

## **Data Protection & Privacy Policy**

### **1. General**

WILO takes the protection of your personal data very seriously, and takes account of protecting your privacy during processing in our IT systems. When you visit our website, we possibly ask for, amongst other things, personal data in accordance with statutory provisions that are applicable within the EU or are in accordance with the German Federal Data Protection Act.

### **2. Use of the website**

You can use almost all of our website without us asking for you to give your personal data. We only become aware of the name of your Internet service providers, the website from which you navigated to ours and the individual pages that you visit on our website. A few offerings and services that you can find on our site require personal data to be provided in order for them to be used (e.g. for processing inquiries). The details are defined in points 3 and 4.

### **3. Collection and processing of personal data**

When you visit our website, you are asked at various points to provide personal data.

Personal data is information that is used in order to establish your identity. This includes information such as name, address, postal address, telephone number. Information that is not directly related to the actual identity, e.g. the number of users of a website, does not fall within this definition.

We only collect, process or use personal data if you provide us with this information voluntarily. We use the information we collect for the purposes of technical administration of our website as well as for customer management, and only to the extent required in each case.

As a matter of course our employees are obliged to maintain confidentiality in accordance with Article 5 of the German Federal Data Protection Act (BDSG).

#### **4. Passing on personal data to third parties**

We only store and use the data provided to us for in-house use. We neither sell this data, nor do we communicate it to third parties. The situation is different if we are obliged to publish and transmit the data for legal reasons or as the result of a court judgment.

Data is only passed on to service and business partners for the purposes of processing inquiries. In such cases, the extent of data transferred is reduced to the necessary minimum. Furthermore, these service providers are bound by the German Federal Data Protection Act (BDSG).

#### **5. Data protection officer**

Please contact our data protection officer if you have any further questions about the topic of data protection at WILO.

WILO SE

Data protection officers  
Nortkirchenstr. 100  
44263 Dortmund  
Germany  
[data-privacy@wilo.com](mailto:data-privacy@wilo.com)

### **TERMS AND CONDITIONS OF USE**

#### **6. Cookies and IP addresses**

We use cookies in some parts of our website. A cookie is a small text file that is sent from a website and stored locally on the visitor's hard disk. We never use cookies in order to store personal information about you. We exclusively use them for simplifying your browsing and in order to identify the number of visitors to our website. This technical access data cannot be traced back to a specific person; this means the individual users remain anonymous. Personal data beyond this scope, such as name, address, phone number or e-mail address, is not recorded unless you provide this information voluntarily.

Each visit to the WILO website is registered automatically, in which case the IP address or the domain name of the visitor, as well as the name of the page visited, are registered. An IP address is a number assigned to your computer for access to the Internet. Each computer is identified on the Internet by means of an IP address; this enables computers and servers to recognise one another in the network and to communicate with one another. WILO requires this information in order to understand how visitors are making use of the pages by means of statistical methods. This enables the offering to be improved continuously. (See 7. Google Analytics).

If you wish to be informed about the use of cookies by your browser, kindly

activate the appropriate browser settings. However, you can also make a setting to prevent cookies from being received. We should point out, however, that you might not be able to use all the functions of this website in such a case.

## **7. Google Analytics**

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website will be transmitted to and stored by Google on servers in the United States . In case IP-anonymisation is activated on this website, your IP address will be truncated within the area of Member States of the European Union or other parties to the Agreement on the European Economic Area. Only in exceptional cases the whole IP address will be first transferred to a Google server in the USA and truncated there. The IP-anonymisation is active on this website. Google will use this information on behalf of the operator of this website for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing them other services relating to website activity and internet usage.

The IP-address, that your Browser conveys within the scope of Google Analytics, will not be associated with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. You can also opt-out from being tracked by Google Analytics with effect for the future by downloading and installing Google Analytics Opt-out Browser Addon for your current web browser: [tools.google.com/dlpage/gaoptout](https://tools.google.com/dlpage/gaoptout).

In the light of the discussion about the use of analysis tools with full IP addresses we would point out that this website uses Google Analytics with the extension "\_anonymizeIp()" and therefore, IP addresses are processed only shortened, to exclude a direct reference to a single person.

## **8. Links and references**

Our offering contains links to the websites of third parties; we do not have any influence over third-party content. Therefore, we cannot accept any liability for this external content. The organisation offering or operating the linked pages in question is responsible for the content of these pages. The linked pages were checked for potential legal infringements at the time when the link was created. At that time, no illegal content could be detected. However, it is not reasonable to expect permanent monitoring of the content of the linked pages to be conducted without any clear indications of a legal violation. In the event that legal violations are detected, such links will be removed immediately.

Please note that WILO is not responsible for data protection of these links.

## **9. Security**

WILO uses technical and organisational security measures in order to protect your data that we manage against random or deliberate manipulation, loss, destruction or access by unauthorised persons. Our security measures are improved continuously in accordance with technological developments.

Please contact our data protection officer if you have any questions about the processing of your personal data.