

1. General information

The electronic software portal (<https://software-products.endress.com>) is run internationally by Endress+Hauser Infoserve GmbH+Co. KG ("Endress+Hauser Infoserve") as a central data-processing center of the E+H Group for all subsidiaries and affiliated companies of the Endress+Hauser Group that license and provide software to customers via this portal. It is hereinafter referred to as the "Software Portal" or "Website". In order to use the Software Portal, you must first register your details.

2. Controller

The controllers jointly responsible in accordance with Art. 4 no. 7 of the EU General Data Protection Regulation (GDPR) are

Data controller:

**Local Endress+Hauser sales center
that offers and/or licenses the
software to the customer and is the
customer's contractual partner.**

Data processor:

**Endress+Hauser Infoserve GmbH+Co. KG
Colmarer Str. 6
79576 Weil am Rhein
Germany**

hereinafter referred to jointly in this Privacy Policy as "Endress+Hauser", "we" or "us".

3. Provision of the Website and log files

(1) If you only use the Website for information purposes, i.e. if you do not register your details or communicate information to us in any other way, we will collect only the personal data that is automatically transmitted by your browser to our server. If you wish to access our Website, we will collect the following data, which is necessary for technical reasons in order to display our Website and provide stability and security (point (f), subpara. 1 of Art. 6(1) GDPR constitutes the legal basis for this):

- IP address
- Date and time of the request
- Time zone difference from Greenwich Mean Time (GMT)
- Content of the request (specific page)
- Access status/HTTP status code
- Volume of data transferred in each case
- Website from which the request is received
- Browser
- Operating system and its interface
- Language and version of the browser software.

(2) Users' IP addresses are deleted or anonymized when use ceases. During anonymization, the IP addresses are altered such that detailed information concerning personal or material circumstances can no longer, or only with a disproportionately large amount of effort, be attributed to a specific or identifiable individual.

4. Cookies & Webanalytics

(1) When you use our Website, cookies are saved on your computer in addition to the above-mentioned log file data. Cookies are small text files that are stored on your hard drive and assigned to the browser you are using; by means of these text files, certain information is transferred to the location defined by the cookie (in this case by us on our Website). Cookies cannot run programs or transfer viruses to your computer.

(2) Use of cookies:

a) This Website uses the following types of cookies, the scope and mode of operation of which are explained below:

- Session cookies (see b)
- Persistent cookies (see c)
- First-party cookie (see d)
- Third-party cookie (see e).

b) Session cookies are automatically deleted when you close the browser. These save a session ID, which is used to assign various requests from your browser to the shared session. It allows your computer to be recognized when you return to our Website. The session cookies are automatically deleted when you log out or close the browser.

c) Persistent cookies are automatically deleted after a specified time period, which may vary depending on the cookie. You can delete the cookies at any time in the security settings for your browser.

d) First-party cookies are originate from the operator of the website.

e) Third-party cookies are originate from providers other than the website operator. For example, they may be used to collect information for advertising, user-defined content and web statistics.

(3) Reason for using cookies

We mainly use cookies in order to collect user data from users when they are visiting our Website, across one or more visits (session management), in order to store information about our Website's users based on their user preferences so that we can show them relevant content in the future (personalization), or in order to track users' web browsing habits. In order to store data and preferences that are required during a visit to the Website (session management and personalization), we use cookies from first parties, i.e. cookies that belong to the domain; these are shown in the browser's address bar. To track user trends and patterns, we use cookies from third parties (third-party cookies), i.e. cookies that do not belong to the domain shown in the browser's address bar.

We use the data collected in this way to continually improve the quality of our services, to evaluate the attractiveness of our web pages and to improve the performance and content of our web pages. Data collected from third-party cookies is processed by third parties on our behalf. Third-party cookies are used exclusively by our web pages and the web statistics providers; they are not disclosed to other third parties. Point (f) of Art. 6(1) GDPR constitutes the legal basis for this.

(4) User control of cookies

You can configure your browser settings as you wish and, for example, manage or reject the use of third-party cookies or all cookies as required. You can delete existing cookies by going to your browser settings.

(5) Webtrekk Analytics

a) This website uses the Webtrekk Analytics web statistics tool from Webtrekk GmbH, based in Germany, in order to collect statistical data about use of this web service and optimize the service accordingly. Webtrekk Analytics' recording of usage is anonymized or pseudonymized. The IP address is anonymized for this purpose immediately after it is processed and before it is stored. The legal basis for the data processing is our legitimate interest (Article 6(1f) GDPR in the EU).

b) You can find more information about Webtrekk Analytics in Webtrekk's privacy provisions: <https://www.webtrekk.com/de/legal/opt-out-webtrekk/>

(6) Applied Cookies

The used cookies are listed in the attachment „Overview Cookies“.

5. Data collection during user registration

(1) During the user registration process, Endress+Hauser collects personal data in order to create an account. Personal data is all data or information regarding an identified or identifiable natural person (e.g. personal details or professional details that allow you to be personally identified).

(2) When you register, you confirm that you have read, checked and understood this "Software Portal – Privacy Policy" and consent to the collection, storage, processing and use of your data as described herein. Without your consent, registration cannot be completed.

(3) When you register, you also confirm that you currently use or intend to use software from Endress+Hauser and that you will administer the software that is used yourself throughout its life cycle. Endress+Hauser's Software Portal provides you with appropriate access to your personal data, allowing you to check, correct and update it at any time. Your rights in accordance with para. 12 remain unaffected.

(4) Data provided to Endress+Hauser is stored and managed in accordance with the statutory data protection provisions and shall be used for the sole purpose, unless otherwise stated, of improving the provision of services and products that you, your company or an associated company have purchased.

6. Product information

If you agreed to receive product information when you registered, your data will be used to send you information regarding software updates and upgrades for the software products you are using or other Endress+Hauser products and services. You can withdraw your consent at any time in the Software Portal.

7. Obligations of the person registering

You shall ensure that the data you provide is correct and you shall keep it up to date. If you are not or are no longer using an Endress+Hauser software product, you can request that your data be

erased, provided it is not subject to any statutory obligation to retain records. To do this, please contact your local Endress+Hauser sales organization in your country. Your rights in accordance with para. 12 remain unaffected.

8. Data transfer

In the course of software management, the data required for this purpose (data concerning the computer, the software and the person registering) will be collected, transferred, stored, linked and processed throughout the software's life cycle (e.g. registration and activation). This data will be disclosed to, viewed by and used by qualified software life cycle support specialists within the Endress+Hauser Group so that the software and services can be continually further developed and improved. Point (f) of Art. 6(1) GDPR constitutes the legal basis for this.

Data is transferred to countries outside the EU or EEA (referred to as "third countries") only if necessary to fulfill your order, or if required by law, or if you have given us your consent, or for the purpose of processing the order. In addition, data is also exchanged with associated companies of the Endress+Hauser Group in third countries.

If service providers in third countries are used, these service providers are obliged to provide the data protection level stipulated by the EU on the basis of the agreement of standard EU contractual clauses, in addition to written instructions. Corresponding contractual agreements exist with associated companies of the Endress+Hauser Group.

9. Data retention periods before deletion

We will process and retain your personal data only if it is necessary in order to fulfill our contractual and legal obligations. We will delete your personal data as soon as it is no longer required for the purposes stated herein. It may be the case here that personal data is retained for the period of time during which claims can be asserted against our companies (statutory limitation periods of three, or up to thirty, years). In addition, we will retain your personal data insofar as we are required to do so by law. Associated statutory obligations to produce supporting documentation and retain records arise in particular from the requirements of commercial and tax law and the associated double tax agreements.

10. Links to other websites

Our web pages may contain links to websites of other providers; these websites are not subject to the terms of this Privacy Policy. The content of other websites is rigorously checked by us before we provide links to these websites. This ensures that we only link to websites that comply with the same strict data protection guidelines as Endress+Hauser. We are not responsible for the data protection guidelines or the content of these other websites. If we become aware of any legal violations by third-party content, we will immediately remove this content or link.

11. Security

Your data will be stored in a secure data-processing center. For this purpose, Endress+Hauser implements appropriate and suitable physical, technical, administrative and organizational security measures and procedures in order to protect your data from manipulation, loss or destruction and to prevent unauthorized access to your data.

12. Your rights

(1) If your personal data is being processed and GDPR applies, you have the following rights with respect to us as the controller. Please contact us if you wish to exercise your rights or obtain further information.

a) Rights in accordance with Art. 15 et seq. GDPR

(1) You have the **right of access by the data subject** in accordance with Art. 15 GDPR. Under certain circumstances, you have the **right to rectification** in accordance with Art. 16 GDPR, the **right to restriction of processing** in accordance with Art. 18 GDPR and the **right to erasure** ("right to be forgotten") in accordance with Art. 17 GDPR. You also have the right to receive the data provided by you in a structured, commonly used and machine-readable format ("**right to data portability**") in accordance with Art. 20 GDPR, provided the processing is carried out by automated means and is based on consent in accordance with point (a) of Art. 6(1) or point (a) of Art. 9(2) or an agreement in accordance with point (b) of Art. 6(1) GDPR.

b) Withdrawal of consent in accordance with Art. 7(3) GDPR

Where processing is based on consent, you can withdraw the consent that you have granted to us to process your personal data at any time. Please note that the withdrawal of consent only takes effect for the future. Processing that has already taken place before consent was withdrawn shall remain unaffected by this withdrawal of consent.

c) Right to lodge a complaint

You have the right to lodge a complaint with us or with a data protection supervisory authority, in particular in the Member State of your habitual residence or the place of the alleged infringement (Art. 77 GDPR).

d) Right to object in accordance with Art. 21 GDPR

In addition to the above-mentioned rights, you have the right to object, as described below:

- **Right to object on grounds relating to your particular situation**

You have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data concerning you that is based on point (f) of Art. 6(1) GDPR (data processing based on consideration of the balance of interests), including profiling based on those provisions as defined in Art. 4(4) GDPR.

Should you object, we will cease processing your personal data unless we can provide compelling legitimate reasons for doing so that outweigh your interests, rights and freedoms, or unless the processing is used to assert, exercise or defend legal claims.

- **Right to object to processing data for marketing purposes**

In certain cases, we will process your personal data for direct marketing purposes. You have the right to object at any time to the processing of personal data concerning you for such marketing. If

you object to processing for direct marketing purposes, we will cease processing your personal data for such purposes.

The objection can be lodged with the party listed under Item 2 of this Privacy Policy (data controller); there is no standard format for lodging an objection.

13. Automated decision making (including profiling)

Fully automated decision making, including profiling, in accordance with Art. 22 GDPR shall not take place.

14. Miscellaneous

This Software Portal Privacy Policy applies in addition to, and is an integral part of, the General Terms and Conditions for Goods and Services of the Endress+Hauser sales organization in your country that is party to this agreement. In the event of conflicting provisions, for the purpose of data protection, the provisions set out in this Privacy Policy take precedence.

15. Changes to our data protection provisions

We adapt our security and data protection measures as necessary according to technical developments. In such cases, we will also amend our Privacy Policy accordingly. We will notify you of any changes in advance as appropriate and in order to request that you renew your consent.

Attachment „Overview Cookies“

Cookie name	Purpose	Storage period	Type of cookie
JSESSIONID	This technical required cookie synchronizes the frontend and backend systems to ensure the correct and errorless function.	Until the browser session ends or timeout of the session	Session Cookie
CONSENTMGR	This cookie and the values it contains determine the behavior of the consent manager pop-up and reflect the status of the visitor's consent.	90 days	Third-party cookie / persistent cookie
utag_main	<p>utag_main is a Tealium cookie which allows us to use Tealium's tag manager solution. This cookie records a timestamp at the start of the site visit, counts the number of calls and the total number of pages visited, and allocates a unique identifier.</p> <p>This information is used by our analytics tools to improve data for your website visit. This gives us a better understanding of how users utilize the site and how we can improve the user experience.</p>	1 year	First-party cookie / persistent cookie
wt_nbg_Q3	Set by the load balancer to send all of a user's requests to the same track server.	Until the browser session ends	Third-party cookie / session cookies
wt_rla	This cookie prevents unwanted multiple calls to the tracking pixel.	60 days	Third-party cookie / persistent cookie
wteid_690842007173758	With the help of this cookie, a user can be recognized as a website visitor by means of an anonymous and unique ID.	169 days	Third-party cookie / persistent cookie
wteid_698771834146777	With the help of this cookie, a user can be recognized as a website visitor by means of an anonymous and unique ID.	169 days	Third-party cookie / persistent cookie
wtsid_690842007173758	This cookie detects related user sessions.	Until the browser session ends	Third-party cookie / session cookies

wtsid_698771834146777	This cookie detects related user sessions.	Until the browser session ends	Third-party cookie / session cookies
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