

## ZEHNDER GROUP UK DATA PRIVACY POLICY

Your privacy is important to us. This Policy explains our online information practices and the choices you can make about the way your personal information is collected and used on any online platforms controlled by Zehnder Group UK.

By submitting your personal information to us, or by using any of our websites, you agree to the processing of your personal information as described in this Policy. Please ensure that you read this Policy carefully before using any of our sites.

### 1. Scope of application and responsible person

This policy applies to all websites operated and controlled by Zehnder Group UK Ltd, including [www.zehnder.co.uk](http://www.zehnder.co.uk), [www.greenwood.co.uk](http://www.greenwood.co.uk) and [www.bisque.co.uk](http://www.bisque.co.uk). Please note that these may contain links to other Zehnder Group web pages to which different data protection policies may apply.

Name and address of the person responsible for data processing:

Zehnder Group UK Ltd

Unit 4, Watchmoor Point, Camberley, Surrey, GU15 3AD. Tel +44 1256 605800

(referred to as “Zehnder”, “we”, “our” or “us” in this policy)

In the event of future development of our websites, it may become necessary to amend this data privacy policy.

EU data protection representative per Art. 27 of the EU General Data Protection Regulation (GDPR):

**Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, by telephone (0303 123 1113) or by e-mail ([casework@ico.org.uk](mailto:casework@ico.org.uk)).**

### 2. Data collected

#### 2.1 General

Every time one of our websites is accessed, general data is collected. This general data and information is stored in the server's log files. The following data is collected:

- IP address
- Date and time of the request
- Time zone difference relative to GMT
- Content requested
- Access status/http status code
- The specific quantity of data transferred
- Web page from which the request originated
- Browser (incl. language and version)
- Operating system

This general data is not associated with any particular person. It is necessary to collect this data for technical reasons, in order to display your web page and ensure its stability and security. We log every access to our websites and every time a file stored on the websites is accessed. The legal basis is the first sentence of Art. 6(1)(f) of the EU General Data Protection Regulation (GDPR)

## **2.2 Contact form**

You may browse many sections of the Site without providing any personal information about yourself.

There are a number of options where we will ask for your details e.g. contact form or request to download information. This will include information such as name, company, address, telephone number or email address.

We will only use the personal data provided by you to fulfil your wishes and to answer any queries. At the time of data collection, we will also ask your permission to opt in to receive future information from us, asking you to choose your preferences.

Your personal data will not be passed on, sold or transferred in any other way to third parties.

You may obtain information about the personal data concerning you in our databank at any time. You can also object to, change or delete your data at any time. To do so, please contact us by e-mailing [data@zehnder.co.uk](mailto:data@zehnder.co.uk). Please do not hesitate to contact us for more information about the privacy policy guidelines or how to navigate through our websites.

## **3. Cookies and web tracking**

Our websites use cookies, which are small text files that are stored on your computer and which can be accessed again at a later time. Cookies make it possible for you to subscribe to our services and make it possible for us to personalise the websites for your needs. To this end, our web pages are supported by cookies that collect information about your IP address, the time and duration of your visit, the number of times you visit, use of forms, your search settings, the view mode you are using and your 'favourites' settings while you are on our websites. The length of time for which the various cookies are stored differs. The legal basis is the first sentence of Art. 6(1)(f) of the EU General Data Protection Regulation (GDPR)

You can prevent our web pages from creating cookies by adjusting the relevant setting on the web browser being used; this allows you to permanently opt out of cookies. Moreover, cookies that have already been set can be deleted at any time using a web browser or other software program. All common web browsers support this function. If the person concerned deactivates cookies on the web browser being used, some functions on our web page may not be available or fully functional.

We use the following cookies and tools:

Cookie/tool	Function	Proprietor and more information
_ga	This cookie is part of the Google Universal Analytics web analytics service and enables analysis of user traffic and user behaviour on the web page.	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a> <a href="https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage</a>
_gid	This cookie is part of the Google Universal Analytics web analytics service and enables analysis of user traffic and user behaviour on the web page.	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a> <a href="https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage</a>
_gat	This cookie is part of the Google Universal Analytics web analytics service and serves to limit data collection on frequently-visited pages.	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a> <a href="https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage</a>
__utma	This cookie is part of the Google Analytics web analytics service; it measures performance and enables analysis of user traffic as well as user behaviour on the web page.	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a> <a href="https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage</a>
__utmb	This cookie is part of the Google Analytics web analytics service; it measures performance and enables analysis of user traffic as well as user behaviour on the web page.	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a> <a href="https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage</a>
__utmc	This cookie is part of the Google Analytics web analytics service; it measures performance and enables analysis of user traffic as well as user behaviour on the web page; specifically it enables functionality with the older version of Google Analytics.	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a> <a href="https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage</a>
__utmt	This cookie is part of the Google Analytics web analytics service and serves to limit data collection on	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a> <a href="https://developers.google.com/analytics">https://developers.google.com/analytics</a>

	frequently-visited pages.	<a href="https://developers.google.com/analyticsjs/devguides/collection/analyticsjs/cookie-usage">cs/devguides/collection/analyticsjs/cookie-usage</a>
__utmz	This cookie is part of the Google Analytics web analytics service; it measures performance and enables analysis of user traffic as well as user behaviour on the web page.	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a> <a href="https://developers.google.com/analyticsjs/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analyticsjs/devguides/collection/analyticsjs/cookie-usage</a>
_dc_gtm_UA-%id	This cookie is part of Google Analytics and is used for request rate throttling. If it is placed by Google Tag Manager, it is called "dc_gtm<property-id>"	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a> <a href="https://developers.google.com/analyticsjs/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analyticsjs/devguides/collection/analyticsjs/cookie-usage</a>
has_js	This cookie is part of the Drupal content management system and determines whether the user has activated JavaScript.	Drupal
SESS%id	This cookie is part of the Drupal content management system and is set when a user logs in or initiates a search.	Drupal
SSESS%id	This cookie is part of the Drupal content management system and is set when a user logs in or initiates a search. It is a secure session cookie with SSL encryption.	Drupal
webform-%id	This cookie is part of Drupal content management system and enables temporary storage of data in connection with web forms: time stamp, path, domain name, security, httponly	Drupal
_mkto_trk	This cookie is part of the Marketo email marketing service and allows a website to correlate user behaviour with recipients of an email marketing campaign, in order to measure the effectiveness of the campaign.	Marketo Inc.: <a href="https://documents.marketo.com/legal/privacy/">https://documents.marketo.com/legal/privacy/</a>
myzehnder-%id	This cookie collects user data: user name, user ID,	Zehnder Group

	language, country, download, bookmark	
mobile_switsch_mode	This cookie stores the preferred screen resolution, if this has been selected by the user.	Zehnder Group
_pk_id%id	This cookie is part of Piwik, an open-source web analytics service operated by Matomo; it measures the number of users and sources of online traffic.	Matomo: <a href="https://matomo.org/privacy-policy/">https://matomo.org/privacy-policy/</a>
_pk_ses%id	This cookie is part of Piwik, an open-source web analytics service operated by Matomo; it measures the number of users and sources of online traffic.	Matomo: <a href="https://matomo.org/privacy-policy/">https://matomo.org/privacy-policy/</a>
_uetsid	This cookie combines data from the Bing advertising network with campaigns on the web page.	Microsoft Corporation: <a href="https://privacy.microsoft.com/en-GB/privacystatement">https://privacy.microsoft.com/en-GB/privacystatement</a>
_hjincludedinsample	This cookie is part of the Hotjar web analytics service; it enables a user to be identified during a single browser session and indicates whether that user is part of a public survey.	Hotjar Ltd.: <a href="https://www.hotjar.com/legal/policies/privacy">https://www.hotjar.com/legal/policies/privacy</a>
resolution	This cookie stores the current screen resolution in order to improve functionality for mobile devices.	Zehnder Group
__atuvc	This cookie is part of the AddThis social media sharing service and enables users to share content via a series of network and sharing platforms. An updated number of shares is saved.	Oracle Corporation: <a href="http://www.addthis.com/privacy">http://www.addthis.com/privacy</a>
__atuv	This cookie is part of the AddThis social media sharing service and ensures that the user sees the updated number of shares when they share a page using AddThis social sharing.	Oracle Corporation: <a href="http://www.addthis.com/privacy">http://www.addthis.com/privacy</a>

#### 4. Social media plugins

We currently use the social media plugins shown in the following table. We use a two-click procedure in which, upon first visiting our web page, no personal data is forwarded to the providers of the various plugins. The plugin providers will not receive the information that you have accessed a specific website of our online presence unless you click on the marked plugin field and activate it. The data specified in Section 2 of this policy are additionally transmitted. The plugin providers store the data collected about you as a user profile, which they use for advertising, market research and/or to design their websites in line with users' needs. The legal basis is the first sentence of Art. 6(1)(f) of the EU General Data Protection Regulation (GDPR). We have no influence on the data collected by the plugin providers or on their data processing procedures. The activities of such third-party providers in this regard are subject to their own respective data protection policies. More information on the purpose and scope of data collection and processing by the plugin providers is available in the data protection policies of these providers, which are listed below.

Plugin	Provider and data protection policy
YouTube Content	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a>
Xing Share	Xing SE: <a href="http://www.xing.com/privacy">http://www.xing.com/privacy</a>
Facebook Content/Share	Facebook Inc.: <a href="https://www.facebook.com/about/privacy/update">https://www.facebook.com/about/privacy/update</a>
Google+ Content/Share	Google LLC: <a href="https://policies.google.com/privacy">https://policies.google.com/privacy</a>
Twitter Content/Share	Twitter Inc.: <a href="https://twitter.com/privacy">https://twitter.com/privacy</a>
LinkedIn Content/Share	LinkedIn Corporation: <a href="https://www.linkedin.com/legal/privacy-policy">https://www.linkedin.com/legal/privacy-policy</a>
Pinterest Share	Pinterest Inc.: <a href="https://policy.pinterest.com/en/privacy-policy">https://policy.pinterest.com/en/privacy-policy</a>
WhatsApp Share	WhatsApp Inc.: <a href="https://www.whatsapp.com/legal?eea=1#privacy-policy">https://www.whatsapp.com/legal?eea=1#privacy-policy</a>

#### 5. Data transmission

We may forward your personal data collected in accordance with Section 2 of this policy to other members of the Zehnder Group as well as to third parties, insofar as is necessary to execute your order. These recipients may be located in countries that do not have an equivalent level of data protection. You expressly agree to your data being transmitted to these countries. We ensure data protection with our Group affiliates contractually through standard data protection clauses per Art. 46(2)(c) EU GDPR.

#### 6. Your rights

You have the following rights regarding the personal data relating to you:

- Right to information,
- Right to correction or deletion,
- Right to restriction of processing,
- Right to revoke consent for processing,
- Right to data portability,
- Right to file a complaint with a data protection supervisory authority regarding the processing of your personal data by us.

Whenever data processing on our web pages is based on your consent, you can revoke your consent at any time, with effect for the future, without providing reasons. The revocation should be addressed to the responsible person via the contact details in Section 1.

## **7. Data security**

To protect your data, we encrypt data transmissions and have also implemented many other technical and organisational measures in order to ensure that the personal data processed through this web page are protected as comprehensively as possible.

## **8. Changes to this Policy**

As we continue to provide additional services and as the privacy laws and regulations evolve, it may be necessary to revise or update this Policy. We encourage you to review this Policy from time to time as you return to our Site, so that you are familiar with any changes. For significant changes, we will notify you either by posting a prominent notice on our Site or emailing you and if required by applicable law, we will obtain your consent.

This policy was last updated in May 2018

## **9. Contact Us**

Zehnder Group UK Ltd is the data controller of your personal information. You may contact us by emailing [data@zehnder.co.uk](mailto:data@zehnder.co.uk) if you have any questions about our Privacy & Cookies Policy or our data practices outlined above.