

1. General information

Hoval Group websites (hereinafter referred to as “*Hoval websites*”) include Hoval corporate website, websites of Hoval national companies, websites of Hoval distribution partners as well as other websites run under Hoval brand name. Hoval websites are run by Hoval Aktiengesellschaft, Austrasse 70, FL-9490 Vaduz (hereinafter referred to as “*Hoval*”) in cooperation with Hoval national companies and Hoval distribution partners.

Questions pertaining to the directive on data protection can be sent via e-mail to the address info@hoval.com. General questions regarding Hoval Group products and services can also be sent directly to the specific contact addresses of Hoval national companies, which can be found on relevant websites.

These data protection regulations can be amended by Hoval at any time and each time will enter into force on the date of amending them, unless decided otherwise.

By accessing Hoval websites, in particular by using information and services and processing them, you agree to the policies specified below.

2. Customer data/Security standards

When you visit our website we store various items of information. You make known some data yourself when you register for services or when you use the login system, e.g. your name, address, e-mail address, user passwords and areas of interest etc. Other non-personal data is stored on account of technical procedures, e.g. IP addresses. You make known other data, provided that you use certain services, when you order merchandise or services or when you make direct contact with us.

Hoval applies to Hoval websites safety standards in line with data protection law. Nevertheless, unauthorized access of third parties to data and their misuse cannot be completely excluded; Hoval bears no liability for such incidents.

3. Use and dissemination of data

We process your data for the provision of our services, for the maintenance of customer relations and for the development and configuration of our range of products and services. Therefore we use corresponding software (inter alia Monitor automatic sales programs).

Hoval guarantees that, without your express approval, your personal data will neither be sold, exchanged, loaned nor made accessible in any other way for third parties. If the legal prerequisites exist and Hoval is requested to do so, the right to provide data to public authorities is reserved.

By signing up, logging in and/or using our products or services on our websites, you accept that we collect and use such information and we may process your data for Hoval group marketing purposes. You may withdraw your consent at any time, by informing our customer service department at e-mail address info@hoval.com and/or send to the same address request for information on the content, origin and purpose of using your personal data. This service is free of charge.

4. The use of cookies

Our websites use cookies, i.e. stored in a file on the local computer website data that identify the user working on a given computer and using the Internet and which can save information about surfing the web by this user, as a result of which previous activities that are relevant to a particular website can be temporarily stored between the two visits on this website. A cookie can be used to customize the HTML pages to the user. The

browser used by a particular user on the computer can be set so as not to accept cookies. You should note, however, that in some cases disabling cookies may restrict certain functions or services on websites.

5. Data Privacy Statement for the use of Google Universal Analytics and Google Remarketing

Hoval uses Google Universal Analytics and Google Remarketing for the Hoval websites, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies" (compare clause 4), 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 (including your IP address) will be transmitted to and stored by Google on servers in the United States. Hoval has activated the IP anonymization (IP-Masking). Google will truncate/anonymize the last octet of the IP address for Member States of the European Union as well as for other parties to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address is sent to and shortened by Google servers in the USA. On behalf of the website provider Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage to the website provider. Google will not associate your IP address 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. Furthermore you can prevent Google's collection and use of data (cookies and IP address) by downloading and installing the browser plug-in available under <https://tools.google.com/dlpage/gaoptout?hl=en-GB>.

Further information concerning the terms and conditions of use and data privacy can be found at <http://www.google.com/analytics/terms/gb.html>; https://www.google.de/intl/en_uk/policies/. or at <https://support.google.com/analytics/?hl=en#topic=3544906>

In addition, we use Google Universal Analytics to process data from AdWords and double-click cookies for statistical purposes. If you do not agree to that, you can disable this option using data display settings manager (<http://www.google.com/settings/ads/onweb/?hl=en>).

6. Data Privacy Statement for the use of Google +1

The Google +1 button is a way for you to share information publicly with the world. The Google +1 button helps you and others receive personalized content from Google and partners. Your Google +1 may appear to others as an annotation with your profile name and photo in Google services (such as in search results or on your Google Profile) or elsewhere on websites and ads on the Internet.

Google is recording information about your Google+1 activity in order to provide you and other users with a better experience on Google services. In order to use the Google +1 button, you need to have a public Google Profile visible to the world, which at a minimum includes the name you chose for the profile. That name will be used across Google services and in some cases it may replace another name you have used when sharing content under your Google Account. Google may display your Google Profile identity to people who have your email address or other identifying information.

In addition to the above Google+1 uses your provided information in accordance with the applicable Google privacy policies https://www.google.de/intl/en_uk/policies/. Google may release summary statistics on the Google +1 activities of the user and transmits this information to users and partners, such as publishers, advertisers or linked sites.

7. Data Privacy Statement for the use of Facebook Plugins (Like-Button) and Remarketing

Our web site uses social plugins ("plugins") and remarketing-tags provided by the social networking site, facebook.com, which is operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA ("Facebook"). The plugins are identified by a Facebook logo or the "Like" button ("Like") on our websites. An overview of the Facebook plugin can be found here: <http://developers.facebook.com/docs/plugins/>.

If you call up a page containing a plugin of this nature from our website, a direct link is established between your browser and Facebook's servers. The content of the plugins is transmitted directly to your browser by Facebook and included by it in the web page. When you access the plugins, Facebook is notified of the fact that you have called up the corresponding page on our website. If you are logged in to Facebook, your visit can be connected to your Facebook account. If you interact with the plugins, for example by clicking "Like", or entering a comment, the corresponding information is transmitted from your browser directly to Facebook and stored by it. The reason for and scope of the data acquisition and information about the way in which the data is processed and used by Facebook, as well as your rights in this respect and settings options for protecting your privacy can be found in Facebook's privacy policy (www.facebook.com/policy.php). If you do not wish to have data collected about you by Facebook via our website, you need to log out of Facebook before visiting the site or block Facebook social plugins by using add-ons for your browser, like the "Facebook Blocker".

8. Newsletter

On our websites we offer a newsletter that you can subscribe to. By registering for the newsletter, you give your consent for having your e-mail address stored in our database and for sending the newsletter. Your e-mail address is used solely for the purposes of sending our newsletter or for the purposes that you have agreed to. You can cancel the newsletter subscription at any moment using the appropriate link, directly in the newsletter, or by sending information to the e-mail address info@hoval.com.

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