

Privacy policy NTI AG / LinMot GmbH



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1 Privacy policy

NTI AG / LinMot GmbH treats your privacy and personal information with the utmost respect. We are compliant with the EU's General Data Protection Regulation.

This Privacy Notice is intended to tell you how we use any information we collect about you (called "personal information", explained below). We've tried to explain what we do in enough detail to give you the information you need at a glance, with the option of following a link if you want to find out more. (If you still can't find the information you need, you can email us at office@linmot.com.)

The Privacy Notice applies to devices, products, websites or applications that refer to or link to the Privacy Notice (collectively, our "**Services**") and will apply whether you access our Services using a computer, mobile phone, tablet, TV, or other device.

You will find the individual chapters of our privacy policy below.

2 Who are we?

NTI AG	LinMot GmbH
LinMot & MagSpring	Langemarckstrasse 55-57
Bodenaeckerstrasse 2	DE-45141 Essen
CH-8957 Spreitenbach	Germany
Switzerland	

3 What is Personal Information?

For the purposes of this Privacy Notice "**Personal Information**" consists of any information that relates to you and/or information from which you can be identified, directly or indirectly. For example, information which identifies you may consist of your name, address, telephone number, photographs, payment details, location data, an online identifier (e.g. cookies identifiers and your IP address) or to one or more factors specific to your physical, physiological, genetic, mental, economic, cultural or social identity. When we combine other information (i.e. information that does not, on its own, identify you) with Personal Information, we treat the combined information as Personal Information.

4 What Personal Information does NTI AG / LinMot GmbH collect about you?

4.1 Personal Information you provide directly

When you contact us with a sales inquiry or interact with our customer support representatives via email, telephone or in person, we may collect Personal Information, such as your name, mailing address, phone number, email address and contact preferences; and we may also collect information about the NTI AG / LinMot GmbH products or devices you own, such as their serial numbers and date of purchase. We also may create logs/reports that are useful in diagnosing product or application performance related issues, and capture information relating to the issue. We use this information to provide you with customer and product support.

During a remote maintenance we record the completed actions for the purpose of quality assurance of the support in a video. We only record and/or access remote maintenance if it complies with applicable legislation and never do so without informing you.

4.2 Personal Information from third party sources

We may receive Personal Information from third parties (i.e. other companies), for further details on this please see the following additional information:

Information from publicly available sources

We may receive Personal Information about you from publicly available sources, provided the receipt of such information is in accordance with applicable laws, which we may combine with other information we receive from or about you.

We also may receive information about you from social networking sites when you choose to connect with those sites.

4.3 Other ways we may collect your Personal Information

4.3.1 Subscriptions and newsletters

Where you subscribe to our promotional communications and newsletters we may collect Personal Information from you in order to enable us to provide this service to you. The Personal Information required will include your email address and postcode. We will only provide such subscription services to you in accordance with applicable laws.

4.3.2 When you upload Personal Information to NTI AG / LinMot GmbH - LinMot website

In addition to the above, we may collect such other Personal Information that you provide by uploading content (e.g. video or photos) onto our websites or online applications. In such cases, the following Personal Information may be collected in order to publish the content on our websites or online applications: your name, email address and any Personal Information in the content that you choose to upload. Where we collect such content, we will only do so in accordance with applicable laws.

5 What is our lawful basis for using your Personal Information?

We will only process Personal Information if we can rely on a valid lawful basis to do so. Therefore, we will only process your Personal Information when:

- we have obtained your prior unambiguous consent;
- the processing is necessary to perform our contractual obligations towards you or to take pre-contractual steps at your request;
- the processing is necessary to comply with our legal or regulatory obligations;
- the processing is necessary to protect your vital interests or those of another natural person; or
- the processing is necessary for our legitimate interests except where they are overridden by your interests or fundamental rights and freedoms. Examples of such 'legitimate interests' include:
 - to benefit from cost-effective services (e.g. we may opt to use certain platforms offered by suppliers);
 - to protect the security of our IT systems, architecture and networks; and
 - to meet our corporate and social responsibility objectives.

6 How do we use your information?

We may use the Personal Information we collect for the following purposes:

- Registering products/devices - to register you or your device or product for any of our Services;
- Provide our Services - to provide our Services or any specific feature that you request, including to enable us to fulfil our obligations under any contract with you (such as, any product or device warranty);
- Surveys – to ask for your opinions or comments on our Services and to conduct other surveys;
- Customized and Targeting Content - to provide customized content and make recommendations based on your past activities on our Services. We may use Personal Information to more effectively target our Services, content, recommendations, advertisements and communications (more information on this can be found in our Cookie Policy);
- Advertising - for advertising, such as providing customized advertisements and sponsored content and sending you promotional communications;
- Analysis Purposes - for assessment and analysis of our market, customers, products, devices and other Services (including asking you for your opinions on our products and services and carrying out customer surveys);
- Statistics – to create anonymous, aggregated statistics about the use of our Services. This anonymized data may be shared with third parties;
- Service Improvement – to develop and improve new and existing NTI AG / LinMot GmbH products and Services, recommendations, advertisements and other communications and learn more about your preferences;
- Customer Support Services - to provide customer support services for your device or product, or to deal with any other support queries you may have (such as complaint handling);
- Crime Prevention - for the prevention or detection of fraud or crime;
- Business Purposes - for business monitoring and internal record keeping;
- Legal Obligations - to comply with our legal obligations;

- Competitions and Promotions - to conduct prize draws, competitions and other promotions or offers, as permitted by law;
- Training – for staff training and quality assurance purposes, particularly in relation to our customer support representatives; and
- Updates - to communicate with you, including communicating with you about your account, profiles or transactions with us, giving you important information about your products, devices, application or other Services, sending you notices about any material changes to our Privacy Notice, and, where permitted by you and applicable laws, marketing, sending you offers and promotions for our Services.

The law allows us to use the Personal Information as set out above on the basis that we are acting in our "legitimate interests".

- **Product recall** – in the highly unlikely circumstance that NTI AG / LinMot GmbH needs to recall any product, including for safety purposes, your information is used to contact you with instructions on how to return your product.
- **Marketing communications** - NTI AG / LinMot GmbH may use your Personal Information to provide you with newsletters and other communications by post, email, telephone and/or text message (SMS), only if you have provided your consent or we are otherwise permitted to do so under applicable law. For further information on this, see the 'Your Choices' section of this Privacy Notice.
- **Combining Personal Information** - We may combine the Personal Information that we collect from you (including information received from other NTI AG / LinMot GmbH Affiliates) to the extent permitted by applicable law. For example, we may combine various different databases that contain your Personal Information to allow us to provide better support services and more personalized content (such as, marketing and advertisements).

7 To whom do we disclose your information?

We will not disclose your Personal Information to third parties for their own independent marketing or business purposes. However, we may disclose your information to the following entities:

7.1 NTI AG / LinMot GmbH Affiliates

We may need to transfer your Personal Information to other NTI AG / LinMot GmbH Affiliates to provide the Services you require or any other services/assistance you request. All NTI AG / LinMot GmbH Affiliates are required to follow the privacy practices set forth in this Privacy Notice, or such other privacy policy that they may notify to you.

7.2 Service Providers

We use third party service providers to help us to administer certain activities and services on our behalf, such as call center providers used by NTI AG / LinMot GmbH to service our customers, data supply, data cleaning, fulfilling your purchases and delivering products, processing credit card payments, sending postal mail and emails, sending text messages (SMS), providing advertisements, analyzing usage of our Services, tracking effectiveness of our marketing campaigns, allowing users to connect to their social network, providing fraud checking services and customer support services. We may share Personal Information about you with such third party service providers solely for the purpose of enabling them to perform services on our behalf and they will operate only in accordance with our instructions. Here are examples of third-party service providers we use:

- Email Service Providers – Mailchimp
- Analytics Service Providers – Google Analytics

7.3 Social Network Providers

We may provide your Personal Information, such as your email address, to certain social networking providers so that they can help us display advertisements about our Services on your social network pages. We will only share your Personal Information with social networking providers in accordance with your marketing preferences and any applicable laws.

7.4 Third parties when required by Law or to Protect our Services

We will disclose your Personal Information to comply with applicable law or respond to valid legal process, including from law enforcement or other government agencies; to protect our customers (e.g. to prevent

spam or attempts to defraud users of our Services); to operate and maintain the security of our Services (e.g. to prevent or stop an attack on our systems or networks); or to protect the rights or property of NTI AG / LinMot GmbH, including enforcing any terms or agreements governing the use of our Services.

7.5 Anonymous statistics

We prepare and develop anonymous, aggregate or generic data and statistics for various reasons (as indicated in this Privacy Notice). As this data is anonymous (i.e. you cannot be identified from it) we do not consider this information to be Personal Information. As such, we may share it with any third party (such as our Affiliates, partners, advertisers or otherwise).

7.6 Other Parties in Connection With Corporate Transactions

We may disclose your Personal Information to a third party (or other NTI AG / LinMot GmbH Affiliate) as part of a reorganisation, merger, transfer, sale, joint venture, assignment or other disposition of all or any portion of NTI AG / LinMot GmbH business, assets or stock, including, without limitation, in connection with any bankruptcy or similar proceeding.

8 What do we do to keep your information secure?

NTI AG / LinMot GmbH have put in place rigorous physical and technical measures to safeguard the Personal Information we collect in connection with our Services. However, please note that although we take rigorous steps to protect your Personal Information, no website, product, device, online application or transmission of data, computer system or wireless connection is completely secure and therefore we cannot guarantee the security of your Personal Information.

8.1 Location of Personal Data

The Personal Information that we collect from you is stored and processed in Switzerland and in the European Economic Area ("EEA").

8.2 Encryption

All Personal Information you provide to us is captured, transmitted and stored using encryption. Data is stored in highly secure data centres.

9 Accessing your Personal Information and other rights you have

NTI AG / LinMot GmbH will collect, store and process your Personal Information in accordance with your rights under any applicable data protection laws.

Your rights under applicable data protection laws include, the right to access a copy of your Personal Information, the right to request the deletion or updating of any inaccurate Personal Information and the right to object, in some cases, to our processing of your Personal Information. Right to Withdraw Consent – where you have consented to our processing of your Personal Information, you have the right to withdraw such consent at any time. In the event you wish to withdraw your consent to processing, please contact us using the details given at the end of this Privacy Notice.

If you wish to enforce any of your rights under applicable data protection laws, then please contact us using the details given at the end of this Privacy Notice. We will respond to your request without undue delay and by no later than one month from receipt of any such request, unless a longer period is permitted by applicable data protection laws, and we may charge a reasonable fee for dealing with your request which we will notify to you. Please note that we will only charge a fee where we are permitted to do so by applicable data protection laws.

10 Data Retention – How long we will store/keep your Personal Information

We will retain your Personal Information for the period necessary to fulfil the purposes for which your Personal Information has been collected.

11 Third-Party Links and Products on Our Services

Our websites, applications and products may contain links to other third party websites that are not operated by NTI AG / LinMot GmbH, and our websites or your product and devices may contain applications that you can download from third parties. These linked sites and applications are not under NTI AG / LinMot GmbH's control and as such, we are not responsible for the privacy practices or the content of any linked websites and online applications. If you choose to use any third party websites or applications, any Personal Information collected by the third party's website or application will be controlled by the privacy policy of that third party. We strongly recommend that you take the time to review the privacy policies of any third parties to which you provide Personal Information.

12 Cookies

NTI AG / LinMot GmbH, as well as certain other third parties that provide content, advertising, or other functionality on our Services, may use cookies and other technologies in certain areas of our Services. Cookies are small text files that can be read by a web server in the domain that put the cookie on your hard drive. We may use cookies to store your preferences and settings, help you with signing in, provide targeted ads, and analyse site operations.

13 Your Choices (e.g. marketing related emails or otherwise)

We and other NTI AG / LinMot GmbH Affiliates may use your Personal Information (such as your contact details (e.g. name, address, email address, telephone number)) to send you marketing-related correspondence by post, email, telephone and/or text message (SMS) related to NTI AG / LinMot GmbH products, devices and other Services by opting in to the NTI AG / LinMot GmbH Newsletter. When you purchase NTI AG / LinMot GmbH products or devices, contact our customer support representatives, create an account or profile for one of our Services, or subscribe to one of our Services, you may be given the opportunity to opt-in to (or where permitted by applicable law, opt-out of) the receiving of such marketing-related correspondence.

We do not share Personal Information with third parties for the third parties' marketing purposes.

We may also use your Personal Information to personalize and to target more effectively our marketing communications to ensure, to the extent possible, that any marketing-related correspondence is relevant to you.

To opt out of receiving marketing-related correspondence from NTI AG / LinMot GmbH, click "Unsubscribe" from any marketing or promotional email or text message (SMS) you receive from us.

14 Changes to this Privacy Notice

It also is important that you check back often for updates to the Privacy Notice, as we may change this Privacy Notice from time to time. The "Date last updated" legend at the bottom of this page states when the policy was last updated and any changes will become effective upon our posting of the revised Privacy Notice.

We will provide notice to you if these changes are material and, where required by applicable law, we will obtain your consent. We will provide this notice by email or by posting notice of the changes on the NTI AG / LinMot GmbH website or through any relevant Services.

Date: 04.02.2020

ALL LINEAR MOTION FROM A SINGLE SOURCE

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