

## PRIVACY NOTICE

The AWARE Compliance and Ethics Hotline (“AWARE Hotline”) is a web and phone-based reporting system provided by Royal Caribbean Cruises Ltd., 1050 Caribbean Way, Miami, Florida, 33132 (“RCL”), to our employees, vendors, suppliers and business partners and those of our subsidiaries for reporting suspicions or concerns of a possible violation of our Code of Business Conduct and Ethics (“Code”), policies, or laws and regulations.

Before you make a report through the AWARE Hotline, please read the terms contained below. If you are uncomfortable with the terms of this Privacy Notice, please do not use the AWARE Hotline to submit your report.

### 1. General

The AWARE Hotline is operated on our behalf by NAVEX Global, Inc, an independent third-party service provider located in the United States. The personal data and information that you may report is stored in a database which is located on servers hosted and operated by NAVEX Global Inc. in the United States. Accordingly, we have entered into contractual commitments with NAVEX Global, Inc. to ensure that the information you provide is kept secure in accordance with applicable law. You may contact RCL with any questions relating to the AWARE Hotline by email at: [ethics@rccl.com](mailto:ethics@rccl.com).

### 2. Use of the AWARE Hotline

Use of the AWARE Hotline is entirely voluntary. You are encouraged to report possible violations directly to your manager, or to a representative of Human Resources, Audit, Legal, or Global Compliance and Ethics. If you feel that you are unable to do so, you may use the AWARE Hotline to make your report, depending on the nature of the possible violation, in line with your country’s laws and regulations.

Please note that we can receive and process reports through the AWARE Hotline if you confirm that you have read this Privacy Notice and consent to the processing of the report and your personal information as described herein. If you do not consent, then you may not use the AWARE Hotline to submit a report and should contact your local management or a representative of Human Resources, Audit, Legal, or Global Compliance and Ethics to report the matter.

Please be aware that the information you supply about yourself, your colleagues, or any aspect of the company’s operations may result in decisions that affect others. Therefore, we ask that you only provide information that you believe is true. You will not be subject to retaliation from RCL for any report of a suspected violation that is made in good faith, even if it later turns out to be factually incorrect. However, it is a violation of our Code to knowingly submit a report with a false accusation. The information you submit will be treated confidentially to the extent reasonably possible. We encourage you to identify yourself in order for us to follow up with questions we may have.

### 3. What personal data and information is collected and processed?

We collect the following personal data and information that you provide when you make a report: (i) your name and contact details (unless you report anonymously) and your employment type or relationship to us; (ii) the name and other personal data of the persons you name in your report if you provide such information (e.g., description of functions and contact details); and (iii) a description of the alleged misconduct as well as a description of the circumstances of the matter. In addition, we may collect information from others during any subsequent investigation. Note that depending upon the laws of the country in which you are residing or where the matter occurred, the report may not be made anonymously; however, your personal information will be treated confidentially and will be disclosed as set out below.

#### **4. How will the personal data and information be processed after your report and who may access personal data and information?**

The information that you provide will be used for the purpose of processing and investigating your report and subject to the provisions of local law, the personal data and information you provide may be accessed, processed and used by the relevant functions of RCL, including Human Resources, Finance, Audit, Legal, Global Security, Global Compliance and Ethics, management, external advisors (e.g. legal advisors), or, in limited circumstances, by technical staff at NAVEX Global, Inc. Those individuals may be located in the United States or elsewhere.

Personal data and information you provide may also be disclosed to the police and/or other enforcement or regulatory authorities. The relevant bodies that receive and process personal data can be located in the United States or in another country that may not provide the level of data protection available in the European Union. The personal data you provide will be kept as long as necessary to process your report, or, if applicable, as long as necessary to initiate sanctions or to meet our legal or financial needs.

Should you have any question or concern regarding the processing of your personal data via the AWARE Hotline, you may contact the Data Protection Officer or Global Compliance and Ethics at the mailing address above or by submitting an email to [ethics@rccl.com](mailto:ethics@rccl.com). You also have the right to make a complaint about how we process your personal data to your data protection supervisory authority.

#### **5. Accessing information concerning the report**

Based on applicable laws, individuals you identify through the AWARE Hotline may be informed that a report has been made. In addition, all such individuals you identify will have the right to respond to or correct information you report as permitted by applicable laws. Similarly, with some exceptions, reporters may also access information about the report and request corrections of their personal data in accordance with applicable law. To make any such corrections, please contact Global Compliance and Ethics by email at [ethics@rccl.com](mailto:ethics@rccl.com).

#### **6. Special country regulations**

Throughout much of the European Union and surrounding areas, reports may be limited in topics, to concerns about accounting, auditing, bribery, competition law, discrimination and harassment and environment, health, hygiene, and safety matters. Any issues or concerns relating to topics not permitted by law to be reported via the AWARE Hotline should be reported directly to local management or a representative of Human Resources, Audit, Legal or Global Compliance and Ethics. In some countries, anonymous reports may not be permitted under the law.