

Data Protection Policy

for the ARBURG website

In the following, we provide information on how personal data is gathered when our website is used. Personal data is all data that can be personally related to you, for example name, address, e-mail addresses, user behaviour.

1. Name and contact details of the Controller and Data Protection Officer

The Controller pursuant to Article 4(7) EU General Data Protection Regulation (GDPR) is ARBURG GmbH + Co KG, Arthur-Hehl-Strasse, 72290 Lossburg, Germany, e-mail: contact@arburg.com, Telephone: +49 (0) 7446 33-0, (see our Legal Notice).

You can contact our Data Protection Officer at the e-mail address datenschutzbeauftragter@arburg.com or using our above-mentioned postal address, adding "For the Attention of the Data Protection Officer".

2. Collection and storage of personal data and the nature and purpose of its use

a) When visiting the website

When you call up our website, the browser used on your device automatically sends information to us. Whenever you visit our website, the following data will be collected without any action on your part:

- your IP address
- the date and time of your request
- the content of your request (actual page)
- the access status/HTTP status code
- the amount of data transferred
- the website where the request originates
- the browser used
- the language and version of the browser software
- the operating system and its interface

The above-mentioned data will be processed by us for the following purposes:

- to ensure establishment of a smooth website connection
- to ensure the comfortable use of our website
- to evaluate system security and stability
- for other administrative purposes

The legal basis for data processing is Art. 6(1)(1) f) GDPR. Our legitimate interests derive from the above-mentioned purposes for data collection. Under no circumstances will we use the above-mentioned data to produce a profile of you.

In addition, we also use cookies, as well as analysis services when you visit our website. Further information on cookies and analysis services can be found in Sections 4 and 5 of this Data Protection Policy.

b) When using our contact form

When you contact us using a contact form or by e-mail, the information you share with us (your e-mail address, name, telephone number, address and any information you provide in the contact form) is stored by us to help us answer your questions.

The processing of data for contact purposes takes place in accordance with Article 6(1)(1) a) of the GDPR on the basis of your voluntarily granted consent.

We delete the data produced in this context once storage is no longer necessary, or limit processing where statutory retention requirements apply.

c) When registering for our newsletter

If you give your consent, you can subscribe to our newsletter, which provides you with the latest information from the field of plastic injection moulding, as well as new service developments and interesting offers from ARBURG GmbH + Co. KG.

We use the so-called double opt-in procedure for subscriptions to our newsletter. This means that after you have registered, we send an e-mail to the e-mail address you specified in which we ask you to confirm that you wish to receive the newsletter. If you do not confirm your subscription within 7 days, your information is automatically deleted. In addition, we also store your IP addresses and the login and confirmation times. The purpose of the procedure

is to verify your registration and, if necessary, to inform you about possible misuse of your personal data. After we receive your confirmation, we save your e-mail address, as well as other information that you supply to us during the newsletter subscription, for the purpose of sending you the newsletter.

The legal basis for the above-mentioned data processing is Article 6(1)(1) a) GDPR. You can withdraw your consent to receipt of the newsletter and unsubscribe from the newsletter at any time. You can withdraw your consent by clicking on the link provided in each newsletter e-mail, by sending an e-mail to contact@arburg.com or by sending a message to the contact details given in the Legal Notice.

d) When using our webshop

If you want to order goods from our webshop, you must first create an account. This requires you to provide your surname as well as your e-mail address; further details (first name, telephone number) are voluntary. In order to conclude the contract, you must provide further personal information, which we need to process your order. Required information for the purpose of processing contracts (in particular name, company, e-mail address, street, post code, city and country) are indicated accordingly, other details are voluntary. We use the data provided by you to process your order. To process the payment, we may need to submit your details to the payment service provider you have selected. For the shipment of the goods you ordered, it is necessary for us to send your name and address to a parcel service. The legal basis for the above-mentioned data processing is Article 6(1)(1) b) GDPR.

We are obliged under commercial and tax regulations to store your address, payment and order data for a period of ten years. After expiration of the retention period, your data will be deleted, provided that continued storage is not necessary for the purpose of providing evidence or if you have expressly consented to a longer storage period.

3. Use of service providers, disclosure of data

We use selected external service providers to provide support and administration tasks for our website. These service providers may have individual access to your personal data. The service providers process your data solely on our behalf and in accordance with our instructions in compliance with this Data Protection Policy and the applicable laws.

Your personal data is only transmitted to other third parties provided that such transmission is expressly indicated in this Data Protection Policy or is carried out for one of the following purposes:

- You have granted your express consent in accordance with Article 6(1)(1) a) GDPR
- Disclosure takes place in accordance with Article 6(1)(1) f) GDPR in order to pursue, exercise or defend legal claims and if there is no reason to believe that you have an overriding legitimate interest in not disclosing your information
- In the event that disclosure pursuant to Article 6 (1)(1) c) GDPR is a legal obligation
- Disclosure is permitted by law and, pursuant to Article 6(1)(1) b) GDPR, is required for settlement of the contractual relationships with you

4. Cookies

We use cookies on our website. Cookies are small text files stored on your hard drive that are associated with the browser you use and that provide us with certain information.

However, this does not mean that we immediately gain knowledge of your identity.

On the one hand, the use of cookies helps to make it more convenient for you to use our offering. For example, we use so-called session cookies to detect that you have already visited individual pages on our website. These are automatically deleted after you leave our website.

Moreover, to improve usability, we also use temporary cookies that are stored on your device for a specified period of time. If you visit our site again to use our services, these automatically recognise that you have already visited us before and retrieve the entries and settings you have already made, so you do not have to re-enter them.

On the other hand, we use cookies to statistically record the use of our website and to evaluate it for the purpose of optimising our offering to you (see Section 5 of this Data Security Policy). These cookies enable us to automatically recognise when you re-visit our site that you have already visited us previously. These cookies are automatically deleted after a defined length of time.

The data processed by cookies is required for the purposes mentioned to safeguard our legitimate interests, as well as those of third parties pursuant to Article 6(1)(1) f) GDPR.

You can configure your browser settings according to your wishes. You can, for example, decline the acceptance of third-party cookies or all cookies. We would point out that you may not be able to use all the functions of this website if you do not accept cookies.

The legal basis for the above-mentioned data processing is Article 6(1)(1) f) GDPR.

5. Web analysis

We use Matomo web analysis software from InnoCraft Ltd., which statistically evaluates data to analyse user behaviour patterns. By using this web analysis service, our aim is to ensure that our website is designed and optimised on an ongoing basis and to statistically track the use of our website in order to optimise our offering to you. The legal basis for the above-mentioned data processing is Article 6(1)(1) f) GDPR.

The Matomo web analysis service from uses "cookies", text files that are stored on your computer and that allow us to analyse your use of the website. Pseudonymised usage profiles can be created from the collected data and evaluated for the above-mentioned purposes. The information generated by the cookie about your use of this website is stored on our servers and is never shared with InnoCraft Ltd.

This website uses Matomo with the extension "AnonymizeIP". This means that IP addresses are processed in truncated form to exclude any direct personal reference. The IP address transmitted by Matomo from your browser will not be associated with other data collected by us.

You can prevent cookies from being stored by means of the relevant browser software settings. Please note, however, that if you do this, you may not be able to use all the features of this website to the fullest extent possible. You can also prevent the collection of cookie-generated data relating to your use of the website by clicking the following link:

<https://arburg.innocraft.cloud/index.php?module=CoreAdminHome&action=optOut&language=en&backgroundcolor=&fontcolor=&fontsize=13px&fontfamily=Arial>

Information about the third party provider: InnoCraft Ltd., 150 Willis St, 6011 Wellington New Zealand.

6. Social media

We use links to the Facebook and LinkedIn social networks, as well as to the YouTube video portal on our website.

The social networks are included on our website simply as links to the corresponding services. No data is transmitted to the services unless you click on the relevant graphics.

Once you click on the integrated graphics, you are redirected to the page belonging to the respective provider. Only then is user information transmitted to the relevant provider.

Addresses of the respective providers and URL with their privacy notices:

- a) Facebook Inc., 1601 S California Ave, Palo Alto, California 94304, USA;
<http://www.facebook.com/policy.php>; further information relating to the gathering of data:
<http://www.facebook.com/help/186325668085084>,
<http://www.facebook.com/about/privacy/your-info-on-other#applications> and
<http://www.facebook.com/about/privacy/your-info#everyoneinfo>. Facebook has signed up to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US> Framework.
- b) LinkedIn Corporation, 2029 Stierlin Court, Mountain View, California 94043, USA;
<http://www.linkedin.com/legal/privacy-policy>. LinkedIn has signed up to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.
- c) YouTube LLC, 901 Cherry Ave., San Bruno, CA 94066, USA;
<https://www.google.de/intl/de/policies/privacy>. Google, the parent company of YouTube, LLC, also processes your personal data in the USA and has signed up to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.

7. Your rights

You have the right:

- pursuant to Article 15 GDPR to request information about your personal data that is processed by us. In particular, you can request information on the processing purposes, the category of personal data, the categories of recipients to whom your data has been disclosed, the planned retention period, the right to rectification, deletion, limitation of processing or objection, the existence of a right of complaint, the origin of their data if it was not collected from us, as well as the existence of an automated decision-making process, including profiling and, where applicable, meaningful information on their details
- pursuant to Article 16 GDPR to request the immediate correction of incorrect data or the completion of personal data stored by us
- pursuant to Article 17 GDPR to demand the immediate deletion of the personal data belonging to you stored by us, insofar as processing is not required in order to exercise the right to freedom of expression and information, to fulfil a legal obligation, for reasons of public interest, or to assert, pursue or defend legal claims

- pursuant to Article 18 GDPR to demand the restriction of the processing of your personal data, insofar as the accuracy of the data is disputed by you, processing is unlawful, but you decline to permit its deletion and we no longer require the data, but you need it in order to assert exercise or defend legal claims or you have objected to processing in accordance with Article 21 GDPR
- pursuant to Article 20 GDPR to receive the personal data belonging to you that you have provided to us in a structured, commonly used, machine-readable format or to request the transfer of this information to another responsible party
- pursuant to Article 7(3) GDPR to withdraw the consent granted to us at any time. As a consequence, we are no longer permitted to continue processing data based on this consent for the future

If you wish to exercise the above-mentioned rights, please send an e-mail to contact@arburg.com or send us a message using the contact details specified in the Legal Notice.

Right of objection

If we use your personal data to protect legitimate interests within the meaning of Article 6(1)(1) f) GDPR, you have the right to object to this processing for reasons that arise from your particular situation pursuant to Article 21(1) GDPR. You have the right to object to the processing of your data for the purpose of direct marketing according to Article 21(2) GDPR at any time without providing a reason. To exercise this right of objection it is sufficient to send us an informal notification, e.g. by e-mail to contact@arburg.com.

Right of complaint

If you believe that the processing of personal data relating to you violates the General Data Protection Regulation, you have the right pursuant to Article 77 GDPR to complain to a supervisory authority with responsibility for data protection.

8. Data security

We use state-of-the-art encryption procedures (TLS procedures) to protect the security of your data during transmission. We also take appropriate technical and organisational security measures to protect your data against accidental or intentional manipulation, partial or total loss, destruction or unauthorised access by third parties. Our security measures are continuously being improved in line with technological developments. However, we cannot

guarantee the security of the data you provide to us as a user. Any data transmission by the user is therefore provided at your own risk.

9. Updating and changing this Data Protection Policy

This Data Protection Policy is currently valid and is dated June 2018.

Due to the further development of our website and offers or as a result of to changes in legal or regulatory requirements, it may be necessary to modify this Data Protection Policy. You can view and print the latest iteration of the Data Protection Policy at any time on the website at <https://www.arburg.com/en/meta/data-protection/>