

## CONTIFLUIDSOLUTIONS.COM PRIVACY POLICY

The website located at [www.contifluidsolutions.com](http://www.contifluidsolutions.com) (the "Website") is owned and operated by ContiTech USA, Inc. ("ContiTech", "We", "Us", or "Our"). We are committed to protecting your privacy. This Privacy Policy describes how We may collect, use and disclose the personal information that you provide to Us or that is collected when you access or use the Website.

Please read this Privacy Policy carefully. **BY CREATING AN ACCOUNT, USING THE WEBSITE, OR SUBMITTING ANY INFORMATION (INCLUDING PERSONAL INFORMATION SUCH AS YOUR NAME, EMAIL ADDRESS AND OTHER NON-PUBLIC INFORMATION), YOU AGREE TO BE BOUND TO THE TERMS OF THIS PRIVACY POLICY AND TERMS OF USE. IF YOU DO NOT ACCEPT THE TERMS OF THIS PRIVACY POLICY, DO NOT ACCESS OR USE THE WEBSITE.**

### 1. Information Collected By ContiTech

As used in this Privacy Policy, "Personal Information" refers to any information relating to an identified or identifiable natural person or household. ContiTech does not collect Personal Information unless you voluntarily submit it in connection with your use of the Website, send inquiries to ContiTech, or participate in certain activities available via the Website. We collect Personal Information when you choose to use certain features of the Website, including when you create an account on the Website.

The types of Personal Information that We may have collected about you during the previous 12 months are (note the specific data We collect is a function of the specific interaction between us; simply browsing Our website looking for information about Our products and services does not require collecting information such as your name, whereas if you have ordered a product or service We generally require collecting your name and other contact information, such as an address, in order to fulfill your request):

- a. **Identifiers**, such as your name, alias, postal address, country of residence, unique personal identifier, online identifier, internet protocol address, email address, account name, phone number, social media identifiers (e.g., Twitter handle, Instagram name, etc.) social security number, driver's license number, passport number, or other similar identifiers.
- b. **Financial information**, such as your bank account number, credit card number, debit card number, government-issued Tax ID, or any other financial information.
- c. **Protected Class and Demographic information**, such as age, race, gender, national origin, religion, sex, disability, citizenship, genetics, sexual orientation, gender identity, medical condition, political activity or affiliation, military or veteran status, education, or date of birth.
- d. **Internet or other electronic network activity information**, such as your browsing history, search history, and information regarding your interactions with Us (including interacting with Us online, by the mobile application, and through advertisements).
- e. **Geolocation information**, such as longitude and latitude from your IP address.
- f. **Audio, electronic, visual, thermal, olfactory or similar information**, such as video recordings of Our premises.
- g. **Professional, employment, or education information**, such as job title, business address, employment history, or other professional information.
- h. **Education information** that is not publicly available personally identifiable information as defined in the Family Educational Rights and Privacy Act.
- i. **Inferences** drawn from any of the information We collect to create a profile about you reflecting your preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.

Note that We generally try to match the information that We collect from you to the information We require in order to provide you the information, products or services you request, and the above list is broad to simply capture the types of information required for many possible different interactions between us. Not all of the above information is captured for each interaction between us. Our core business is providing products and services and information about those products and services, as well as information that can help Us improve those products and services, as opposed to collecting information about you and trying to monetize that information in a manner not related to the products and services We provide. Sometimes We do need to share information We collect with third party service providers in order to provide you the information, products or services you request (see Section 4 below for more details about sharing of information). Privacy expectations and regulations are changing, and We expect Our use and handling of your information will change over time to meet those changes and expectations.

## 2. Sources of Personal Information

We collect information about you and how you interact with Us in several ways, including:

- a. **Information you provide to Us directly.** We collect the information you provide to Us directly.
- b. **Information automatically collected or inferred from your interaction with us.** We automatically collect technical information about your interactions with Us (such as IP address and browsing preferences).
  - i. **Special Note Regarding Cookies.** ContiTech automatically collects certain non-identifying information about you (such as your movement about the Website, the pages you visit most frequently, the type of browser or computer operating system you use, or the domain name of the website from which you link). ContiTech uses “cookies” to customize and improve your use of the Website. Cookies are small pieces of information or data stored on your computer or mobile device that are used to determine your preferences and track certain behavior or activities when you use the Website. If you object to this practice, you may erase or block cookies. We recommend, however, that you allow cookies to be stored on your computer or mobile device as they may be needed to properly use the Website. For more information about cookies, and how to disable them, please see “**Opting Out**” below.

We may combine information that We receive from the various sources described in this Notice, including third party sources and public sources, and use or disclose it for the purposes identified below.

## 3. How We Use Your Personal Information

We may use each category of your information described above in the following ways:

- a. **To enable interactions between you and us**, such as to facilitate online purchases of Our products; process shipping and returns; register and administer your account, provide you with and support your interactions with us; diagnose, repair and track service and quality issues; facilitate an order, download, return, or exchange; provide requested product information; communicate with you about your account or Our data practices; install and configure changes and updates to programs and technologies related to interactions with us; authenticate those who interact with us; or to respond to your requests, complaints, and inquiries.
- b. **For Our own internal business purposes**, such as to evaluate or audit the usage and performance of programs and technologies related to interactions with us; evaluate and improve the quality of the Website and your interactions with Us and programs and technologies related to interactions with us; design new services; process and catalog your responses to surveys or questionnaires (e.g., customer satisfaction reviews); perform internal research for technological development and demonstration; conduct data analysis and testing; maintain proper business records and other relevant records.
- c. **For legal, safety or security reasons**, such as to comply with legal requirements; protect Our safety, Our property or rights of those who interact with us, or others; and detect, prevent, and respond to security incidents or other malicious, deceptive, fraudulent, or illegal activity.

- d. **In a de-identified, anonymized or aggregated format.** When converted to a de-identified, anonymized, or aggregated format, data no longer constitutes Personal Information and We may use this information for any purpose.
- e. **For any other purposes for which you provide consent.**
- f. **For marketing purposes.** We may use your Personal Information to market Our products or services or those of third parties, such as Our business partners. We may use your Personal Information when you participate in marketing surveys, questionnaires, promotions, events or contests. We may audit aspects of Our ad impressions. We may use your Personal Information for short-term transient use, including for contextual ad customization. We may use your Personal Information to enhance Our content and to potentially send you commercial emails.
- g. **For Our legitimate interests or those of a third party.** A legitimate interest is when We have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests
- h. **Testimonials.** We may use any information or content that you post, upload, or otherwise submit to the Website in the form of testimonials or other customer success stories that are made available on the Website or in other ContiTech services.

#### 4. With Whom We Share Your Personal Information

ContiTech will not use, disclose, or sell your Personal information to any third parties for any purposes other than those necessary to deliver the Website and as described herein. Additionally, We will not sell or transfer to unaffiliated third parties any Personal Information that you submit or any non-identifying information collected without your consent. We may share your Personal Information with the categories of recipients described below:

- a. **Affiliates and subsidiaries:** We may share your Personal Information within the Our group of companies, which includes parents, corporate affiliates, subsidiaries, business units and other companies that share common ownership for the purposes described above.
- b. **Third party service providers:** We may share your Personal Information with third party service providers working on Our behalf in order to facilitate Our interactions with you or request or support Our relationship with you, such as hosting service providers, IT providers, operating systems and platforms, internet service providers, analytics companies, and marketing providers (e.g., We may share your email address with Our outbound email marketing provider). We may contract with other companies to provide certain services, including shipping, identity verification, email distribution, market research, promotions management and payment processing. We provide these companies with only the information they need to perform their services and work with them to ensure that your privacy is respected and protected.
- c. **Business Partners:** We may also provide your Personal Information or provide access to your Personal Information to Our business partners, including for third party marketing or as a sale. If legally required, We will seek your consent before engaging in such sharing.
- d. **For legal, security and safety purposes:** We may share your Personal Information with third parties such as law enforcement or other government agencies to comply with law or legal requirements; to enforce or apply Our Terms of Use and other agreements; and to protect Our rights and Our property or safety of Our users or third parties.
- e. **In connection with a transaction:** If We sell some or all of Our assets, merge or are acquired by another entity, including through a sale or in connection with a bankruptcy, We will share your Personal Information with that entity.
- f. **Your employer or coworkers:** If you interact with Us in connection with your employment, your employer, coworkers, or other individuals designated by your employer may view any Personal Information that We collect in connection with your use of or interaction with us.

We may also de-identity, anonymize, or aggregate Personal Information to share with third parties for any purpose.

## 5. Changing Or Removing Your Personal Information

ContiTech will retain any Personal Information that you submit in connection with your account unless ContiTech deems such Personal Information to violate Terms or until such time as you decide to remove such Personal Information. You understand that deleted Personal Information may persist for a reasonable period of time in backup copies but will not be available to others.

If you wish to review, change, or remove any Personal Information that you have provided in connection with the Website, or if you wish to delete your account with us, please email Us at [contifluidsolutions@contitech.us](mailto:contifluidsolutions@contitech.us).

WE ARE NOT RESPONSIBLE FOR THE PERSONAL INFORMATION AND OTHER NON-IDENTIFYING INFORMATION YOU CHOOSE TO SUBMIT IN ANY PUBLICLY ACCESSIBLE AREA OF THE WEBSITE.

## 6. Security

ContiTech has reasonable security measures in place to protect Personal Information you submit in order to receive the Website. While no computer system or server is completely secure, We believe the measures We implement reduce security problems. Notwithstanding the foregoing, ContiTech cannot guarantee the security of your Personal Information. When you communicate with ContiTech electronically or otherwise submit your Personal Information, your communication is not necessarily secure and is subject to all of the risks of communication, including unauthorized entry or use, hardware or software failure, and other factors that may compromise the security of Personal Information at any time. ContiTech assumes no responsibility for the security of any Personal Information you submit.

## 7. Third Party Websites

We may permit certain third parties to link to Our Website, and the Website may contain links to third-party sites. ContiTech is not responsible for the privacy policies or practices of such third parties, including on such third parties' websites. When linking to a third party website, you should read the privacy policy stated on that website. This Privacy Policy only governs Personal Information, non-identifying information and content collected in connection with the Website.

## 8. Commercial E-Mail Messages

By providing your email address to us, you affirmatively and expressly consent to receiving commercial emails from Us and from Our third party providers and affiliates. These parties may send you commercial emails in order to deliver information about the Website, products and services. You may unsubscribe from these commercial emails at any time by clicking on the "unsubscribe" link included in any email or by following the Opting Out procedure described in Section 7 below.

## 9. Opting Out

**Most web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove or reject browser cookies.** If you choose to reject all cookies, you may be unable to use certain Website features. Some browsers have incorporated "Do Not Track" features. Most of these features, when turned on, send a signal or preference to the website or online service provider indicating that the user does not wish to be tracked.

Please contact Us at [contifluidsolutions@contitech.us](mailto:contifluidsolutions@contitech.us) if you no longer wish to receive communications regarding the Website. It may take up to ten (10) business days for Us to process an opt-out request. We may send you other types of transactional and relationship email communications, such as service announcements, administrative notices, and

surveys, without offering you the opportunity to opt out of receiving them. Please note that changing information in your account or otherwise opting out of receipt of promotional email communications will only affect future activities or communications from us. If We have already provided your information to a third party before you have changed your preferences or updated your information, you may have to change your preferences directly with that third party.

## 10. California Rights

The following provisions apply only to residents of the state of California:

- a. **CCPA.** Pursuant to the California Consumer Privacy Act of 2018 (the CCPA), in the sections above We have provided a summary of the Personal Information We collected from consumers, the sources from which We collected the Personal Information, the business or commercial purpose for which the Personal Information was collected and the categories of third parties with whom We share consumer Personal Information. Under the CCPA, you have specific rights.

In general, We do not sell personal data, sharing personal data with third parties to the extent needed to provide you products or services (for example, sharing your address with a third party service that will deliver a product to you, using a third party credit card payment processor, or using a cloud service provider to host Our data (that may include your personal data)). The CCPA has broad definitions of what type of activities constitute a sale. We are reviewing Our websites and procedures to ensure We are not selling data under those broad definitions.

### Your Rights

California residents have certain rights, subject to legal limitations, regarding the collection, use, and sharing of Personal Information. California residents may exercise the following rights via emailing Us at [privacy@continental.com](mailto:privacy@continental.com), or by calling (833) 656-0555.

**Right to Know.** You have the right to request information about the categories of Personal Information We have collected about you, the categories of sources from which We collected the Personal Information, the purposes for collecting the Personal Information, the categories of third parties with whom We have shared your Personal Information, and the purpose for which We shared your Personal Information (“Categories Report”). You may also request information about the specific pieces of Personal Information We have collected about you (“Specific Pieces Report”).

- **Right to Delete.** You have the right to request that We delete Personal Information that We have collected from you.
- **Right to Opt Out.** You have the right to opt out of the sale of your Personal Information.

We will not discriminate against you, in any manner prohibited by applicable law, for exercising these rights.

**Verification.** In order to exercise your rights, We will need to obtain information to locate you in Our records or verify your identity depending on the nature of the request. If you are submitting a request on behalf of a household, We will need to verify each member of the household in the manner set forth above. We will use commercially reasonable verification techniques, designed to balance the need to ensure We are not providing your information to someone pretending to be you, while at the same time not making it too difficult for you to exercise your rights.

**Authorized Agents.** You may use an authorized agent to exercise your rights on your behalf. If you are making any of the requests above through an authorized agent, We will request written authorization from you and will

seek to verify you as described above or We will accept a legal Power of Attorney under the California Probate Code to the authorized agent.

**Timing.** We will respond to Requests to Delete and Requests to Know within 45 days, unless We need more time in which case We will notify you and may take up to 90 days total to respond to your request.

- b. Do Not Track.** Section 22575 of the California Business & Professions Code requires website and online service operators to disclose whether they honor web browser “Do Not Track” settings. We support and honor “Do Not Track” web browser settings. If you enable Do Not Track settings in the browser you are using, We will not collect, store, or use Personal Information about websites you visit using that browser other than the Forum. Other parties, however, may not honor Do Not Track signals. These parties may collect Personal Information about your online activities over time and across different web sites when you visit the Forum, for example by using cookies on the Forum. We have no access to or control over other parties’ Personal Information collection practices. You should carefully review the privacy policy and terms of any website you visit. For more information about Do Not Track, please visit [www.allaboutdnt.org](http://www.allaboutdnt.org).

## **11. Additional Protections For Children**

The Website is not designed for or targeted to children under the age of 13, and ContiTech will never knowingly solicit or collect the Personal Information of a child under the age of 13. If We discover that Personal Information of a child under the age of 13 has been submitted without verifiable parental consent, We will immediately delete such Personal Information.

## **12. International Visitors**

The Website is hosted in the United States and is intended for visitors located within the United States. If you choose to use the Forum from the European Union or other regions of the world with laws governing data collection and use that may differ from U.S. law, then please note that you are transferring your PII outside of those regions to the United States for storage and processing. Also, We may transfer your data from the U.S. to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating the Forum. By providing any information, including PII, to us, you consent to such transfer, storage, and processing.

## **13. Terms of Use**

The Terms of Use applicable to your use of the Website is incorporated by reference into this Privacy Policy, and can be found at: <https://contifluidsolutions.com/wp-content/uploads/terms.pdf>

## **14. Updates To This Privacy Policy**

We may update this Privacy Policy from time to time. When We do so, We will post the new Privacy Policy about the Forum to <http://contifluidsolutions.com/> and your continued use of the Forum is deemed to be acceptance of such updates or changes. We encourage you to check the date of Our Privacy Policy when you access and use the Forum for any updates or changes.

## 15. Contact Information

If you have any questions about this Privacy Policy or your dealings with ContiTech, please feel free to contact Us at:

EMAIL: [privacy@continental.com](mailto:privacy@continental.com)

PHONE: (833) 656-0555

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Fairlawn, Ohio 44333

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