



## Privacy Policy

### **Please Read our Privacy Policy Statement**

Bosch Thermotechnology Corp, together with its U.S. subsidiaries and affiliates (“Bosch”) is pleased to have you visit our website and welcomes your interest in our company and the Bosch products.

### **Bosch respects your privacy**

The protection of your privacy in the processing of your personal data is an important concern to which we pay special attention during our business processes. We process personal data collected during your visit to the Site confidentially and solely in compliance with legal provisions and this Privacy Statement. Data protection and information security are part of *our corporate policy*.

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

Personal data is only stored when voluntarily given by you for a determined purpose for example, in the context of registering a Bosch product, a registration, creating or editing a Bosch.com profile, contacting us by phone, email or chat, completing a survey, entering a contest, signing up for our email marketing list or in performance of a contract. This is not an exhaustive list of examples, but merely illustrative of the situations in which we may collect and store your personal data:

- Salutation
- First and last name
- Full Address
- Phone number
- E-Mail-address
- Password

Optional information:

- Mobile number
- Date of birth
- Answering the question “How did you hear about Bosch?”
- Grant consent to receipt of advertising

If you are registered, you can access content and services that we offer to registered users only. Registered users also have the option to change or delete data given during the registration at any time. In addition, we can also provide all details regarding the personal information we have collected about you at any time. At your request, we will correct or delete information held about you, unless there are statutory retention periods. To contact us in this regard, please use the contact information provided at the end of this Data Privacy Statement.

### **Use of personal data and purpose specification**

Bosch or an approved service provider engaged by Bosch may use your personal data for the purpose of:

- technical administration of our website
- customer service or supplier administration
- targeting and retargeting of users for marketing purposes
- product, engagement and user surveys
- inquiries you submit to Bosch
- for Site visitors this data may be used for marketing and other purposes • compliance with legal requirements and only in the scope necessary for this purpose.

Your individual, identifiable, personal data will not be disclosed to third parties, other than Bosch’s affiliated entities and approved third party marketing or other approved service providers, without your consent.

### **Right to information and to the correction, deletion and blocking of data**

Please address any questions on data protection or applications for the correction, blocking or deletion of your personal data directly to the contact persons specified in the site’s legal notice.

## **Automatic Collection and processing of data**

When you visit our Site, we may also collect automatically the following Data: IP addresses, the website from which you visit us (referrer), pages viewed, files downloaded (downloads), videos viewed/audio tracks listened to, individual links clicked, search words or search phrases (site search), duration of visit, browser used, etc. If the visit is a result of online advertising such as banners, video ads, search engine advertising, etc., we may record which banner, adword, etc. motivated the visit to Bosch websites.

The insights gained enable us to further optimize our websites, target and retarget users for marketing and tailor them even better to our visitors' needs.

### **Use of the first- and third party web analytics tools**

In some instances, Bosch uses first- and third party web analytics tools, to carry out access measurements.

Cookies are used for metrics to enable website use to be analyzed. In particular, Bosch uses them to improve data quality, support marketing initiatives and improve the user experience.

Only authorized persons have access to this data.

### **Social plugins and other interactions with social media**

This Site uses social media sharing plugins ("plugins") from social networks like Facebook, Google+ and Twitter, Pinterest and Tumblr. The plugins are identified with the respective social media logo or the respective suffix.

If you visit a page on our website the Site that contains such plugins, they are initially disabled. The plugins are not enabled until you (1) click the button that is provided, and (2) your device is "logged in" with the applicable social network. Please note that if your device is not already logged in to the applicable social media network when you click on the button, you will be prompted to log in in a pop-up window. Also keep in mind that you may be logged in to a social media network even if you don't have a browser window open for that social media network (e.g., if you did not "log out" of the network the last time you accessed it on your device).

By enabling the plugins, you establish the connection to the respective social network and declare your consent to the transmission of data to it. If so long as you are logged into the social network with your device, once you have enabled the plugin it can associate the visit to any page with the plugin on the Site with your social network account. If you press the respective button, the corresponding information is transmitted directly to the social network by your browser and stored there.

If you do not want a social network to collect data about you via their social media plugin our website on the Site, you have to log out of the social network on the applicable device before visiting our site the Site.

Our Site may also use the YouTube video platform that enables playback of audio and video files. When you load a page on our Site, the integrated YouTube player establishes a connection to YouTube in order to ensure the technical transmission of the video or audio file. When the connection to YouTube is established, data is transferred to YouTube.

If you choose to log in to your account with or through a social networking service (e.g., Facebook, Twitter) or other third party service (e.g., your Google account, Microsoft account or Yahoo account), that service may share certain information about you with Bosch.

For information about the scope and purpose of data collection, the further processing and use of the data by these social media companies and other third party services, and your rights and the settings you can configure to protect your privacy, please refer to their data protection notices.

### **Cliplister**

Our Online Offers use the Cliplister video platform which is operated by Cliplister GmbH, Schauenburgerstr. 116, 24114 Kiel („Cliplister“). Cliplister is a platform which allows the playback of audio and video files.

When you access a respective site of our Online Offers that contains an embedded Cliplister player, this creates a connection to Cliplister so that the video or audio file can be transmitted and played back. In doing so, your IP address and device-specific information is transferred to Cliplister as a data processor and is recorded by Cliplister in encrypted and anonymous form. We are not responsible for the Processing of such data by Cliplister.

Additional information on the scope and purpose of collected data, on further processing and usage of data by Cliplister, on your rights and the privacy options available to be chosen by you, can be found in Cliplister's data protection notice on [www.cliplister.com](http://www.cliplister.com).

### **Payment card information**

You may choose to purchase goods or services from Bosch using a payment card. Typically, payment card information is provided directly by users, via the Site, into the PCI/DSS-compliant payment processing service to which Bosch subscribes, and Bosch does not, itself, process or store the card information. Occasionally, members or customers ask Bosch employees to, on their behalf, enter payment card information into the PCI/DSS-compliant payment processing service to which the Bosch subscribes. We strongly encourage you not to submit this information by email. When Bosch employees receive payment card information from customers or members by email, fax, phone, or mail, it is entered as instructed and then deleted or destroyed.

### **International Data Transfer**

Bosch Thermotechnology Corp may transfer your personal data to its parent company in Germany, Robert Bosch GmbH, and to any Bosch's worldwide affiliates when processing data. We may also transfer your data to a third party outside your country of origin to the extent regulated in this privacy statement.

### **Children's Privacy**

We do not knowingly collect or use any personal data from online visitors under the age of thirteen. We do not knowingly allow visitors under the age of thirteen to participate in any promotions or contests made available on our Site from time to time.

### **California Privacy Rights**

California's "Shine The Light" law permits those of our customers who are residents of California to annually request a list of their personal information (if any) we disclosed to third parties for direct marketing purposes in the preceding calendar year, and the names and addresses of those third parties. At this time, we currently do not share any personal information with third parties for their direct marketing purposes.

At this time, we do not respond to Do Not Track (DNT) signals. However, some third party sites do keep track of your browsing activities when they serve you content, which enables them to tailor what they present to you.

### **Use of external links**

Our websites may contain links to third-party websites operated by providers that are not associated with us. After you click the link, we no longer have any influence over the collection, storage, or processing of any personal data transmitted by clicking the link (such as the IP address or URL of the page that contains the link), as the behavior of third parties is, by nature, beyond our control. Therefore, Bosch is not responsible for the processing of personal data by third parties via such third party websites.

### **Security**

Bosch takes security precautions to ensure that your data we have under our control is protected against tampering, loss, destruction, access by unauthorized persons, or unauthorized disclosure. Our security measures are being continuously improved in accordance with the state of technological developments.

### **Advertising**

When you provide us with personal data, we use it to inform you about our products and services and, where applicable, to include you in surveys about them. If you no longer wish to receive email advertising from Bosch, you can revoke your consent at any time.

### **Use of cookies**

#### *1) Bosch cookies*

Bosch uses cookies and active components (e.g. JavaScript) to track visitors' preferences and customize the features and design of the websites. Cookies are small text files stored on your computer when you visit our website. If you like, you can delete the cookies at any time. However, this can result in some functions no longer being available. For information on deleting the cookies, please consult your browser's help function.

#### *2) Third-party cookies*

Our websites may incorporate content and services from other providers (e.g. YouTube, Facebook, Google, Twitter) who, in turn, may use cookies and active components. Bosch has no influence on the processing of personal data by these providers. Please note that the option provided by Bosch to configure settings for cookies used has no effect on cookies and active components from other providers (e.g. YouTube, Facebook, Google, Twitter). These third parties may place cookies on your computer when you click on their links. Third-parties who place links on this site have their own privacy policies regarding their collection and use of your personally identifiable information. To understand the privacy practices of these third parties, please review the privacy policies that are posted on these third party web sites.

### **Mail Updates and Commercial Electronic Marketing List**

If you voluntarily provide your name, and physical address to Bosch, your name and physical address will be placed on our physical mailing list for mail updates. Pursuant to Canada's Anti-Spam Legislation ["CASL"], you will not be provided commercial electronic marketing ("CEM") unless you provide explicit consent to receiving CEM. You may join our mailing list via email by providing your email address to Bosch at [updates@boschheatingcooling.com](mailto:updates@boschheatingcooling.com).

### **Store and Service Center Locator**

You may provide us with personally identifiable information such as your zip code and phone number if you use the Store or Service Center Locator sections of our site. The information which you enter in these sections will be managed for us by one of our third party service providers, who will provide you with retailer and service center locations

which correspond to the information which you enter. Although we collect information regarding the total number of visitors to these sections, we do not currently collect, retain or use any of the information which you provide in these sections.

#### **International Users**

This is a U.S. hosted website targeted to users in the U.S. and Canada, and this site and our services are subject to the U.S. and Canadian laws, including those governing the privacy and security of your information. If you use our services, you are transferring your information to Bosch in the United States. By using the services or providing your information to us through the services you consent to the transfer of your personal information to the United States, and our handling of your information in accordance with applicable U.S. and Canadian requirements. If you are not a resident of the U.S. or Canada, please use the country selection tool to navigate to the appropriate website.

#### **Changes to Privacy Policy**

Due to the constantly changing nature of our business, we reserve the right to change, update or modify this privacy statement at any time at our sole discretion, and will post any new privacy statement here. Any such change, update or modification will be effective immediately upon posting on this website. Use of information that we gather now will be subject to the privacy statement in effect at the time of use. By using or navigating around the website or utilizing any of the services we provide here, you acknowledge that you have read and understand and agree to be bound by this privacy statement. If you do not agree to be so bound, do not remain on the website. You are responsible for checking our website frequently to keep apprised of recent changes.

The effective date of this privacy statement is November 1, 2018. Last modified: September, 20, 2018

#### **Contact**

To obtain more information or to submit suggestions or complaints regarding the processing of your personal data, you can contact our Privacy Policy Administrator at the contact information below.

For complaints in the U.S, you may contact: Email Address: [privacy.policy@us.bosch.com](mailto:privacy.policy@us.bosch.com)

For complaints in Canada, you may contact:

Office of the Privacy Commissioner of Canada  
30, Victoria Street  
Gatineau, Quebec K1A 1H3

If incorrect information has been stored despite our efforts to maintain correct and up-to-date data, we will correct this upon your request. [privacy.policy@us.bosch.com](mailto:privacy.policy@us.bosch.com)

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