

**Centrotherm Eco Systems**

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**Centrotherm Site: Terms of Use and Privacy Policy (March 2020)**

**General Introduction**

- Centrotherm (collectively and individually, "Centrotherm," "we," "us," or "our") values clarity on how we process your personal data, and this Privacy Policy outlines the terms of use of centrotherm.us.com and our processes and procedures for handling data. This privacy statement applies to all persons whose personal data is processed by us, among other customers, visitors to our website, and recipients of newsletters, with the exceptions of persons working at our company.
- Any changes made to the Terms of Use will be published on this page.
- With any question, problem, or if you want to report a violation of privacy, please contact us using the following link: <https://www.centrotherm.us.com/Contact.aspx>

**How is my personal information used?**

- We may ask you to share personal information with us for the following purposes:
- To execute an agreement such as delivering products and services. If you request a quotation or enter into an agreement with us, your contact details will be requested. Depending on the nature of the agreement, other personal data may also be necessary for the execution of the agreement. Furthermore, data can be used for invoicing the delivered products or services provided.
- To maintain contact with you (customer management). Your contact details are kept in our customer system and can be used for sending newsletters, updates, invitations to events, seminars, and sending information that you have requested from us. We provide users the opportunity to manage their communication preferences via the subscription center from any emails received from us.
- To answer questions or resolve complaints about products or services, and to provide information about complaint status.



- To improve our product and service information and to conduct targeted marketing campaigns. We want to provide customers and Site visitors with relevant information. To make this possible, we combine and analyze the personal data available to us. On that basis, we determine which information and channels are relevant and which moments are most suitable for providing information or contacting you. We do not process special categories of personal data for marketing campaigns. If we wish to create a personal, individual customer profile for you, we will ask for your consent in advance. You may always withdraw that consent later if you wish to do so.
- To improve and secure our website and IT-systems.
- To produce user statistics. We collect user statistics for our website to establish a picture of, for example, the number of visitors, the length of the visit, which parts of the Site are viewed and “click behavior.” These are generic reports that do not contain information about individuals. We use the information obtained to improve our website.
- To fulfill legal obligations that apply to us.
- In general, we process your personal data only for the purposes stated above. When we use your data for other, closely-related purposes, additional data protection measures will be taken where they are required by law.

### **On which legal grounds do we process your data?**

- We process your data:
  - either because we need it to enter into or execute the agreement with you,
  - because we are legally obliged to do so,
  - with your consent; or,
  - because we (or a third party) have a legitimate interest in doing so.
- If we have requested your consent to process your personal data and you have given that consent, you are always entitled to withdraw it.
- If we process personal data based on a legitimate interest, we may not infringe on your privacy disproportionately. For example, we use your contact information to send newsletters, informational material, and to invite you to promotional activities and events. We do not process any unique data from you in the course of these marketing campaigns.
- If we want to create a personal, individual customer profile, we will ask for your consent in advance.



## What personal data do we collect?

- We process personal data that the user has provided, personal data collected during a visit to our websites, and personal data collected from other sources, such as public and corporate websites.
- The personal data you may provide while using our Site include:
  - Information necessary for the execution of an agreement (e.g., a purchase/sales agreement)
  - Data entered on contact forms
  - Information provided during introductory meetings (business cards), events, seminars, etc.
- When you visit our website, our servers store several data items, including your cookie ID, your web browser, your location, web pages you visit on our Site, and the ads you view.
- We can also obtain your personal information from other sources such as:
  - Personal data available to us if you are a customer of one of our group companies or partners.
  - Personal data obtained from the Trade Register of the Chamber of Commerce or other public registers.
  - Personal data available on public or corporate websites or corporate social media platforms.
- When we obtain data from one of the sources above, it is always processed in accordance with the law and the purpose for which it was provided.

## How long do we store personal data?

- We do not store user data longer than is strictly necessary for the purposes for which we have collected your information or to comply with legislation and regulations.
- After the expiry of the storage period, unnecessary data is deleted unless we are required to keep the data for longer for legal procedures.

## To what extent do we share your personal information with others?

- We may share your data with service providers, business partners, and other third parties in accordance with the prevailing legislation.

- We supply third parties with your data only if this is necessary for the execution of an agreement with you, or to comply with a legal obligation. We conclude a processor contract with organizations that process your data on our behalf to ensure the same level of security and confidentiality for your data. We remain responsible for these processing operations.

## Personal Data Regulations and Your Rights

- Centrotherm observes the privacy laws of North America and Europe, including the California Consumer Privacy Act (CCPA), Canada's Anti-Spam Legislation (CASL), and the General Data Protection Regulation (GDPR), in relation to the personal data you provided on the site.
- From time to time, we verify that our Privacy Policy conforms to the relevant privacy laws.

## CASL

- Centrotherm complies with CASL, which applies to any electronic communications sent by Centrotherm to certain parties. CASL requires the regulations of all commercial electronic messages ("CEM") sent within, to, or from Canada. CEMs are messages that include (among other things) the encouragement of participation in commercial activities.
  - To show transparency regarding how we handle data, we have implemented the following initiatives:
  - CASL-Compliant Consent Forms: Consent is necessary for us to use personal information to send a CEM. Consent must be "expressed," but in certain circumstances can be "implied." We have modified certain forms to ensure we obtain expressed consent. Users can manage their communication preferences via the subscription center from any CEM received from us (i.e., having your email address removed from our mailing list, or clicking the "unsubscribe" option at the footer of our emails).
  - Regarding "implied" consent, you may receive a CEM if implied consent is given. We may infer implied consent in the following ways:
    - We have an existing business relationship with you or had a business relationship with you within the last two years.
    - We received a business inquiry from you within the last six months.



- You disclosed your contact information to a Centrotherm employee (i.e., you provided your business card or connected with Centrotherm via social media).
- There are messages exempt from the consent requirements outlined by CASL, including the following scenarios:
  - You have a personal relationship with a Centrotherm employee with whom you've previously had direct, voluntary, two-way communication with;
  - You have a family relationship with a Centrotherm employee who contacted you via email;
  - Centrotherm sends a CEM to one of our affiliated companies;
  - A CEM was sent in response to a request or business inquiry; or
  - Centrotherm uses a CEM to enforce a legal right or obligation (i.e., settling an outstanding debt, or handling a breach of contract).

## CCPA

- Subject to certain limits under California Civil Code § 1798.83, California residents may request certain information regarding Centrotherm's disclosure of information to third parties for their direct marketing purposes. To make a request along these lines, contact us at <https://www.centrotherm.us.com/Contact.aspx>.
  - The rights for Californians under California Civil Code § 1798.83 are as such:
    - The right of Californians to know what personal information is being collected about them,
    - The right of Californians to know if personal information about them was being sold or disclosed and to whom,
    - The right of Californians to say, "no" to the sale of personal information,
    - The right of Californians to access their personal information, and;
    - The right of Californians to equal service and price even if they exercise their privacy rights.



## GDPR

- - The GDPR gives you, among other things, the possibility to view the personal data we hold about you, to ask whether we want to delete it, and/or to indicate that you wish to correct or supplement this information. You also have the right to request a limitation of the processing or to object to it. Finally, you have the right to request the personal data held by us in connection with data portability. To make a request along these lines, contact us at <https://www.centrotherm.us.com/Contact.aspx>. You have the right to lodge a complaint with a supervisory authority in the Member State of the EU of your habitual residence, place of work or place of the alleged infringement if you consider that the processing of personal data relating to you infringes the GDPR.

## Your Rights

- Centrotherm allows you to use the Site and the services contained therein that are offered by it, for personal, non-commercial use only, subject to the Terms of Use.
- You are entitled to know whether we hold Personal Information about you, and you may review your Personal Information and correct inaccuracies, subject to the law.
- Third-party services and effect: This Privacy Policy applies only to data collected by us and for our use.
- A portion of the services on the Site (such as the search engine) are managed by products and content suppliers of Centrotherm. These services are provided in accordance with the terms and conditions of such suppliers and not by Centrotherm servers. When using these services, you may be requested to provide Personal Information, or such information may be collected about you. The use of this information is subject to the privacy policies of such suppliers, and not to the Centrotherm Privacy Policy; therefore, we recommend you review, when applicable, these privacy policies as well.



## **Automated Decisions**

- We may make automated decisions only if we have entered into an agreement with you in that respect, if the law permits it, or if you give your consent. In these situations, you may always consult someone from our company, and you have the right to submit an objection. This can be done by contacting us via the link here: <https://www.centrotherm.us.com/Contact.aspx>.
- We do not make fully automated decisions that can have consequences for you or affect you adversely.

## **Access another website via a link**

- When you visit our website, you will find links to other websites for your convenience and for information purposes. These websites may not be managed by us and may have their own privacy statement. We advise that you read their privacy statement so that you understand how your information is used concerning these websites. We are not responsible for the content, use, and data protection policies of the websites that are not owned by us and that we do not manage.

## **How we protect your personal data**

- We acknowledge our responsibility for protecting the personal data you entrust to us from loss, misuse, or unauthorized access. We use various security technologies and organizational procedures to protect your personal data. For example, we have access management systems, and we use firewalls and secure servers. We also encode certain types of data such as financial information and other sensitive data.

## **Changes**

- Centrotherm reserves the right to make any changes to the Content, information, and services published on the Site at its discretion, including terminating the services on the Site, or a portion thereof, with or without prior notice. In the event of the termination of a service, Centrotherm will not be liable to you or to any third-party for any damage and/or loss.



## General

- The Terms of Use and the Site and its Content shall be governed solely by and interpreted in accordance with the laws of the U.S. and Europe. Centrotherm is not responsible for adapting the Site and/or the Content and/or their accessibility outside of the U.S. Any dispute and/or disagreement and/or any other matter arising under or in relation to the Site and/or anything contained therein and/or these Terms of Use shall be resolved in, and the sole and exclusive jurisdiction of the competent court in the state of New York. Centrotherm reserves the right in its sole and absolute discretion, for any reason and without notice to you, to deny, refuse any user to join, prevent user access and/or terminate any user's registrations at any time. The Terms of Use contain, represent, exhaust, and reflect all the representations and agreements between Centrotherm and you, and no claim about promises, guarantees, representations, or agreements that are not reflected in the Terms of Use will be entertained.

## Miscellaneous

Both you and Centrotherm acknowledge and agree that no partnership is formed and neither of you nor Centrotherm has the power or the authority to obligate or bind the other. The failure of Centrotherm to comply with these terms because of an act of God, war, fire, riot, terrorism, earthquake, actions of federal, state or local governmental authorities or for any other reason beyond the reasonable control of Centrotherm, shall not be deemed a breach of these terms. If Centrotherm fails to act with respect to your breach or anyone else's breach on any occasion, Centrotherm is not waiving its right to act with respect to future or similar breaches.

If you have any questions about this privacy statement or have a complaint about the processing of your personal data, please feel free to contact us here: <https://www.centrotherm.us.com/Contact.aspx>.