

Data protection policy for the ARBURG website

This data protection policy covers your use of our website. In the following, we provide information on how personal data is gathered, what we do with it, for what purpose and on what legal basis your data is processed, as well as the resulting rights and entitlements for you.

"Personal data" means any information relating to an identified or identifiable natural person, e.g. name, address, e-mail address, user conduct.

1. Name and contact details of the body responsible, data protection officer

The body responsible pursuant to article 4 paragraph 7 of EU General Data Protection Regulation (GDPR) is ARBURG GmbH + Co KG, Arthur-Hehl-Strasse, 72290 Lossburg, Germany, e-mail: contact@arburg.com, telephone: +49 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 "Data Protection Officer".

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

a) Log data recorded when visiting our website

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

- the IP address
- the date and time of the request
- the content of the 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 a smooth connection to the website
- to ensure the convenient use of our website
- to evaluate the security and stability of the system

- for other administrative purposes.

The legal basis for data processing is article 6 paragraph 1, subparagraph 1 (f) of GDPR. Our legitimate interest derives from the above-mentioned purposes for data collection. Under no circumstances will we use the above-mentioned data to draw conclusions about you as a person.

b) When using our contact form

When you contact us using a contact form, a chat function or by e-mail, the information you share with us (e.g. your e-mail address, your name, your telephone number, your address as well as any other information you provide) will be stored by us to answer your inquiries or process your request.

Data processing for contact purposes is conducted in accordance with article 6, paragraph 1, subparagraph 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 their processing where statutory retention requirements apply.

c) In the case of registering for one or more of our newsletters

If you give your consent, you can subscribe to our newsletter(s). These provide you with the latest information from the field of plastic injection moulding and additive manufacturing. Also included are news on service developments and interesting offers from ARBURG GmbH + Co. KG.

Your email address is the only mandatory data we require to send you the newsletter. Additional information is voluntary and will be used to help address you personally.

We use the double opt-in procedure when you register for our newsletter(s).

This means that after you have registered, we send an email to the address you specified asking you to confirm that you wish to receive the

newsletter. If you do not confirm within 7 days, your information is automatically deleted. We also save your

IP addresses and the registration 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 email address, as well as other information that you supply to us while registering for the newsletter.

This is for the purpose of sending you the newsletter.

The legal basis for the above-mentioned data processing is article 6, paragraph 1, subparagraph 1 (a) of GDPR.

You can withdraw your consent to receipt of the newsletter(s) and unsubscribe from the

newsletter(s) at any time. You can withdraw your consent by clicking on the link provided in each newsletter email, by sending an email to contact@arburg.com or by sending a message to the contact details given in the Legal Notice.

d) When using arburgXworld

For arburgXworld a separate data protection policy applies which can be viewed at <https://arburgxworld.com/>.

e) General information on the obligation to provide data

You are neither legally nor contractually obliged to provide us with your personal data.

3. Use of service providers, disclosure of data

To provide support and for administrative tasks in connection with our website, we use selected external service providers. These service providers may occasionally have access to your personal data. The service providers process your data solely on behalf of and in accordance with our instructions in compliance with this data protection policy and any applicable laws.

Your personal data shall only be disclosed to other third parties to the extent expressly mentioned in this data protection policy or for the following purposes:

- You have given your explicit consent in accordance with article 6, paragraph 1, subparagraph 1 (a) of GDPR.
- The disclosure is required to assert, exercise or defend legal claims and there is no reason to believe that you have an overriding interest warranting protection relating to the non-disclosure of your personal data. The legal basis for personal data processing in these cases is article 6 paragraph 1 (f) GDPR,
- In the event that a legal obligation exists for such disclosure pursuant to article 6, paragraph 1, subparagraph 1 (c) of GDPR.
- Disclosure is permitted by law and, pursuant to article 6, paragraph 1, subparagraph 1 (b) of GDPR, is necessary for settlement of the contractual relationship with you.

Personal user data is forwarded by us to service providers in the following non-EU/EEA countries: USA.

4. Cookies

We use cookies on our website. Cookies are small text files allocated and stored on your terminal device in association with the browser you are using and through which certain information is sent to us. However, this does not mean that we can identify you directly.

For one thing, the use of cookies enhances your experience of what is offered on our website. For example, we use so-called session cookies to detect that you have already visited certain pages of our website. These will be deleted automatically when you close your browser. Moreover, we also use temporary cookies to enhance user friendliness that are stored on your

terminal device for a specified period. When visiting our website again to use our services, it will automatically recognise that you have visited us before and retrieve the inputs and settings you have made earlier on (e.g. selected language) so that you do not have to re-enter them.

The data processed by cookies is required for the stipulated purposes in order to protect our legitimate interests and those of third parties pursuant to article 6 paragraph 1, subparagraph 1 (f) of GDPR.

For another thing, with your consent, we use cookies to record the use of our website statistically and to evaluate it for the purpose of optimising our offering (see item 5 "Web analysis").

You can configure your browser settings as desired and, for instance, refuse to accept any third-party cookies or any cookies at all. Please note that you may not be able to use all features of our website and/or that the user experience may be considerably limited if you reject cookies.

The legal basis for the use of cookies is article 6 paragraph 1, subparagraph 1 (f) of GDPR provided that you have expressly consented to this use and in addition to that article 6, paragraph 1, subparagraph 1 (f) of GDPR.

5. Web analysis

We use the "Matomo" web analysis software from InnoCraft Ltd. which statistically evaluates data to analyse user behaviour patterns. By using this web analysis service, we want 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.

The "Matomo" web analysis service uses "cookies", text files that are stored on your computer and that allow us to analyse your use of the website. On this website, we only use session cookies that will be deleted automatically when you close your browser. Pseudonymised usage profiles can be created from the collected data and evaluated for the above-mentioned purposes. The information on your use of this website generated by a cookie is forwarded to the provider, InnoCraft Ltd., for the purpose of storing it in the cloud.

"Matomo" cookies are only set with your expressly given consent. Once you have given your consent, you can revoke it free of charge at any time with effect for the future by clicking [here](#).

The legal basis for the use of "Matomo" cookies and the related data processing is article 6, paragraph 1, subparagraph 1 (a) of GDPR.

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.

Information on the third-party provider and the privacy policy: InnoCraft Ltd., 150 Willis St, 6011

Wellington, New Zealand; <https://matomo.org/privacy-policy/>.

6. Social Media

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

The social networks are integrated in our website simply as links to the corresponding services. No data is transmitted to the services unless you click on the relevant images. Once you click on the integrated images, you are redirected to the website of the respective provider. Only then is user information transmitted to the respective provider.

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

- 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, <http://www.facebook.com/policy.php>.
- 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.linkedin.com/help/linkedin/answer/62538/datenubertragung-aus-der-eu-dem-ewr-und-der-schweiz?lang=en>.
- c) YouTube LLC, 901 Cherry Ave., San Bruno, CA 94066, USA; <https://policies.google.com/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://privacy.google.com/businesses/controllerterms/mccs/>.

7. Your rights

You are entitled:

- Pursuant to article 15 of GDPR, to request information about your personal data processed by us. In particular, you may request information on the processing purposes, the category of personal data, the categories of recipients to whom your data has been or will be disclosed, the planned storage period, the existence of a right to rectification, deletion, restriction of processing or objection, the existence of a right of appeal, the origin of your data if not collected by us, as well as the existence of an automated decision-making, including profiling and, where applicable, meaningful information on its details.
- Pursuant to article 16 of GDPR, to request the immediate rectification of inaccurate data or the completion of personal data stored by us.

- Pursuant to article 17 of GDPR, to request the immediate deletion of your personal data stored by us, unless the processing is required 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 of GDPR, to request that the processing of your personal data is restricted if, and to the extent, that the accuracy of the data is objected by you, the processing is unlawful, but you refuse the deletion of this data and we no longer need it, you however need it to assert, exercise or defend legal claims or if you have filed an objection against the processing in accordance with article 21 of GDPR.
- Pursuant to article 20 of GDPR, to receive the personal data you provided to us in a structured, common and machine-readable format or to request the transmission of the data to another data controller.
- Pursuant to article 7 paragraph 3 of GDPR, to withdraw the consent given to us at any time. As a result, we will no longer be permitted to continue processing data based on this consent.

If you wish to exercise the aforementioned 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, paragraph 1, subparagraph 1 (f) of GDPR, you have the right, pursuant to article 21, paragraph 1 of GDPR, to object to this processing for reasons that arise from your personal circumstances. You have the right to object to the processing of your data for direct marketing purposes pursuant to article 21, paragraph 2 of GDPR at any time without stating a reason. To exercise your right to object, simply send us an informal notification, e.g. by e-mail to contact@arburg.com.

Right of complaint

If you are of the opinion that the processing of your personal data is a violation of the General Data Protection Regulation, you are entitled pursuant to article 77 of GDPR to file a complaint with the supervisory authority responsible for data protection.

8. Data security

We use state-of-the-art encryption methods 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 complete loss, destruction or unauthorised access by third parties. Our security measures are continuously being improved in accordance with technological developments. However, we cannot guarantee the security of any information you send us as a user. Therefore, any data transmission is at your own risk.

9. Updating and changing this data protection policy

This data protection policy is currently valid and is dated March 2020. Due to the further development of our offers or due to changes in statutory or regulatory requirements, it may be necessary to modify this data protection policy. The current data protection policy can always be view at <https://www.arburg.com/en/meta/data-protection/>.