

# Disclaimer

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## Liability

CTS takes great care in maintaining this website but does not guarantee that all information provided is accurate. Users should be aware that the information on the website may change without prior notice.

If you use links to and/or from our website, CTS is not responsible for the content or existence of these external websites.

CTS strives to keep its website continuously accessible but cannot be held liable for any damages resulting from limitations in website usage or website unavailability.

CTS can in no event be held liable for damages resulting from the application of its provided advice if this advice has not been fully followed, if the materials used have not been correctly applied, or if the advice has not been validated by the responsible architect and/or engineer of the project.

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This disclaimer applies to: [www.cts.global](http://www.cts.global). The terms of use for our website are subject to change. We reserve the right to modify this disclaimer.

# Privacy Policy

The protection of your privacy and your personal data is an important matter we pay attention to in all our business relations. We respect the confidentiality of your personal data and always act in accordance with the provisions of data protection law and this Privacy Policy.

## 1. Scope of this Privacy Policy

This Privacy Policy is intended to inform you about how CTS B.V. ("CTS") uses personal data, what information about the users of our website(s), online applications or our mobile platforms ("online services") is collected and evaluated, and subsequently used, passed on to third parties or processed in any other way.

This Privacy Policy applies to CTS B.V. . It does not apply to online services operated by third parties.

## 2. Collection of information

### 2.1. Data provided by you

As a rule, disclosure of personal data is not required for the use of our online services. If personal data (name, postal address or email address) are collected within the framework of our online services, this is done, as far as possible, on a voluntary basis. If, for instance, you wish to receive the newsletter offered on our website, we require your email address as well as information that enables us to verify that you are the owner of the email address indicated.

### 2.2. Automatically collected data

For reasons of data security and for the purposes of optimizing user-friendliness, we also collect non-personal data in connection with the use of our online services. For example, the Internet browser used, the operating system, the domain name of the website you last visited before accessing our website, the number of visits and the average time spent on our website, as well as the pages you accessed, are stored.

Such automatically collected data are not associated with data from other sources. However, we reserve the right to retrospectively verify such data, if any concrete indications of unlawful usage are brought to our attention.

### **2.3. Cookies and web beacons**

Our online services use so-called browser cookies. Cookies do not cause any harm on your computer. They are small files with configuration settings that help us to make our online services user-friendlier, more effective and more secure. Moreover, cookies serve to implement certain user functions.

Our online services typically use "session cookies", which are automatically deleted when the browser is closed. Occasionally, they also use "persistent cookies", which remain on your device until they expire or are manually deleted. The latter enable us to recognize your browser at your next visit. For details on "third party cookies", i.e. cookies of third-party providers, such as Google Inc., please refer to the privacy rules of such providers.

You can adjust your browser or the privacy settings of your mobile devices to be notified whenever a cookie is sent to your device so that you can decide whether or not to allow a cookie on a case-by-case basis. You can also disable the acceptance of cookies, in certain cases only or by default, and activate the automatic deletion of cookies every time you close your browser. However, you should bear in mind that some functions of our online services may not be fully accessible if you deactivate cookies.

### **2.4. Web analysis**

For the purposes of continuous functional optimization and maximum user-friendliness, some of our online services use the web analysis services and social plugins listed below. The data used for this purpose are exclusively non-personal.

Google Analytics: Google Analytics of Google Inc., 1600 Amphitheatre Parkway Mountain View, CA 94043, USA, uses so-called cookies, i.e. text files stored on your computer for an analysis of your usage of our online services. As a rule, the data about your user behavior gathered by the cookie are transmitted to a Google server in the USA and stored there. In case of activation of IP anonymization in the online services, Google will truncate your IP address in Member States of the European Union and the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and truncated there. On behalf of the operator of the online services, Google will use the information to evaluate your usage of the online services, to compile reports on these activities, and to provide other services for the website operator relating to the usage of online services and Internet activity. The IP address transmitted by your browser within the framework of Google Analytics will not be associated with any other data held by Google. You can prevent the storage of cookies

by selecting the appropriate setting on your browser. However, in this case you will not be able to make full use of all the functions of our online services. Moreover, you can prevent the collection of data generated by cookies and their use by Google by downloading and installing the browser plugin available at (<https://tools.google.com/dlpage/gaoptout?hl=en>). For detailed information on the terms of use and privacy rules, please refer to <https://www.google.com/analytics/terms/gb.html> or <https://www.google.com/policies/>.

## **2.5 Social media and web presence**

We use plug-ins (such as the LinkedIn icon) from various platforms. By clicking on the respective icon you agree to the communication with the respective platform and the transmission of information (e.g. IP address) to the respective service provider. By activating a plugin, the respective social network receives the information that the browser has called up the corresponding page of our website. This also applies if you do not have an account or are not currently logged in. This information (including the IP address) is transmitted directly from the browser to a server of the respective social network and stored there.

LinkedIn: The provider of the LinkedIn network is LinkedIn Corporation, 222 Second Street, San Francisco, CA 94105, USA. Every time you access one of our online services containing LinkedIn functions, a connection with LinkedIn servers is established.

LinkedIn is informed that you are using our online services with your IP address. When you click on the "recommend button" of LinkedIn while being logged in at LinkedIn, your usage of our online services can be associated with you and your user account. We wish to point out that we, as the provider of our online services, are not made aware of the content of the data transmitted and their usage by LinkedIn. For further information, please refer to LinkedIn's privacy policy at: <https://www.linkedin.com/legal/privacy-policy>

## **3. Use of personal data**

As a matter of principle, personal data provided by you are processed and used by us exclusively for the purposes specified. These include, in particular:

Provision, improvement and support of our online services: This includes data analyses, the identification of usage trends, as well as calculations and statistics on user access patterns.



**Marketing:** Your personal data will only be used for marketing purposes, such as surveys, raffles or other advertising campaigns, if you have agreed to such uses. In this case, your data will be stored for the duration of three years, unless longer storage is legally permissible for other reasons. Your consent to use your personal data for marketing purposes can be withdrawn at any time. For details, see item 5.

**Mailing of a newsletter:** If you fill in the web form to register for our newsletter, we exclusively use the data provided by you to verify that you are the owner of the email address indicated and wish to receive the newsletter, to compile a mailing list, and to analyze the usage of our newsletter. In this case, your data will be stored for the duration of three years after termination of subscription, unless longer storage is legally permissible for other reasons. Your data will only be used by us for further purposes, if you have agreed to such uses.

**Ordering of reports or other information materials:** If you order reports or other information materials from us, the personal information provided by you is used exclusively for processing your order and will subsequently be stored for a maximum period of three years after the last consignment. For the execution of orders, we may use the services of third parties to whom we transmit your data exclusively for the purpose of executing your order. For further purposes, we only use the personal data provided by you, if you have given us your consent.

**Use of contact form:** If you use the contact form for enquiries, the information provided by you in the contact form, including your contact data, is used to process the enquiry and stored for later use in case follow-up questions arise. Your personal data will be stored for the duration of processing the enquiry and a maximum period of three years after completion of processing, unless longer storage is legally permissible for other reasons.

**Job exchange:** Job applications contain personal data (e.g. curriculum vitae, contact data, etc.). Unless you explicitly object, we will keep the data on record for a maximum period of three years after the last contact (unless longer storage is legally permissible for other reasons) for possible consideration at a later point in time.

**Execution and administration of contracts:** For the execution of incoming orders (especially orders for materials) we use the services of third parties to whom we transmit your data exclusively for the purpose of executing your order. In connection with such transactions, you may be contacted within the framework of customer satisfaction surveys or for market research purposes. If you ask us not to use your data for further contacts, we will certainly respect your wish.

**Protection of rights and property:** If we have reason to believe that the rights and the property of CTS, its suppliers and customers or third parties have been or could be

impaired, we can use and transmit your personal data in order to protect such rights and/or such property. Moreover, we reserve the right to disclose your personal data, provided such disclosure is required by law or by order of competent authorities, to safeguard due process in accordance with the procedure indicated on our website(s), and to protect the aforementioned rights.

**Cleansing and consolidation of data:** From time to time, the personal data provided by you can be cross-checked against or consolidated with (i) data from our existing registers (online and offline), (ii) data taken over from a legal predecessor, or (iii) data from other sources.

#### **4. Transmission and disclosure of your personal information**

Depending on the type of interaction you requested (e.g. call to be returned, placement of an order, request for services, information, etc.), your data may be exchanged with third parties involved in order execution (e.g. mail order companies, banks, etc.). We may also be required to disclose personal data in order to meet legal requirements or to enforce rights and agreements.

**Transmission of data to third parties:** For the execution of certain orders and for the provision of certain services we work with external providers (e.g. forwarding agents). Such providers are allowed to use or transmit the data collected and processed by us for no other purpose but execution of the order placed by CTS.

**Compliance with laws and similar obligations:** We will transmit your personal data in order to (i) enforce or comply with a law, a regulation, an order issued by a public authority or compulsory measures, (ii) detect and prevent security threats, fraud or other malicious activities, (iii) protect and/or enforce the rights and the property of CTS or of third parties, and (iv) protect the rights and the personal security of our employees and of third persons.

#### **5. Right to information, right of withdrawal and deletion of your personal data**

You have the right to request information in writing about your personal data stored by us. Moreover, in connection with the use of your personal data, you have the right to correction, deletion, suppression or restriction of processing as well as the right to lodge a complaint with the data protection authority. Please address such requests as well as any other questions to the contact point indicated under item 7.

If you wish to withdraw your consent to the storage or use of your data, you can, of course, also send us an email to the address indicated under item 7.

## **6. Data security**

CTS employs a large variety of data security measures to ensure the confidentiality and integrity of your personal information. However, given the nature of the Internet, we wish to draw your attention to the fact that there may be security gaps in data transmission via the Internet (e.g. communication by email) and that complete protection of data from access by third parties is not possible.

## **7. Contact**

For any questions relating to this Privacy Policy or the processing of your data, please contact:

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