

BALLUFF CANADA PRIVACY POLICY.

8/2023

BALLUFF

This statement applies to Balluff Canada and the www.balluff.ca web site.

Balluff Canada, a wholly owned subsidiary of Balluff GmbH, is sensitive to privacy issues on the Internet. We believe it is important you know how we treat the information about you we receive on the Internet. This statement describes our Standard Privacy Policy with respect to:

- What Information is Collected; How Information is Collected; and by Whom is Information Collected
- The Sharing of Collected Information
- How You Can Access, Change or Limit the Information Collected About You
- Security of Information

What Information is Collected; How Information is Collected; and by Whom is Information Collected

In general, you can visit Balluff Canada on the World Wide Web without telling us who you are or revealing any information about yourself. Our web servers collect the domain names, not the email addresses, of visitors. This information is aggregated to measure the number of visits, average time spent on the site, pages viewed, etc. Balluff Canada uses this information to measure the use of our site and to improve the content of our site.

There are times, however, when we may need information from you, such as your name and address. When information is needed, we will try to let you know at the time of collection, how we will use the personal information. This personally identifiable information will never knowingly appear in public areas of our Web site. The personal information we collect is used only by us to respond to your inquiry, process a literature order or allow you to access specific account information or premium content.

In addition, we aggregate the general information and the personal information. We compile and analyze this aggregated information so that we can provide more meaningful information to corporate partners and more relevant content and advertisements to you.

You remain in control of your information. Balluff Canada will NOT use or share the personal information we collect in ways unrelated to the purpose for which you provided the information without first obtaining your consent (opt-in). At the time you provide your information, you can choose whether you want to receive further communications about special offers, product information or other marketing messages. If you do opt-in to marketing communications from Balluff Canada, you can opt-out at any time. All email communications from us, such as newsletters, tell you how to stop receiving them

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 can recognize and count returning visitors. We also use the heatmap and session recording modules. Matomo's heatmap service shows us the areas of our website where the mouse is most often moved or clicked. The session recording service records individual user sessions. We can replay recorded sessions and thus analyze the use of our website. Data entered in forms is not recorded and is not visible at any time. Your IP address is anonymized immediately after processing and before it is stored.

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

Opticon 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. 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 Opticon Sensoren's data protection policies at: <https://opticon.com/privacy-policy/>

Netigate Survey

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.

The Sharing of Collected Information

Occasionally, we may make the email addresses, of those who provide this information, available to other reputable organizations whose products or services we think you may find interesting. In these cases, you will be offered an opportunity to limit access to your information.

If you register with a Balluff Canada business partner online, we may use this information to provide you with custom information about Balluff Canada's offering in support of your business needs. A technology called cookies may be used to provide you with tailored information. A cookie is a tiny element of data that a web site can send to your browser, which may then be stored on your hard drive so we can recognize you when you return. You may set your browser to notify you when you receive a cookie.

At times we conduct online surveys to better understand the needs and profile of our visitors. When we conduct a survey, we will try to let you know how we will use the information at the time we collect information from you on the Internet.

Balluff Canada's website may contain links to other sites such as other Balluff locations worldwide or Balluff Canada distributors and sales affiliates. While we try to link only to sites that share our high standards and respect for privacy, we are not responsible for the content or the privacy practices employed by other sites.

How You Can Access, Change or Limit the Information Collected About You

You can request that the information collected about you be updated at any time by sending an email request to balluff@balluff.ca or call 1-800-927-9654.

Security

Balluff Canada uses the highest security standard available (SSL) to encrypt all of your account, credit card and personally identifiable information while it is in transit to us. All data stored on the Balluff Canada server is protected by a secure "firewall" so that no unauthorized use or activity can take place. Although Balluff Canada will make every effort to safeguard your personal information from loss, misuse or alteration by third parties, you should be aware that there is always some risk that thieves may find a way to thwart our security system or that transmissions over the Internet will be intercepted.

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