

## PRIVACY STATEMENT

Last date of revision: 2022, September 9th

### 1. WHO THIS PRIVACY STATEMENT APPLIES TO

- 1.1 Eu.azbil.com (“**this Site**”) is owned and operated by Azbil Europe NV, with registered office address at 1933 Zaventem - Belgium, Bosdellestraat 120/2 including its branch in Germany, 85399 Hallbergmoos Zeppelinstrasse 1- 3 and with company number 0474.687.910 (“**Azbil Europe**” or “**we / us**”).

Azbil Europe is an affiliate of Azbil Corporation (Japan) and part of the azbil Group. We provide control equipment, field equipment, control valves, monitoring and control systems, and other products designed to improve comfort in the working environment.

- 1.2 We act as a data controller for all personal data processed by our company.
- 1.3 We want to be a great company. In order to achieve that goal we are committed to work in the right way. We are committed to protect your privacy and to process your personal data in an open and transparent manner, in particular with respect of the General Data Protection Regulation 2016/679 of 27 April 2016 (“GDPR”).

### 2. WHAT IS COVERED BY THIS PRIVACY STATEMENT?

- 2.1 With this Privacy Statement we would like to inform you about why and how we process personal data as a data controller when we perform any activities that form part of the operation of our business or when you use this Site and any of the services we offer through this Site (“**the Services**”), who we give that information to, what your rights are and who you can contact for more information or queries.
- 2.2 When we refer to “this Site”, we mean the specific webpages with a URL commencing <https://eu.azbil.com>.
- 2.2 This Site may link to other sites provided by other affiliated companies entities or by third parties. Whilst we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices of other websites.

When linking to any such sites, we strongly recommend you to review the Privacy Statements on these sites, before disclosing any personal information.

### 3. HOW WE OBTAIN DATA

- 3.1 We may obtain your personal data in the framework of the execution of our business activities or when you use this Site and its applications and Services.
- 3.2 We may obtain such personal data because you give them to us (e.g. by contacting us), because others give them to us (e.g. your employer or third party service providers that we use in the framework of our business activities) or because they are publicly available.

When we obtain personal data from third parties, we make reasonable efforts to conclude contractual clauses with these parties obliging them to respect the data protection legislation. This can be done by obliging this party to provide you with all necessary information or - if necessary - to obtain your consent for processing the personal data as described in this Privacy Statement.

We may also obtain personal data when you interact with us (e.g. by completing forms on this Site, by contacting us etc.)

#### **4. DATA WE COLLECT**

4.1 The personal data that we collect or obtain may, among other things, include:

- Standard identification data (e.g. name, address (private/work), phone number (private / work), e-mail address (private / work), country of residence)
- electronic identification data (e.g. IP addresses, browser type, cookie identifiers, ...);
- personal characteristics (e.g. age, gender, date of birth, place of birth, nationality, language, family composition, hobby's etc.);
- financial specifics (e.g. bank account number,...);
- life style and social circumstances;
- family circumstances (e.g. marital status);
- employment and educational data (e.g. organization you work for, job title, qualifications,...);
- data about which products and services you order;
- data about how you interact with us (e.g. when you contact us via the details mentioned on the "Contacts" page of this Site) and other similar information.

4.2 When contacting us through the contact sheet on this Site, you are asked to provide us with the following data: your name, your country of residence, your e-mail address, the company name, telephone number, your Azbil product code and your requests or enquiries. This information will enable us to treat your requests or enquiries in the best possible way. If necessary, additional information may be requested for specific services.

#### **5. WHY WE USE YOUR DATA**

5.1 We only process your personal data for legitimate business reasons. These purposes include, but are not limited to

- customer and supplier management;
- order and supply management;
- invoicing and accounting;
- the provision of information on our company, services and activities;
- the good organisation of our services;
- direct marketing and sales;
- dealing with enquiries, requests and complaints of clients and suppliers;
- dispute management;
- public relations;
- statistics and market research;
- Access control;
- Security.

## 6. THE LEGAL GROUNDS FOR PROCESSING YOUR DATA

6.1 We process your personal data for the purposes mentioned above:

- when necessary for the performance of contracts to which you are party or in order to take steps at your request prior to entering into a contract;
- when necessary for compliance with our legal obligations;
- for the purposes of the legitimate interests of the Company and/or of a third party, including (but not limited to) our business activities, client and supplier management etc.

If we have the legal obligation to obtain your free, informed, specific and unambiguous consent to process your personal data for certain purposes (e.g. specific direct marketing or market research activities), we will only process your data for such purposes to the extent that we have obtained such consent from you.

## 7. DISCLOSURES

7.1 We may disclose your personal data to affiliated companies, third parties that provide services to us that reasonably require access to personal data relating to you for one or more of the purposes outlined in the “Why we use your data” section above. The following third parties may for instance be concerned:

- external service providers we rely on for various business services;
- law enforcement authorities in accordance with the relevant legislation
- external professional advisors (e.g. attorneys or consultants of the company).

We will however not sell, rent or lease your personal data to third parties.

If our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

7.2 Please note that some of the recipients of your personal data referenced above may be based in countries outside of the European Union whose laws may not provide the same level of data protection.

For instance, as we are an affiliate of Azbil Corporation and part of the azbil group, it may be necessary for one or more of the purposes outlined above that your personal data are transferred to Japan (e.g. when exchanging contracts, orders and shipping instructions).

Below please find a list of possible countries to which your personal data may be transferred and - if possible - the appropriate safeguards taken to process your personal data in accordance with the data protection legislation:

Countries outside of the EEA	Additional information
Japan	Standard contractual clauses of the European Commission

7.3 In general, we will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Statement.

We reserve the right to disclose your personal information as required by law, or when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, request from a regulator or any other legal process served on us.

- 7.4 We may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your personal data are not transferred to the third party.

Only with your explicit consent, we may transfer your personal data to third party advertisers or sponsors for direct marketing purposes.

## 8. COOKIES

- 8.1 This Site uses Cookies. Cookies are small text files that are stored by your browser onto your computer or mobile device when you visit this Site.

They are used to provide you with a good experience when you browse this Site and allow us to improve this Site. With your consent, they can also be used to personalise the content of this Site based on your previous browsing behaviour and to gather statistics via Google Analytics in order to improve this Site.

You can find more information about cookies by visiting the following website: [www.allaboutcookies.org](http://www.allaboutcookies.org).

- 8.2 Cookies can be categorized according to the following characteristics:

- 8.2.1 Whether they are “*session cookies*” or “*persistent cookies*”:

- **Session cookies**

A session cookie is used each time you visit our website to give you a session ID. We use this type of cookie to link your actions on our website and each session cookie will only last for a browser session, at the end of which it will expire. Each browser session will start when you open your browser window and finish when you close your browser window. After your visit to our website all session cookies are deleted. Each time you visit our website you will have a different session ID.

- **Persistent cookies**

A persistent cookie allows the preferences or actions of the user across a site (or across different sites) to be remembered. It has a longer lifetime than a session cookie and lasts for the period of time specified in the cookie (this will vary from cookie to cookie). This type of cookie will not be deleted when you close your browser window and will be stored on your computer or mobile device. It will be activated every time you visit a website which created that particular persistent cookie.

- 8.2.2 Whether they are “*first party cookies*” or “*third party cookies*”:

- **First party cookies**

A first party cookie is a cookie set by Azbil Europe NV or any of its processors.

- **Third party cookies**

A third party cookie is a cookie set by a data controller that does not operate this site (e.g. Google Analytics cookies of Google Inc).

Please note that we do not have access or control over the cookies placed on this Site by third parties and use of their cookies is subject to their own privacy policies.

- 8.2 The types of cookies used on a website can be classified into four categories, namely (1) strictly necessary cookies, (2) analytical cookies, (3) behavioural and advertising cookies, and (4) acceptance cookies.

For each cookie used on this Site, it is specified why we use it, whether it concerns a first party or a third party cookie, when it expires (at the end of each browser session in case of a session cookie) and whether your consent for the use of this cookie will be requested via the cookie header banner on this Site:

### 1. Strictly necessary cookies

These cookies are essential to our website in order to enable you to move around it and to provide services you have requested, such as remembering information you have entered on forms when you move to other pages within a browser session.

Without strictly necessary cookies, certain services which you may have asked for will not be possible and our website will not perform as smoothly as we think you would expect. Therefore, these cookies will be used automatically.

This site uses the following strictly necessary cookies:

- **Content management cookies**

This site is managed using a content management system called DNN Evoq Content (DNN).

This table below explains the content management cookies we use and why we use them:

Cookie name	Expiry date	Description and function
.ASPXANONYMOUS	70 days	This cookie is issued by ASP.NET and is necessary for the functionality of this Site.
_RequestVerificationToken	Session cookie	This cookie is issued by ASP.NET and is necessary for the functionality of this Site.
Dnn_IsMobile	Session cookie	This cookie is issued by DNN and is necessary for the functionality of this Site
language	Session cookie	This cookie is issued by DNN and is necessary for the functionality of this Site

- **Security cookies**

We use security cookies to protect this Site against fraudulent use and many types of attack, such as attempts to steal the content of forms that you complete on web pages. The security cookies on this Site are provided by a third-party, namely Google.

This table below explains the security cookies we use and why we use them:

Cookie name	Expiry date	Description and function
SID HSID		These cookies are used to protect users' data from unauthorized access. The combination of these two cookies allows to block many types of attack, such as attempts to steal the content of forms that you complete on web pages.

○ **User input cookies**

These first party cookies are used to keep track of your input on this site. They serve to remember your input when filling online forms such as the contact sheet on the "Contact Us" page.

**2. Analytical Cookies**

These cookies are used to gather statistics about your visit to this Site in order to improve its performance and design ("web audience measuring"). They collect information about the number of times that you visit this site, how long a visit takes etc.

We use no analytical cookies on this site.

**3. Behavioural and advertising cookies**

These cookies remember your browsing habits, your recent searches and interactions in order to show you customized ads

We use no behavioural or advertising cookies on this website.

**4. Acceptance cookies**

These are used to save if you have read and dismissed our cookie notification.

Cookie name	Expiry date	Description and function
cookieconsent_status	1 year	This cookie saves if a user has read and dismissed our cookie notification.

8.3 You can enable, disable and/or delete cookies as you wish. You can delete all cookies that are already on your device and you can set most browsers to prevent them from being placed.

The ability to enable, disable and/or delete cookies can be completed at browser level. These settings are usually found in the "options" or "preferences" menu of your internet browser. In order to understand these settings, the following links may be helpful. Otherwise you should use the "Help" option in your internet browser for more details:

- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Firefox](#)
- [Cookie settings in Chrome](#)
- [Cookie settings in Safari](#)

## 9. SECURITY OF YOUR DATA

9.1 We employ strict technical and organizational (security) measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage both online and offline.

These measures include:

- training to relevant staff to ensure they are aware of our privacy obligations when handling personal data;
- administrative and technical controls to restrict access to personal data on a 'need to know' basis;
- technological security measures, including fire walls, encryption (e.g. the Secure Socket Layer or "SSL") and anti-virus software;
- the storage of data on computer servers in a controlled, secure environment protected from unauthorized access, use or disclosure;
- physical security measures, such as staff security badges to access our premises.

9.2 Although we use appropriate security measures once we have received your personal data, the transmission of data - especially over the internet (including by e-mail) - is never completely secure. We endeavor to protect personal data, but we cannot guarantee the security of data transmitted to us or by us.

We limit access to your personal information to those who we believe reasonably need to come into contact with that information in order to carry out their jobs.

## 10. DATA RETENTION

10.1 Your personal data will not be retained longer than necessary for the purposes described above. As a general rule, records in our sales department that may contain personal data (e.g. contracts, orders, complaints, shipping records, correspondence etc.) are stored for a period of 5 years.

Depending on the specific situation, we may however retain your personal data for a longer period. This will in particular be the case if any of the following periods is longer : (i) as long as is necessary for our daily business; (ii) any retention period that is required by law; or (iii) the end of the period in which litigation or investigations might arise in respect of the services.

## 11. AUTOMATED DECISION-MAKING

11.1 Automated decisions are defined as decisions about individuals that are based solely on the automated processing of data and that produce legal effects that significantly affect the individuals involved.

11.2 As a rule, your personal data will not be used for automated decision-making. We do not base any decisions about you solely on automated processing of your personal data.

## 12. YOUR RIGHTS

12.1 You have several rights concerning the information we hold about you. We would like to inform you that you have the right to:

- obtain confirmation that we are processing your personal data and request a copy of the personal data we hold about you;

- ask that we update the personal data we hold about you, or correct such personal data that you think is incorrect or incomplete;
- ask that we delete personal data that we hold about you, or restrict the way in which we use such personal data if you believe that there is no (longer a) lawful ground for us to process it;
- withdraw consent to our processing of your personal data (to the extent such processing is based on consent);
- receive a copy of the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and to transmit such personal data to another party (to the extent the processing is based on consent or a contract);
- object to our processing of your personal data for which we use legitimate interest as a legal basis, in which case we will cease the processing unless we have compelling legitimate grounds for the processing.

You have also the right to object at any time to the processing of personal data for direct marketing. If you do not want to continue receiving any direct marketing from us, you can contact us (see below) or click on the unsubscribe function in any such communication. In that event, the personal data shall no longer be processed for such purposes.

12.2 In order to exercise any of your rights, you can send us a request, indicating the right you wish to exercise:

- by e-mailing us at [privacy@eu.azbil.com](mailto:privacy@eu.azbil.com);
- by addressing your query to 1933 Zaventem, Bosdellestraat 120.

You may also use these contact details if you wish to make a complaint to us relating to your privacy.

12.3 If you are unhappy with the way we have handled your personal data or any privacy query or request that you have raised with us, you have a right to complain to the Data Protection Authority (“DPA”) in your jurisdiction. If you would like to be directed to the appropriate DPA, please contact us.

## 13. **HOW TO CONTACT US?**

13.1 We hope that this Privacy Statement helps you understand, and feel more confident about, the way we process your data. If you have any further queries about this Privacy Statement and this Site in general, please contact us:

- by e-mailing us at [privacy@eu.azbil.com](mailto:privacy@eu.azbil.com); or
- by calling us at +32-2-785.07.10; or
- by addressing your query to 1933 Zaventem, Bosdellestraat 120/2.

## 14. **CHANGES TO THIS PRIVACY STATEMENT**

We may modify or amend this Privacy Statement from time to time. Any changes we may make to this Privacy Statement in the future will be posted on this page. To let you know when we make changes to this Privacy Statement, we will amend the revision date at the top of this page. The new modified or amended Privacy Statement will apply from that revision date. Please check back periodically to see changes and additions. If we are in the possession of your e-mail address, we will also inform you electronically about all changes to this Privacy Statement.