



# Legal Notes and Privacy Policy of Valeo Thermal Commercial Vehicles Germany GmbH

Welcome to our website, and thank you for your interest in our company.

## Legal Notes

The contents of this website were carefully checked and are regularly updated. Nevertheless, no guarantee can be given that the information is always complete, correct and up-to-date. This applies in particular to direct or indirect links to other websites. We have no influence over the content of other Internet pages. All information is subject to change, deletion or supplementation without notice.

### **Regarding service and support**

Please note that Valeo Thermal Commercial Vehicles GmbH has endeavoured to ensure that material contained on this website was correct at the time the page was created and last modified.

However:

- it must be understood that vehicle manufacturers reserve the right to make changes to existing models without notification
- the information on the website is subject to change. Valeo Thermal Commercial Vehicles Germany GmbH reserves the right to make changes to this site at any time when necessary.

It must therefore remain the responsibility of the salesman, installer of Valeo products, to check the accuracy of the information on this web site before using it.

## Privacy Statement

We take the protection of your personal data very seriously. Your data is processed in accordance with applicable personal data privacy legislation, in particular the GDPR and our country-specific implementation laws, which provide comprehensive information about your rights concerning the processing of your personal data by Valeo Thermal Commercial Vehicles Germany GmbH.

Personal data is any information that makes it possible to identify a natural person. This includes, in particular, your name, date of birth, address, telephone number, e-mail address and IP address. Anonymous data is available if no personal reference to the individual/user can be made.

### **Responsible body and data protection officer**

Valeo Thermal Commercial Vehicles Germany GmbH

Friedrichshafener Strasse 7 | D-82205 Gilching | [ths.tbs-dataprotection.mailbox@valeo.com](mailto:ths.tbs-dataprotection.mailbox@valeo.com)



## Your rights as a data subject

We would first like to notify you of your rights as a data subject. These rights are set out in Articles 15–22 GDPR, and include:

- Right of access (Art. 15 GDPR),
- Right to rectification (Art. 16 GDPR),
- Right to data portability (Art. 20 GDPR),
- Right to object to data processing (Art. 21 GDPR),
- Right to erasure / right to be forgotten (Art. 17 GDPR),
- Right to restriction of data processing (Art. 18 GDPR).

In order to exercise these rights, please contact: [ths.tbs-dataprotection.mailbox@valeo.com](mailto:ths.tbs-dataprotection.mailbox@valeo.com). The same applies if you have any questions regarding data processing in our company. You also have a right of appeal to the relevant data protection supervisory authority.

## Your rights as a data subject

Please note the following with respect to your right to object:

When we process your personal data for the purpose of direct marketing, you have the right to object to this data processing at any time without providing the reasons for such objection. This also applies to profiling, insofar as it is associated with direct marketing.

If you object to the processing for direct marketing, we will no longer process your personal data for such purposes. Objection does not incur any costs and can be made informally, where appropriate to: [ths.tbs-dataprotection.mailbox@valeo.com](mailto:ths.tbs-dataprotection.mailbox@valeo.com). In order to protect legitimate interests in the event that we process your data, you may object to such processing at any time for reasons arising from your specific situation. This also applies to profiling based on these provisions.

We will then cease to process your personal information unless we can demonstrate compelling legitimate grounds for processing such information that outweigh your interests, rights and freedoms, or the processing is intended to assert, exercise or defend legal claims.

## Purposes and legal bases of data processing

The processing of your personal data complies with the provisions of the GDPR and all other applicable data protection regulations. Legal bases for data processing ensue, in particular, from Article 6 GDPR.

We use your data to initiate business, to fulfil contractual and legal obligations, to conduct the contractual relationship, to offer products and services and to consolidate customer relationships, which may include marketing and direct marketing.

Your consent to data processing may also constitute permission pursuant to data protection legislation. In this respect, we will clarify the purpose of data processing and the right to withdraw your consent. Should the consent also relate to the processing of special categories of personal data, we will expressly notify you in the consent process, Article 88 (1) GDPR.



Special categories of personal data within the meaning of Article 9 (1) GDPR may only be processed where necessary subject to legal regulations, and there is no reason to assume that your legitimate interests should prevail to the exclusion of processing such data, Article 88 (1) GDPR.

### **Data transfer / Disclosure to third parties**

We will only transmit your data to a third party within the scope of given statutory provisions or based on consent. In all other cases, information will not be transferred to a third party unless we are obliged to do so owing to mandatory legal regulations (disclosure to external bodies, including the supervisory authorities or law enforcement authorities).

### **Data recipients / categories of recipients**

In our organisation we ensure that only individuals who are required to process the relevant data to fulfil their contractual and legal obligations are authorised to handle personal data.

In many cases, service providers assist our specialist departments in the fulfilment of their tasks. The necessary data protection agreement has been concluded with all service providers.

You can subscribe to a free newsletter on our website. The e-mail address and name you provided when you subscribed to the newsletter will be used to send the personalised newsletter (see Newsletter section).

### **Transfer of personal data to third countries**

A transfer of data to third countries (outside the European Union or the European Economic Area) shall only take place if required by law or if you have provided your consent for such a transfer. We transfer your personal data to service providers or group companies outside the European Economic Area as follows: Mailchimp, USA, for Newsletter application.

In such cases, compliance with the level of data protection is ensured by EU standard terms.

### **Period of data storage**

We store your data for as long as it is required for the relevant processing purposes. Please note that numerous statutory retention periods require that data must be stored for a specific period of time. This relates in particular to retention obligations for commercial or fiscal purposes (e.g. commercial code, tax code, etc.). The data will be routinely deleted after use unless a further period of retention is required.

We may also retain data if you have given us your permission to do so, or in the event of any legal disputes and we use the evidence within the statutory limitation period, which may be up to 30 years. The standard limitation period is 3 years.

### **Secure transfer of data**

We implement the appropriate technical and organisational security measures to ensure the optimal protection of the data stored by us against accidental or intentional manipulation, loss, destruction or access by unauthorised persons. The security levels are continuously reviewed in collaboration with security experts and adapted to new security standards.



Data exchange to and from our website is encrypted.

**SSL encryption:** Your browser and this website communicate with each other via 2048 bit encryption with a SSL certificate using the HTTPS protocol. This ensures that the connection cannot be intercepted.

**Encrypted e-mail dispatch:** Your message and contact data are transmitted on the contact form by e-mail, and encrypted by TLS technology.

The contents of **applications** can alternatively be dispatched by post; the documents are sent directly to the given e-mail address.

### **Obligation to provide data**

A range of personal data is required to establish, implement and terminate the obligation and to fulfil the relevant contractual and legal obligations. The same applies to the use of our website and the various functions we provide.

We have summarised the relevant details in the above item. In some cases, legal regulations require data to be collected or made available. Please note that it will not be possible to process your request or execute the underlying contractual obligation without this information.

### **Data categories, sources and origin of data**

The data we process is determined by the relevant context: it depends on whether, for example, you place an order online, enter a request on our contact form, or wish to send us an application or submit a complaint.

Please note that we may also require information for specific processing situations where appropriate, e.g. when uploading application documents or making a contact request.

### **We collect and process the following data when you visit our website:**

- IP address
- Information on the website from which you visited us
- Web browser used
- Files accessed, volume of data transferred, downloads/file export
- Information on websites accessed on our site, including date and time
- Language and latest version of the browser.

### **Cookies (Art. 6 para. 1 lit. a & f EU-DS-GVO in the case of consent)**

Our website uses “cookies” at various locations. These serve to make our offer more user-friendly, effective and secure. Cookies are small text files that are placed on your computer and stored by your browser (locally on your hard disk).

Cookies enable us to analyse how users use our websites so we can design the website content in accordance with the visitor’s needs. There is no advertising on our website. Cookies also allow us to measure the effectiveness of a particular advertisement and, for example, to place it based on the user’s interests.



Most of the cookies we use are “session cookies”, which will be automatically deleted after your visit. Persistent cookies are automatically deleted from your computer when their validity period (generally six months) has expired or you delete them yourself prior to expiry.

Most web browsers automatically accept cookies. You can generally change your browser's settings if you prefer not to send the information. You can still use the offers on our website without restrictions (exception: configurators).

Cookies are stored on the user's computer which then transmits them to us. As a user, you therefore exercise full control over the use of cookies. You can change the settings in your Internet browser to disable or restrict the sending of cookies. In addition, cookies that have already been saved on your computer can be deleted at any time via an Internet browser or other software programs. All this is possible in all the current Internet browsers.

Please note: If you deactivate the placing of cookies on your device, you may not be able to access all our website functions.

### **Notes on Google Analytics**

This website uses Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google Analytics uses “cookies”, i.e. text files placed on your computer, to assist the website in analysing how users use the site. The information generated by the cookie about your use of the website is transmitted to and stored by Google on servers in the United States. In case of activation of the IP anonymization, Google will truncate/anonymize 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 will the full IP address be 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 reconcile 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> or at <https://support.google.com/analytics/answer/6004245?hl=en>. Please note that on this website, Google Analytics code is supplemented by “gat.\_anonymizeIp();” to ensure an anonymized collection of IP addresses (so called IP-masking).

<https://tools.google.com/dlpage/gaoptout?hl=en-GB>

<http://www.google.com/analytics/terms/gb.html>

<https://support.google.com/analytics/answer/6004245?hl=en>



## Google Maps

On our website we use Google Maps (API) by Google LLC., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). Google Maps is a web service for the display of interactive maps, in order to visually represent geographical information. The use of this service will display our location and provide arrival information.

Already when you call up subpages into which the Google Maps map is integrated, information concerning your use of our website (e.g. your IP address) is transmitted to Google servers in the USA, where it is stored. This is regardless of whether Google provides a user account under which you are logged in, or even if no user account exists. If you are logged into Google, your data is reconciled directly with your account. If you do not wish it to be reconciled with your profile at Google you must log out before activating the button. Google stores your data (even of users who are not logged in) as a user profile and evaluates it. This evaluation takes place in particular pursuant to Article 6 para. 1 lit. f GDPR on the basis of legitimate interests of Google in the insertion of personalized advertising, market research and/or appropriate design of its website. You have the right of objection to the creation of user profiles. The latter must be addressed to Google.

Google LLC, with headquarters in the USA, has been certified for the US-European Data Protection Convention "Privacy Shield" that ensures adherence to the level of data protection in the EU.

If you do not consent to the future transfer of your data to Google within the scope of use of Google Maps you also have the option of completely disabling the web service of Google Maps by switching off JavaScript in your browser. In this case, Google Maps cannot be used and no maps can be displayed on this website. Google's Conditions of Use can be viewed at <http://www.google.de/intl/de/policies/terms/regional.html>, the additional Conditions of Use for Google Maps can be found at [https://www.google.com/intl/de\\_US/help/terms\\_maps.html](https://www.google.com/intl/de_US/help/terms_maps.html)

Detailed information on data privacy in connection with the use of Google Maps can be found on the website of Google ("Google Privacy Policy"): <http://www.google.de/intl/de/policies/privacy/>

## Google Tag Manager

This website uses Google Tag Manager. This service enables website tags to be managed from one interface. Google Tag Manager implements only tags, i.e. no cookies will be placed and no personal data collected. Google Tag Manager triggers other tags that may in turn collect data. However, Google Tag Manager has no access to this data. If deactivation has taken place at domain or cookie level it will apply to all tracking tags insofar as they were implemented with Google Tag Manager.

## YouTube

The processing controller has integrated components of YouTube into this website. YouTube is an Internet video portal that enables video publishers to post video clips free of charge and other users to view, evaluation and comment on them. YouTube permits the publication of all kinds of videos: users of the Internet portal thus have access to complete movies and TV broadcasts, music videos, trailers or self-made videos.

The operating company of YouTube is YouTube, LLC, 901 Cherry Ave., San Bruno, CA 94066, USA. YouTube, LLC is a subsidiary of Google Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, USA.



With each visit to the individual pages on this website that are operated by the processing controller and into which a YouTube component (YouTube video) has been integrated, the Internet browser on the IT system of the data subject is automatically prompted to download a display of the respective YouTube component. Further information about YouTube can be obtained at:

<https://www.youtube.com/yt/about/de/>. In the course of this technical process, YouTube and Google receive details of which specific subpage of our website was visited by the person concerned.

If the data subject is at the same time logged into YouTube, the latter recognizes with each call-up of a subpage containing a YouTube video which specific subpage of our website was visited by the data subject. This information is collected by YouTube and Google and assigned to the respective YouTube account of the data subject.

YouTube and Google will always receive notification from the YouTube component that the data subject has visited our website, if at the time of accessing our website the data subject was also logged into YouTube. This occurs regardless of whether or not the person concerned clicks on a YouTube video. If the data subject does not wish this information to be transmitted to YouTube and Google, it can be prevented by logging off from the YouTube account prior to accessing our website.

YouTube's data protection regulations, available at <https://www.google.de/intl/de/policies/privacy/>, provide information on the collection, processing and use of personal data by YouTube and Google.

## **Plugins of social networks**

This website does not use any social media plugins.

For reasons of technical security (in particular to safeguard against attempts to attack our web server), this data is stored in accordance with Article 6 (1) lit f GDPR. Anonymization takes place no later than after seven days by abbreviating the IP address so that no reference is made to the user.

## **Contact form / Contact via email**

A contact form is available on our website for contacting us electronically. If you write to us using the contact form, we will process the data you submitted in the contact form to respond to your queries and requests.

In so doing, we respect the principle of data minimisation and data avoidance. You are only required to provide the information we need to contact you, i.e. e-mail address and contents of the message field. Your IP address will also be processed for technical reasons and legal protection.

### Technical enquiries:

Last name\*, first name\*

Company\*

Street, PO Box, zip code

City\*

Country

Phone, Fax

E-mail address\*

Your message:



Application enquiries:

Last name\*, first name\*

Street\*, No\*, zip code\*, city\*

Country

Phone, Fax

E-mail address\*

Your message:

\*) obligatory data

All other information is voluntary, and additional fields are optional (e.g. to provide a more detailed response to our questions).

In addition, your IP address will be processed for technical reasons and legal protection. If you contact us by e-mail, we will process the personal information provided in the e-mail solely for the purpose of processing your request. If you do not contact us using the forms provided, no additional data will be collected.

**Newsletter (Art. 6 para. 1 lit. a EU-DS-GVO)**

You can subscribe to a free newsletter on our website. The email address and name you provide when you subscribe to the newsletter will be used to send a personalised version. The principle of data minimization and data avoidance is observed here, as only the e-mail address (as appropriate the name for a personalised newsletter) is mandatory. Your IP address will also be processed when you subscribe to the newsletter for technical reasons and legal protection.

You may, of course, terminate the subscription at any time using the opt-out option provided in the newsletter, and thereby withdraw your consent. You may also unsubscribe from the newsletter.

**Automated decisions in individual cases**

We do not use purely automated processing to make decisions.

**Online offers for children**

Persons under the age of 16 may not submit personal data to us or give a declaration of consent without the authorisation of their legal guardian. We encourage parents and guardians to actively participate in the online activities and interests of their children.

**Links to other providers**

Our website also contains clearly identifiable links to the Internet sites of other companies. Although we provide links to websites of other providers, we have no influence on their content, and no guarantee or liability can therefore be assumed for such. The contents of these pages are always the responsibility of the respective provider or operator of the pages.

The linked pages were checked at the time of linking for potential legal violations and identifiable infringements. No illegal content was identified at the time of linking. However, a permanent content





control of the linked pages is not reasonable without concrete evidence of an infringement and – upon notification of a violation of rights – such links will be promptly removed.