure system configuration and vulnerability management;
- Regular security assessments; and
- Privacy and security awareness training.

Any suspected privacy or security incident should be reported immediately to the Data Privacy Office.

Contact Us

For questions about this Privacy Notice, the processing of personal data, or to exercise your data protection rights, please contact using the information at the top of this notice.

Data Privacy Office / Privacy Team

Email: privacy@km.kongsberg.com

Third-Party Processors

Processor Name	Purpose	Location	Transfer Mechanism
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Microsoft	Identity and access management, cloud hosting, document management, customer account management, monitoring and supporting services used by MyKM	EU/EEA	Data Processing Agreement
Forte Digital	Development, maintenance, support, and operational services for MyKM	Norway / EEA	Data Processing