

PRIVACY STATEMENT

Last updated: February 2024

We are delighted that you are visiting our UK website and that you have shown an interest in our company. The protection of your personal data is very important to us.

The information in this privacy notice informs you about how we collect and process your personal data when you visit our website, in accordance with the UK General Data Protection Regulation (as defined in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018) ("UK GDPR") and, to the extent that it applies, the General Data Protection Regulation ((EU) 2017/679) ("EU GDPR"), together with other data protection laws including the Data Protection Act 2018.

1. Who is responsible for data processing and who can I contact?

Balluff Ltd is the controller and responsible for your personal data (collectively referred to as "Balluff", "we", "us" or "our" in this privacy notice).

You can contact us using the following details:

Balluff Ltd (Company Number 01349404)

20 Cheshire Business Park

Cheshire Avenue

Lostock Gralam

Northwich, CW9 7UA

Tel. +44 1606 812777

Fax +44 1606 812778

sales@balluff.co.uk

www.balluff.co.uk

Should you have any questions, suggestions, or complaints about this privacy notice or the ways we collect/store your personal data, please contact our Data Protection Manager.

You can contact our Data Protection Manager by sending an e-mail to dataprotection@balluff.de or a letter "for the attention of/FAO Data Protection Manager" to our postal address above.

2. Processing of personal data when visiting our website

Personal data is data that can identify you (as a living individual) directly or indirectly, e.g. name, address, e-mail address, account details, or your date of birth. It does not include data where the identity has been removed (anonymous data).

Apart from the use of our website for purely information purposes, we offer different services which you can use if you are interested and for which you voluntarily disclose your personal data.

More information can be found below.

We may collect, use, store and transfer different kinds of personal data about you or your organisation including:

- Identity data: name, username or similar identifier, title, date of birth and gender.
- Contact data: billing address, delivery address, email address and telephone numbers.
- Financial data: bank account and payment card details.
- Transaction data: details about payments to and from you and other details of products and services you/your organisation has purchased from us.
- Technical data: internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- Usage data: information about how you use our website, products and services.
- Marketing and communications data: your preferences in receiving marketing from us and our third parties and your communication preferences.

If you fail to provide personal data

Where we need to collect personal data by law, or under the terms of a contract we have with you or your organisation, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you or your organisation (for example, to provide you or your organisation with goods or services). In this case, we may have to cancel a product or service you or your organisation has with us but we will notify you if this is the case at the time.

3. Lawful basis for processing your personal data

We have set out below a description of the ways we plan to use your personal data, and which of the lawful basis we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data.

- For the processing of personal data that is required for the fulfillment of a contract with you or your organisation (for example in relation to products or services purchased from us), registering you or your organisation as a new customer and managing payments, fees and charges our lawful basis for processing your personal data in this manner, is that it is necessary for the performance of a contract with you our lawful basis for processing your personal data in this manner, is that it is necessary for the performance of a contract with you. In all other circumstances these processing activities may also be necessary for the pursuit of our legitimate interests (to keep our records updated and to study how customers use our products/services).
- Insofar as the processing of personal data is required for the fulfillment of a legal obligation, to which Balluff is subject, for example notifying you about changes to our terms, administering and protecting our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data), our lawful basis for this processing is that it is necessary for compliance with a legal obligation.. In all other circumstances these processing activities may also be necessary for the pursuit of our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business re-organisation or a group restructuring exercise).

- When using the website for information purposes, i.e. when you do not register or otherwise submit information to us, we collect the usage data which is gathered by the web analysis service used by us, Google Analytics (see paragraph 5 below). The lawful basis for this is the pursuit of our legitimate interests to study how customers use our products/services, to develop them and grow our business, to keep our website updated and relevant and to inform our marketing strategy.
- We may make suggestions and recommendations to you about goods or services that may be of interest to you. The lawful basis for this is the pursuit of our legitimate interests to develop our products/services and grow our business.
- Generally (unless set out otherwise in this privacy notice) we do not rely on consent as a lawful basis for processing your personal data although we will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us.

More information can be found in the individual features of our website and as set out in the privacy notice below.

4. Use of cookies

Cookies are used on this website. A cookie is a small file that can be stored on your computer when you visit a website. Cookies are generally stored in order to offer users additional features on our website.

We use the following types of cookies, whose scope and operating principle are explained below:

- transient cookies (see 4.1)
- persistent cookies (see 4.2)

4.1 Transient cookies

Transient cookies are automatically deleted when you close the browser. They include, in particular, session cookies. They save a "session ID" which can be used to assign different queries from your browser to the joint session. As a result, your computer can be recognised when you return to our website. The session cookies are deleted when you log out or close the browser.

4.2 Persistent cookies

Persistent cookies are automatically deleted after a specified time which may vary depending on the cookie. You can delete the cookies in the security settings of your browser at any time.

You can configure your browser setting according to your wishes and refuse the acceptance of third-party cookies or all cookies. Click on the HELP feature in your browser if you want to find out more about this.

Please note that you may not be able to use all features on the subsequent website if you block or delete cookies.

We use cookies in order to be able to identify you for subsequent visits if you have an account with us. Otherwise, you have to log in each time you visit our website.

The flash cookies used are not collected by your browser, but by your flash plug-in. We also use HTML5 storage objects that are placed on your end device. These objects store the necessary data irrespective of the browser used by you and have no automatic expiration date. If you do not want to allow the processing of flash cookies, you have to install a corresponding add-on, e.g. BetterPrivacy for Mozilla Firefox or the Adobe Flash Killer Cookie for Google Chrome. You can prevent the use of HTML5 storage objects by setting your browser to privacy mode. We also recommend you manually delete your cookies and the browser history on a regular basis.

More information about the cookies can be found [\[here\]](#).

5. Use of Google Analytics

This website uses Google Analytics, a web analysis service of Google Inc. (Google), which uses cookies. The information generated by the cookie about your usage of this website is generally transferred to a Google server in the USA and stored there. Upon activation of the IP anonymisation on this website, your IP address is shortened beforehand by Google within European Union member states or in other countries in the European Economic Area. Only in exceptional cases is the full IP address transferred to a Google server in the USA and shortened there. Google shall use this information on behalf of the operator of this website in order to evaluate your usage of the website, compile reports about the website activities, and to provide further services to the website operator associated with the website and Internet usage.

The IP address transferred by your browser within the framework of Google Analytics is not merged with other data of Google. You can prevent the storage of cookies with a corresponding setting on your browser software; however, please note that with this setting you may not be able to fully use all features of this website. You can also prevent the collection of data generated by the cookie and related to your usage of the website (including your IP address) by Google, as well as the processing of this data by Google, by downloading and installing the browser plug-in available under the following

link: <https://tools.google.com/dlpage/gaoptout?hl=en>.

This website uses Google Analytics with the extension "anonymizeIp()". This means that IP addresses are only processed further in abbreviated form to prevent them from being directly linked to a particular individual. If a personal connection can be made from the data collected about you, it is rejected immediately and the personal data is deleted straight away.

We use Google Analytics in order to be able to analyse and regularly improve the usage of our website. Using the statistics we can improve our offering and make it more interesting for you as a user. For exceptions, where personal data is transferred to the USA, Google is subject to the EU-US Privacy Shield, see https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en, which requires Google to provide similar protection to personal data shared between Europe and the US. Our lawful basis for the usage of Google Analytics is that it is necessary for the purposes of our legitimate interests. See part 3 above for further information and for the basis upon which we are relying upon our legitimate interests

This website also uses Google Analytics for the analysis of visitors across multiple devices, which is done using a user ID. You can prevent the storage of cookies with a corresponding setting on your browser software. However, please note that in this case you may not be able to use all features of this website.

You can also prevent Google collecting your data in conjunction with Google Analytics by downloading and installing the browser plug-in available under the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>.

You can prevent the collection of your data by Google Analytics on this website by clicking on the link below. An opt-out cookie is placed that prevents the collection of your data in the future when you visit this website:

[Deactivate Google Analytics](#)

More information about the terms of use of Google, as well as Google's privacy statement can be found here:

- Google Dublin, Google Ireland Ltd., Gordon House, Barrow Street, Dublin 4, Ireland, Fax: +353 (1) 436 1001.
- Terms of Use: <https://www.google.com/analytics/terms/us.html>.
- Overview of data protection: <https://support.google.com/analytics/answer/6004245?hl=en>.
- Privacy statement: <https://policies.google.com/privacy?hl=en>.

5.1. Google Tag Manager

Google Tag Manager is a solution with which we can manage "website tags" via a single interface (e.g. integrating Google Analytics, as well as other Google Marketing services, in our online offer). The Tag Manager itself (which implements the tags) does not process any personal data of the users. Please refer to the following information on Google services with regard to the processing of personal data of the users. Usage Guidelines: <https://www.google.co.uk/analytics/tag-manager/use-policy/>.

5.2. Google Universal Analytics

We use Google Analytics in the form of "Universal Analytics". "Universal Analytics" describes a procedure of Google Analytics where the user analysis is carried out on the basis of a pseudonym user ID which creates a pseudonymised user profile with information from the usage of different devices (so-called "Cross Device Tracking").

6. Other features and offers of our website

Apart from using our website for purely informative purposes, we also offer different services that you can use if you are interested. For this purpose, you generally have to provide personal data which we use to provide the respective service and for which the principles of data processing apply as set out in this privacy notice.

Sometimes we use external service providers to operate our website and the associated processes. We enter into relevant data processing agreements with those service providers in accordance with the requirements of the UK GDPR and the EU GDPR. Our website also uses features of other service providers. You will be redirected to the external website of the service provider. You will be informed accordingly before you are redirected. You can view the respective privacy statements on the websites of the service providers. We do not control these third-party websites and are not responsible for their privacy notices.

6.1 Forms and enquiries by e-mail

On our website you have the option to send enquiries via forms or by e-mails. All personal and other data, which is transmitted for such enquiries, is only used by us for the processing of your enquiry and is treated in the strictest confidence. Each time you contact us using our (optional) contact form or by e-mail the personal data you entered on the form and any other details, such as the date and time the enquiry is sent, are recorded and processed by us. This processing is carried out to interpret, understand, and help us to respond to, your message. The lawful basis for this processing is that it is necessary for the pursuit of our legitimate interests (the desire to interact with our customers and other visitors to our site via electronic means, thereby providing more information about our products and services). The data recipients are solely our employees.

In this context we expressly point out that our contact form is sent and received by us in an encrypted form (TLS, SSL). However, this is only a "transport encryption". The authenticity, integrity, or confidentiality of a transmitted message cannot be assured. Therefore, please do not send any sensitive personal data to us on the contact form.

All data collected and transmitted for the purpose of establishing contact will be deleted once your enquiry is satisfied unless there is a legal requirement for us to retain the information.

When you use the contact form on our website, there is also the option to grant your consent for marketing purposes in accordance with clause 6.4 of this Privacy Policy, Please refer to clause 6.4 of this Privacy Policy for more information about our how we use your personal data when you register for our newsletters and marketing e-mails through the "double opt-in" procedure (which means that after you register you automatically receive an e-mail to the e-mail address you submitted, asking you to confirm [both] your e-mail address [and your decision to opt-in]). which is processed via the external service provider HubSpot. The lawful basis we rely upon for this type of processing is consent. You may withdraw your consent to the sending of the newsletter/e-mail at any time and cancel the newsletter/e-mails. This can be done by clicking on the link found at the bottom of every e-mail and newsletter, or sending an e-mail to sales@balluff.co.uk or sending a message to the contact details in the "About us" section of our website.

6.2 Exhibition ticket form

On our website we offer the option of ordering free admission tickets for certain exhibitions. In the case of contact using our exhibition ticket form, the data you shared (your e-mail address, your name, your telephone number, your company, your department, and your address) is stored by us in order to be able to send you the desired admission tickets. The data is processed by the external service provider, Cui Bono, Advertising & Direct Marketing, within the framework of the order processing. The processing of your personal data in this connection is realized on the basis of your consent, Art. 6 lit. a GDPR. You have the right to revoke the consent at any time. The legality of the processing of your personal data up until a revocation is not affected by the revocation. Further details can be found in point 9. Your personal data is not stored longer than is required to achieve the aforementioned purposes, unless statutory retention periods prevent this.

6.3 Use of our online shop

When you use our online shop we process your data within the scope of the order process. For the processing of the contracts necessary mandatory details are marked separately, other information is voluntary.

We may use other service providers to process your payments. Your bank details may be transferred to the responsible bank or credit institution, as well as the authorised payment service provider. The lawful basis upon which we rely to carry out this processing, is that the processing is necessary for the performance of our contract with you/your organisation.

Further information on the data protection policy of our payment service provider can be found under the following link: <https://www.concardis.com/de-en/protecting-your-data>.

You can voluntarily create a customer account via which we can save your data for further purchases.

The lawful basis for the storage of your personal data in these circumstances is because it is necessary for the performance of any contract we have with you/your organisation and in all other circumstances we rely upon the lawful basis of the processing being necessary for the pursuit of our legitimate interests of keeping our records updated.

The ordering process is encrypted using SSL technology to prevent unauthorised access by third parties to your personal data, particularly bank details. After the checkout we conduct an anonymous survey. This can be completed on

- a voluntary basis. No personal data is stored or passed on. This survey includes a satisfaction rating and a comments section. The aim is to further develop the online shop and improve customer satisfaction.
- 6.4 Newsletter and e-mail marketing
- Where you give us consent to do so, your personal data is processed for the purpose of sending you our newsletter and marketing e-mails. In this way, you can obtain information about interesting new products and also receive content tailored to you.
- At the point that you register for our newsletter and e-mail communications, you are asked whether you give your consent to the processing of your personal data for this purpose. The lawful basis we rely upon for processing your data for this purpose is therefore consent. We use an approach known as a "double opt-in" when you register for our newsletter and marketing emails. This means that after you have registered, we will send an e-mail to the e-mail address stated in which we will ask you for confirmation that you wish to receive the newsletter and marketing e-mails to that particular email address. The purpose of this procedure is to verify your registration, and to prevent your email address being used by a third party without your knowledge or consent.
- We operate a 'soft opt-in' approach for existing customers and clients. This means that if you are an existing customer or client and have not opted out of marketing messages, your personal data will be automatically processed for the purposes of sending you our newsletter and marketing e-mails. In this way, you can obtain information about interesting new products and also receive content tailored to you. The lawful basis we rely upon for processing your data for this person is the legitimate interest of Balluff Limited. This means you will receive marketing from us about similar products or services, even if you have not specifically consented.
- You may withdraw your consent to receive our newsletter and email marketing at any time. by clicking on the link [found at the bottom of] every e-mail and newsletter, or by sending an e-mail to balluff@balluff.de, or by sending a message to the contact details provided in the section "About Us" section of our website.
- We use an external service provider, HubSpot Ireland Limited, to send our newsletters and marketing emails. Please refer to clause 6.17 of this Privacy Policy for more information about how and why they process your personal data. Our e-mail newsletters may contain links which lead you to special Balluff websites. In this way we can measure the effectiveness of marketing initiatives (please refer to clause 6.17 of this Privacy Policy for further information as to how HubSpot Ireland Limited helps us to decide which links we send you depending on your preferences, and helps us to monitor whether or not you access the links). Our newsletter and e-mails may also contain links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our site, we encourage you to read the privacy policy of every website you visit. We shall only save your data for as long as you are subscribed to the newsletter and our e-mail marketing. After you unsubscribe we shall block your data given in this context so that you no longer receive any newsletters and e-mails from us in the future.
- 6.5 Newsletter analysis and statistics
- For analysis and statistical purposes the e-mails sent with HubSpot (newsletter and e-mail marketing) contain a "Tracking Pixel", which is connected to the servers of HubSpot when the e-mail is opened. This helps us to understand whether or not the newsletter/e-mail message has been opened. Using "Tracking Links" in HubSpot we can also determine whether you click on any links in our emails [or newsletters], and if you do, which links you access. This information is not transmitted to third parties.
- We use these features in order to optimize the content and technical features of our offers and newsletter/e-mails. The lawful basis we rely upon for processing your personal data in this way, is that of consent and, where appropriate, for the pursuit of our legitimate interests (researching and developing the effectiveness of our marketing communications with our clients). You may revoke your consent at any time by clicking on the link [found at the bottom of] every e-mail and newsletter, or by sending an e-mail to balluff@balluff.de, or by sending a message to the contact details in the "About Us" section of this website.
- 6.6 Use of Chat feature
- If you want to receive direct information or help on our products, services, or other information about Balluff, you have the option to contact us directly and quickly via the Chat feature on our website (at certain times). To take part in the live chat, we require your name and e-mail address. The lawful basis for this data processing is because it is necessary for the purposes of our legitimate interests to communicate with users via online chats. If you share other personal data with us during the live chat, this information is provided on a voluntary basis.
- We shall delete the data generated in conjunction with this once your enquiry has been satisfied and the chat session has been closed and no legal retention periods prevent the deletion.
- 6.7 Exhibition date agreement
- On our website we offer you the option to request exhibition dates online. For this we use the service of the "LivingApps Premium Invitation" of LivingLogic AG. When making contact using the corresponding form the personal data submitted by you (your e-mail address, name, company, and telephone number) is saved by us in order to respond to your event request. The date and time of the request are also stored at the time the request is sent. For the processing of the personal data your consent is obtained in advance of the event request and reference is made to this privacy statement. We shall delete the data generated in conjunction with this after the storage is no longer required and no legal retention periods prevent the deletion. The legal basis for the processing of your personal data is Art. 6 Para. 1 lit. a and provided the prerequisites are met Art. 6 lit. b GDPR
- 6.8 Use of social media icons
- We have configured social media icons on our website. You can reach the following social media platforms with a simple mouse click: Facebook, YouTube, Twitter, LinkedIn. When you visit our website, in principle no personal data is forwarded to the providers. You can recognise the providers of the platforms by the logo. We give you the option to reach their website directly via the icon in Balluff posts.
- We have no influence over the collected data and data processing methods nor are we aware of the full extent of the data collection, the purposes of the processing or the storage periods of these social media platforms. We also have no information on the approach to data retention or deletion of these platforms. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our site, we encourage you to read the privacy policy of every website you visit.
- Below you can find the addresses of the social media platforms where you can view their privacy statements.

- Facebook Inc., 1601 S California Ave, Palo Alto, California 94304, USA; www.facebook.com/policy.php Facebook is subject to the EU-US Privacy Shield, https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en.
- YouTube LLC, 901 Cherry Ave., San Bruno, CA 94066 USA, <https://policies.google.com/privacy?hl=en>, Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ,
- Twitter, Inc., 1355 Market St, Suite 900, San Francisco, California 94103, USA; twitter.com/privacy. Twitter is subject to the EU-US Privacy Shield, https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en.
- LinkedIn Corporation, 2029 Stierlin Court, Mountain View, California 94043, USA; www.linkedin.com/legal/privacy-policy. LinkedIn is subject to the EU-US Privacy Shield, https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en.

6.9 CAD drawings/3D models

On our website we offer you the option of downloading CAD drawings/3D models. To this end, we utilise the service of the external provider CADENAS GmbH, a registered company in Germany. The personal data that you disclose on this occasion is further processed by CADENAS GmbH. You can find information about the processing by CADENAS GmbH in its privacy statement found on its website. We do not control the CADENAS GmbH website and are not responsible for its privacy statement.

6.10 Balluff Configuration

On our website we have implemented services of Opticon Sensoren GmbH, Siemensstr. 18, 63303 Dreieich, for configurable product display.

When using the configurations, your IP address is forwarded to Opticon Sensoren GmbH for technically necessary reasons in accordance with Art. 6 Para. 1 f DSGVO. There is no use of data by the service provider, nor is there any evaluation or combination of personal data. No data storage takes place. We have concluded an order processing contract with the company. You can find more information on the data protection of Opticon Sensoren GmbH at: <https://opticon.com/privacy-policy/>

6.11 Career portal

Our website informs you about all vacancies in Balluff. You can also apply directly for these jobs on our website. We use the portal of the external provider Haufe Service Center GmbH (Umantis), to whose site you are automatically redirected. Information on data protection within the framework of your application is regulated separately and accessible via our job portal site.

6.12 Integration of YouTube videos

1) We have embedded YouTube videos in our online offer, which are stored on www.youtube.com and can be played directly from our website.

2) When you visit the website YouTube is informed that you called up the corresponding subpage from our website. YouTube also collects the following data:

- IP address
- Date and time of request
- Time zone difference to Greenwich Mean Time (GMT)
- Content of the request (specific page)
- Access status/HTTP status code
- Data volume transferred
- Website from where the request has come from
- Browser
- Operating system and its interface
- Language and version of browser software.

This occurs irrespective of whether or not you log into a YouTube user account. If you are logged in to Google, your data is assigned directly to your account. If you do not want the data to be assigned to your YouTube profile, you have to log out before activating the button. YouTube saves your data as usage profiles and uses them for advertising, market research, and/or the needs-based design of its website. Any such analysis is primarily used by YouTube (even for users who are not logged in) for the provision of appropriate advertising and in order to inform other YouTube users about your activities on our website. We do not control how YouTube processes your data once you are on their website. When you leave our site, we encourage you to read YouTube's privacy policy. If you object to their use of a user profile for you, you must submit that objection to YouTube directly.

3) More information about the purpose and scope of the data collection and its processing by YouTube can be found in its privacy statement. There you will also find further information about your rights and setting options for the protection of your privacy: policies.google.com/privacy?hl=en. Google also processes your personal data in the USA and is subject to the EU-US Privacy Shield, https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en.

6.13 Integration of Google Maps

1) We use Google Maps on this website. This means that we display interactive maps directly in the website and facilitate the convenient use of the map function.

2) When you visit the website Google is informed that you called up the corresponding subpage from our website. This occurs irrespective of whether or not you are logged into a Google user account. If you are logged into Google, your data is assigned directly to your account. If you do not want the data to be assigned to your Google profile, you have to log out before activating the button. Google saves your data as usage profiles and uses them for advertising, market research, and/or the needs-based design of its website. Any such analysis is primarily used by Google (even for users who are not logged in) for the provision of appropriate advertising and in order to inform other Google users about your activities on our website. We do not control how Google processes your data once you are on their website. When you leave our site, we encourage you to read Google's privacy policy. If you object to their use of a user profile for you, you must submit that objection to Google directly.

3) More information about the purpose and scope of the data collection and its processing by the plug-in provider can be found in the provider's privacy statement. There you will also find further information about your relevant rights and setting options for the protection of your privacy: policies.google.com/privacy?hl=en. Google also processes

your personal data in the USA and is subject to the EU-US Privacy Shield, https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en.

6.14 Callback Function

Callback function is not currently available on Balluff Limited Website.

6.15 Platform for virtual online events

We offer you the option of participating in virtual online events. For this we use the service and platform of 6Connex. For the registration and participation in such events the following personal data is collected, processed, and stored:

- Title, first name, surname, company, country, postcode, e-mail address
- The following data can also be provided as an option: feature, interesting topics, how you heard about the event, profile image

The participants of such events can use a chat function. You also have the option to communicate with the chat partner by video chat. The feature is also available to participants to communicate with each other. Your data only exists in German or European data centers. The data is stored for one year. For the processing and usage of the personal data both for marketing and sales purposes, as well as for the use of your e-mail address in the chatroom, your consent is obtained during the registration and reference is made to this privacy statement. The legal basis is Art. 6 Para. 1 lit.) a GDPR. You may revoke this consent at any time. Within the framework of livestream events the participants have the option to use a video chat/video meeting function of the provider Simplex. This tool is not integrated in the 6Connex platform and no data is exchanged between the systems. No registration is required for using the tool. Only a name or pseudonym must be chosen. The event also provides a Q&A chatroom. The tool used for this is made available by our service provider Slido. Note the cookie settings of Slido here. In this chatroom you can also log in with your name or a pseudonym. Only chats moderated by Balluff are saved and can be exported. For the processing and usage of the personal data both for marketing and sales purposes, as well as for the use of your e-mail address in the chat/video room, your consent is obtained during the registration and reference is made to this privacy statement. The legal basis is Art. 6 Para. 1 lit.) a GDPR. You may revoke this consent at any time.

6.16 WiredMinds

Our website uses the tracking pixels technology of WiredMinds GmbH for analyzing visitor behavior. The IP address of a visitor is processed here. The processing is realized solely for the purpose of collecting company-relevant information such as the company name. IP addresses of natural persons are excluded from further processing (whitelist method). The IP address is not stored in LeadLab under any circumstances. When processing the data our particular interest lies in protecting the data protection rights of natural persons. Our interest is based on Art. 6 Para. 1 lit. (f) GDPR. The data collected by us cannot be traced to an identifiable person at any time.

6.17 HubSpot

HubSpot Ireland Limited ("HubSpot") is incorporated and registered in Ireland under registration number IE515723, and its registered address is HubSpot House, 1 Sir John Rogerson's Quay, Dublin 2, 662881, Ireland ("HubSpot"). HubSpot is a subsidiary of HubSpot Incorporated, a company incorporated and registered in the USA, who have been obligated by us to comply with the data protection laws and who ensure that your data is only used for sending the Balluff newsletter and marketing e-mails. Our website uses HubSpot, a software of HubSpot Inc., a company from the USA with a subsidiary in Ireland: HubSpot, 2nd Floor 30 North Wall Quay, Dublin 1, Ireland ("HubSpot"). The data is processed for the purpose of online marketing.

The features of the online marketing software of HubSpot that we use:

- Content management (website and blog)
- Sending the newsletter
- E-mail communication and automated e-mails (e.g. for providing downloads or personalized information)
- Social media publishing
- Reporting (e.g. traffic sources, access, etc.)
- Contact management (e.g. user segmentation)
- Landing pages
- Contact forms (e.g. for making contact, enquiries, webinars)

The lawful basis we rely upon for the use of this service is that it is necessary for the pursuit of our legitimate interests (to optimize our marketing measures and improve the service quality on our website). Furthermore, a contract has been concluded with HubSpot for the order processing in accordance with the UK GDPR and the EU GDPR.

As mentioned in clause 6.4 (Newsletter and Email Marketing) our marketing emails and newsletters may contain links which lead you to special Balluff websites. In this way, we can measure the effectiveness of marketing initiatives.

Provided that you have subscribed to our newsletter/e-mails, we use HubSpot to link your visits to our website to your personal data based on your consent and thus inform you about topics based on your individual and specific preferences.

In the course of visiting our website, cookies are placed by HubSpot which are queried once. They are stored on your computer and are designed to provide us with usage statistics which allow us to analyze your use of our website.

You can choose whether to accept or decline cookies. If you do not want to be included in the HubSpot usage statistics, you can decline or prevent it through corresponding browser settings. Further information about the cookies we use can be found under clause 4. The HubSpot Privacy Policy with further information about their operating principle is available online at: <http://legal.hubspot.com/de/privacy-policy>

7. Use of retargeting tools

We use "retargeting technology" on our website. We use retargeting in order to categorise website visitors into user groups. The lawful basis for this is the pursuit of our legitimate interests to study how customers use our products/services, to develop them and grow our business and to inform our marketing strategy.

7.1 Facebook retargeting

So that we can use relevant news and ads on Facebook – and in order to measure our marketing success, we have installed the Facebook pixel on our sites – and thus the retargeting/remarketing tool of the social network Facebook, 1601 South California Avenue, Palo Alto, CA 94304, USA. When you visit our website and accept marketing cookies, a direct connection is established between your browser and the Facebook server via the Facebook pixel code. Facebook receives information that you visited our page with your IP address. This means that Facebook can assign the visit to our sites to your user account. We do not receive any information about the content of the data transferred, as well as

its use by Facebook. And we are unable to assign this data to you as a person. More information about options for protecting your privacy on Facebook can be found in the privacy statements of Facebook online at <https://www.facebook.com/about/privacy/>. You can manage which content and information you shared by using Facebook via the "Activity log" tool or download it from Facebook via the "Download your data" tool. If you want to deactivate the retargeting via Facebook for your browser, please use the opt-out function in the cookie setting.

7.2 Google Adwords Conversion

- 1) We use Google Adwords in order to draw attention to our attractive offers using ads ("Google Adwords") on external websites. We can determine how successful the individual advertising measures are in relation to the data of the advertising campaigns. In so doing, our aim is to show you ads that are of interest to you, make our website more interesting for you, and achieve a fair calculation of advertising costs.
- 2) This advertising media is delivered by Google via an "Ad Server". To this end, we use Ad Server cookies through which certain parameters can be measured for the performance measurement, like insertion of ads or clicks by the user. If you reach our website from a Google ad, a cookie is stored by Google Adwords on your PC. These cookies generally lose their validity after 30 days and are not intended to personally identify you. For this cookie the unique cookie ID, number of ad impressions per placement (frequency), last impression (relevant for post-view conversions), as well as opt-out information (marking that the user no longer wishes to be contacted), are generally saved as analysis values.
- 3) These cookies allow Google to recognize your Internet browser. If a user visits certain pages of the website of an AdWords customer and the cookie stored on his computer is not yet expired, Google and the customer are able to recognize that the user has clicked on the ad and has been redirected to this page. A different cookie is assigned to every AdWords customer. Cookies cannot be tracked via the websites of AdWords customers. We do not collect and process any personal data in the stated advertising measures. Google only provides us with statistical analyses. On the basis of these analyses, we are able to recognize which of the advertising measures used are particularly effective. We do not receive additional data from the use of advertising media. Moreover, we are unable to identify the users using this information.
- 4) Owing to the marketing tools used, your browser automatically establishes a direct connection with the Google server. We have no influence on the scope and further processing of the data that is collected by Google through the use of this tool, and we therefore inform you according to the level of information known: With the integration of AdWords Conversion, Google receives information that you called up the corresponding page of our website or clicked on one of our ads. If you are registered for a Google service, Google may assign the visit to your account. Even if you are not registered with Google or not logged in, there is the possibility that the provider finds out and saves your IP address.
- 5) You can prevent the participation in this tracking process in different ways: a) with a corresponding setting in your browser software, particularly the rejection of third-party cookies means that you do not receive any ads from third-party providers; b) by deactivation of cookies for conversion tracking by setting your browser so that cookies are blocked from the domain "www.googleadservices.com", <https://www.google.com/settings/ads>, whereby this setting is deleted when you delete your cookies; c) by deactivation of the interest-related ads from providers, which are part of the self-regulation campaign "About Ads", via the link <http://www.aboutads.info/choices>, whereby this setting is deleted when you delete your cookies; d) by permanent deactivation in your browsers Firefox, Internet Explorer, or Google Chrome under the link <http://www.google.com/settings/ads/plugin>. Please note that in this case you may not be able to use all features of this offer.
- 6) The lawful basis for this is the pursuit of our legitimate interests to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy. More information about data protection at Google can be found here: <https://policies.google.com/?hl=en>. Alternatively, you can visit the website of the Network Advertising Initiative (NAI) at <http://www.networkadvertising.org>.

7.3 LinkedIn retargeting

So that we can use relevant news and ads on LinkedIn – and in order to measure our marketing success, we have installed the LinkedIn pixel on our sites – and thus the retargeting/remarketing tool of the social network LinkedIn Corporation, 2029 Stierlin Court, Mountain View, CA 94043, USA. When you visit our website and accept marketing cookies, a direct connection is established between your browser and the LinkedIn server via the LinkedIn pixel code. LinkedIn receives information that you visited our page with your IP address. This means that LinkedIn can assign the visit to our sites to your user account. We do not receive any information about the content of the data transferred, as well as its use by LinkedIn. And we are unable to assign this data to you as a person. More information about options for protecting your privacy on LinkedIn can be found in the privacy statements of LinkedIn online at <https://www.linkedin.com/about/privacy/>. If you want to deactivate the retargeting via LinkedIn for your browser, please use the opt-out function in the cookie setting.

8. Matomo

We use the open source software tool Matomo on our website to analyze the surfing behavior of our users. Matomo creates usage profiles based on pseudonyms. For this purpose, permanent cookies are stored on your terminal device and read by us. In this way, we are able to recognize and count returning visitors. We also use the heatmap & session recording modules provided by Matomo. Matomo's heatmap service shows us the areas of our website where the mouse is most often moved or clicked. Matomo's session recording service records individual user sessions; we can replay these recorded sessions and thus analyze the use of our website.

Your IP address is anonymized immediately after processing and before it is stored. Any data that you enter in forms on our website is neither recorded by, and nor visible to Matomo at any time.

When you first visit our website, you will be presented with a banner asking if you consent to Matomo processing your data in this manner. If you agree to your data being processed in this way, then the lawful basis upon which your data will be processed will be "consent" in accordance with Article 7 of the UK GDPR, and Regulation 6 of the PECR. You can revoke your consent at any time by clicking on "Cookies" in the footer of our website, and rejecting statistical cookies.

For more information on Matomo's terms of use and data protection regulations, please visit: <https://matomo.org/privacy/>

9. Other data sharing

We may share your personal data with other members of our group including with our parent company Balluff GmbH, based in Germany, who also administer the UK website and send out marketing communications to UK customers.

10. Duration of storage

We shall only store your personal data for as long as is required for the intended purpose of data collection, or as required by law. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. The data is only stored beyond this period if this is required according to laws, rules, or other regulations of the European Union or UK, to which we are subject. More information can be found in the individual features of our website or by contacting us using the details set out in this privacy notice.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes. In some circumstances you can ask us to delete your data: refer to clause 11 ("Your Rights") for further information. In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

11. Data security

We apply appropriate technical and organizational security measures in order to protect your data against accidental or intentional manipulation, partial or full loss, destruction, and against unauthorized access by third parties (e.g. TSL encryption for our website) taking into consideration current technology, the implementation costs and the nature, scope, context, and purpose of the processing, as well as the existing risks of a data breach (including its probability and effects) for the data subjects. Our security measures are continuously enhanced in line with the development of technology. We are happy to provide further information in this regard upon request. Please contact our Data Protection Commissioner.

12. Objection to processing of your data or revocation of consent

If you gave your consent for the processing of your data, you can revoke it again at any time for future effect. You can send your notice of revocation to sales@balluff.co.uk or please contact our Data Protection Manager at dataprotection@balluff.de. Please note that we may be legally bound to continue to store the data despite receipt of the objection or cancellation, and we will inform you if this is the case.

13. Your rights

If your personal data is processed, you are a data subject within the meaning of the UK GDPR and the EU GDPR, and you have the following rights:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes (for example, email marketing or phone calls).
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Object to any automated decision-making** about you which produces legal effects or otherwise significantly affects you. You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you. We do not envisage that any decisions will be taken about you using automated means, however we will update this privacy notice if this position changes.
- **Request the transfer of your personal data** to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Please be aware that these rights are subject to certain conditions and exceptions as set out in UK data protection law. If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Manager at dataprotection@balluff.de in writing and they will explain any conditions that may apply.

No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Further guidance on your rights is available from the UK's supervisory office for data protection, the Information Commissioner's Office (<https://ico.org.uk/>). You have the right to complain to the Information Commissioner's Office at <https://ico.org.uk/concerns/> if you believe that your data has been processed unlawfully.

14. Changes to the privacy notice

Due to changes in technology and possible amendments in the law, it may be necessary to adapt our privacy notice from time to time. Therefore, you should always take note of the current version of our privacy notice as set out on our website..

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