

# **DATA PROTECTION**

## **Privacy policy**

TÜV NORD is pleased that you have decided to visit our website and are interested in our company. We treat the protection of your personal data seriously and strive to ensure that you feel secure and comfortable when visiting our Internet pages.

### **Acquisition and processing of personal data**

You can generally visit the pages of TÜV NORD without us requiring your personal data. Personal data is only acquired if you provide us with the data, for example, when registering, participating in a survey, or concluding a contract.

### **Using and transferring personal data and appropriation**

All personal data accumulated in part of the direct Internet services provided by TÜV NORD will be acquired, processed, and used according to the respective applicable regulations governing the protection of personal data for the sole purpose of managing contracts and maintaining our own legitimate business interests in terms of consulting and supporting our customers and interests.

### **Declaration of consent**

By using our websites and the services contained therein, you express your consent to allow us to store the personal data that you voluntarily supplied and process and use it in accordance with this privacy policy.

### **Right to information/ Public directory of procedures**

According to §§ 34 and 6b of the Federal Data Protection Act, you have the unrestricted right to request information concerning your personal data stored by our system free of charge, and according to § 35 of the Federal Data Protection Act, you also have the right to have prohibited data deleted or blocked and have incorrect data corrected. Upon request, we will gladly provide you with written notification concerning whether and which of your personal data we have stored. If possible, we will take suitable measures to update or correct data, on short notice, that has been stored by our system. In these cases, please contact our data protection representative. We have consolidated the information in our public directory of procedures according to § 4e of the Federal Data Protection Act.

### **Security**

TÜV NORD implements technical and organizational security measures according to § 9 of the Federal Data Protection Act to safeguard your data that we manage against inadvertent or deliberate manipulation, loss, or destruction and against access by unauthorized persons. Our security measures are continuously improved in line with technological progress. TÜV NORD AG only stores data protection relevant information on secured systems located in Germany. Only few authorized persons and persons committed to streamlined data

protection, who are involved in the technical, administrative, or editorial supervision of data, can access this data.

## Transfer to third parties

The processing and use of your personal data for consultation, advertisement, and market research purposes requires your expressed permission. Your data will not be sold, leased, or in any other way be made available to third parties. Personal data is only forwarded to state facilities and authorities within the scope of mandatory national statutory provisions.

## Cookies and website tracking

This website uses [etracker technology](#) to collect visitor behavior data. From this data, profiles for use are created under a pseudonym. Cookies or pixel tags can be used for this. This data is collected anonymously to be used for marketing and optimization purposes. All visitor data is saved using an anonymous user ID and can be aggregated to a usage profile. Cookies may be used to collect and save this data, but the data remains strictly anonymous. The data will not be used to identify a visitor personally and are not aggregated with any personal data. The collection and storage of data may be [refused](#) at any time with respect to subsequent services. Cookies are small text files saved locally in the cache of the internet browser of the person visiting the page. Cookies make it possible to recognize the internet browser. Pixel tags, web beacons, clear GIFs, or similar instruments (all of which are hereinafter referred to as pixel tags) are used to measure the usage volume of a website and statistically increase its response rates. Pixel tags allow us to count the users, visit the specific sub-pages of a website, and perform our trademarked services, and help us to calculate and optimize the performance or our websites.

Data collected using etracker-technologies is not used to personally identify the visitor to the website and not consolidated with personal data about the bearer of the pseudonym without the separately granted consent of the person in question. Data collection and storage can at any time be objected to with effect for the future.

## Statistical information

To keep our website up-to-date and create the requirements with the user in mind, we collect statistical information, e.g. the number of visitors to each individual website. The following are recorded:

- Computer and browser type used,
- Internet provider,
- Access date and time, in addition to
- Calculation data

This information is used exclusively for internal purposes and is not related to persons.

## Usage-/access data

If, in order to improve an individual range of products and our services, we use your usage data from your visit to our website and want to consolidate it with your customer data, we will obtain your express permission to do

so through Internet dialogue. If you do not wish to grant your permission, you can continue, cancel, or end every dialogue without being monitored. Access data may be stored if a file from our download services is requested. Each data record requested comprises:

- the page from which the file was requested,
- the name of the file,
- date and time of the request,
- the data quantity transferred,
- the access status (file transferred, file not found etc.) and
- type of browser used

The data saved is evaluated purely for statistical purposes and is not related to persons.

Furthermore, we also issue cookies. A cookie is a small file that is stored on your computer once you visit a website. If you visit the website again, the cookie indicates that it is a repeat visit. The cookie only contains a unique number. The cookie does not contain any personal information. The cookie is not intended to identify you on third party websites, including the website of the analysis provider.

You can configure your browser so that it always rejects cookies or informs you in advance if a cookie is stored. You will find more information on this in the operating instructions of your internet browser.

We do not use IP addresses or cookies to personally identify you.

We use the web analysis system with the goal of increasing our website's efficiency.

## **Use of Google Maps**

This website makes use of Google Maps to show maps and directions for travel.

Google Maps is operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

With the use of this website, you automatically accept the collection, processing and use of data that is collected automatically or is entered by yourself by Google, its representatives or third-party suppliers.

The conditions of use for Google Maps can be found at [Google Maps/Earth Terms of Service](#).

More detailed information can be found in the data protection center of google.de: [Transparency and Choice](#) and [Privacy Policy](#).

## **Google Analytics**

This website uses Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google Analytics uses “cookies”, which are text files placed on your computer, to help the website analyze how visitors make use of 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.

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. If necessary, Google will also pass this information to third parties, in so far as this is required by law or to the extent that third parties process this data as commissioned by Google.

Under no circumstances will Google associate your IP address with any other data held by Google. You may refuse the installation 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 all the functions of this website.

By using this website, you consent to the processing of the data collected about you by Google in the manner and for the purposes set out above. [Permission to collect and store data can be revoked at any time with regard to the future](#). In view of the discussion regarding the use of analysis tools in conjunction with complete IP addresses, we would like to draw your attention to the fact that this website uses Google Analytics with the extension "`_anonymizeIp ()`". This means that IP addresses are only processed in shortened form, in order to prevent the address being assigned directly to any particular person.

## **Google AdWords**

This website uses the online advertising service "Google AdWords" and conversion tracking within the scope of Google AdWords. If you click an advertisement run by Google, a cookie for the conversion tracking is saved on your computer. These cookies expire after 30 days, do not contain any personal data and thus do not help in personal identification.

If you visit specific web pages of our website and the cookie has not yet expired, we and Google can identify that you have clicked on the advertisement and were forwarded to this page.

Every Google AdWords customer receives a different cookie. Therefore there is no possibility that cookies can be tracked via the websites of AdWords customers.

The information that is obtained with the help of the conversion cookie helps to generate conversion statistics for AdWords customers who have decided on conversion tracking. By means of the tracking, the customers find out about the total number of users who clicked on their advertisement and were forwarded to a site provided with a conversion tracking tag. However, you do not receive any information which can be used to identify users personally.

If you do not wish to take part in the tracking, you can withhold permission simply by deactivating the Google conversion tracking cookie by setting your browser software correspondingly (deactivation option). You are then not included in the conversion tracking statistics.

For additional information as well as for the data protection declaration, please visit:  
<http://www.google.de/policies/privacy/>

## **Foreign language pages**

In so far as parts of this website are offered in languages other than German, this only constitutes a service for employees, clients and other stakeholders in TÜV NORD GROUP who do not speak the German language.

## **Data protection representative**

If you have any questions concerning the processing of your personal data, you can contact our representatives for data protection directly; they can also help you with information requests, applications, or complaints: