

Personal Data Protection Policy

Protecting your privacy and your personal data is a very important thing we pay our attention to in our business. We respect the confidentiality of your personal data and we always act in accordance with the provisions of the Personal Data Protection Legislation, in particular Regulation 2016/679 of the European Parliament and Council (General Regulation on Personal Data Protection), and comply with this Personal Data Protection Policy.

1. Scope of this Personal Data Protection Policy

The purpose of this Personal Data Protection Policy is to inform you about how Pipelife Czech s.r.o., ID No.: 60709391, registered office at Kučovanina 1778, Otrokovice, Postal Code 765 02, registered in the Commercial Register kept by the Regional Court in Brno, file C 15444 (hereinafter referred to as "**the Company**" or "**we / us**") uses personal data and what information about the users of the Company's web site, on-line applications or mobile platforms of the Company (i.e., "**online services**") the Company collects and evaluates and then uses, hands over to third parties or otherwise processes.

This Personal Data Protection Policy applies to the Company. This does not apply to the online services of other Wienerberger Group companies or to third-party online services.

2. Collection of information and data

We process accurate and up-to-date personal data on a legal basis, in a correct and transparent manner, only for certain expressly expressed and legitimate purposes to the minimum necessary extent, storing them in a form that allows data subjects to be identified only for the necessary duration in relation to the purpose of the processing; ensure their integrity and confidentiality through appropriate technical or organizational measures and appropriate safeguards against unauthorized or unlawful processing and against accidental loss, destruction or damage. We emphasize that inaccurate data, taking into account the purpose for which we process it, is immediately deleted or repaired.

We obtain your personal information from multiple sources. The primary source of your personal data is you personally (for example, when you are interested in our products and services when you need technical assistance when you register for our discount events when you contact us with your questions, comments and requests, etc.).

The source of your personal data is also publicly available resources, such as the Internet, including social networks (such as Facebook, Twitter, LinkedIn, etc.). Another source of your personal information is Cookies and Web beacons related to your activity on our website. You can also protect your privacy by setting up your web browser.

If you are interested in a specific source of processing of your personal data, you may contact us through the contact details listed above.

2.1. *The personal data you provide us with*

It is a rule that no personal information is required to use our online services. When personal data is collected within our online services, it is as much as possible based on volunteer-based publication.

As part of our business and contact with you, we can process the following categories of personal data you provide us with:

- **Identifying information:** Personal information used to identify your person, i.e. title, name, surname, date of birth.
- **Contact details:** Personal information we use for communication with you, i.e. telephone number, fax, e-mail address, home address, delivery address, building address.

- **Information about other persons:** Information on contact persons when acquired through B2B contact, i.e. name and surname, e-mail address, telephone number.
- **Photographs:** If you voluntarily send us a photograph of your building as a reference for publication on our website including additional identification details.
- **Contractual data:** Information we receive from you while fulfilling contractual obligations, orders, that is, information on the products, services we provide, information on the history of your orders, details of your complaints, reclamations, comments, raised topics and information on our mutual communication.

2.2. *Automatically collected data*

For data security purposes as well as for optimizing the user environment, we also collect certain data in connection with the use of our on-line services, which may not typically be a personal data. As an example, you can see data about the browser used, the operating system, the domain name of the website you visited before visiting our website, the number of visits and the average time spent on our website, as well as the pages you visited.

These automatically collected data are not associated with data from other sources. However, we reserve the right to retrospectively verify this data when we are alerted to a specific risk of their misuse.

2.3. *Cookies and Web beacons*

Our online services use cookies and so-called Web beacons. Cookies cannot damage your computer in any way. These are small configuration settings files that help us make our online services more user-friendly, more efficient and safer. In addition, cookies are used to implement some of the user's functions.

Our on-line services usually use "session cookies" that are automatically removed after closing the web browser. Occasionally, they also use "Permanent Cookies" that remain on your device until they expire or until they are manually removed. These files allow us to recognize your web browser on your next visit. For details on "Third Party Cookies," such as third party cookies such as Google Inc., please refer to the personal data policies of these providers.

In your web browser settings or privacy settings on your mobile devices, you can also set your device to notify you when saving Cookies, so you can decide whether or not to allow the particular Cookies. You also have the option to disable the storage of Cookies in particular cases or as the default settings of your device. You can also set cookies to be automatically deleted every time you close your web browser. However, you should keep in mind that some functions of our on-line services do not have to be fully available when you disable Cookies.

In addition we use so-called Web beacons that allow us to analyze the effectiveness of our website. For example, our HTML e-mails can include web beacons to see if the internet links in their content were opened. This information helps us to improve our e-mail services and customize our content to our needs. Deleting an email will also delete these web beacons. It goes without saying that our regular text e-mails do not contain any Web beacons.

2.4. *Web analysis*

For the purpose of continuous optimization and maximum user-friendliness of the user interface, some of our services also use online web analytics and social plug-ins listed below. The data used for these purposes are purely impersonal.

- **Google Analytics:** Google Analytics of the company Google Inc., 1600 Amphitheater Parkway Mountain View, CA 94043, USA, uses so-called Cookies, i.e. text files stored on your computer to analyze your use of our online services. User behavior reports collected by the Cookie files are typically sent to and stored in Google's USA server. If you activate IP anonymization in online services, Google will keep your IP address in the Member States of the European Union and the European Economic Area. Only in exceptional cases will the full IP address be transferred to Google's US server and stored there. On behalf of the online services provider, Google will use

this information to evaluate your use of these online services, to report on these activities, and to provide additional services to web site operators for the use of online services and activities on the Internet. The IP address transmitted by your browser within Google Analytics will not be associated with any other data that is stored by Google. You can avoid storing cookies by choosing the appropriate settings in your web browser. In this case, however, you will not be able to make full use of all the features of our online services. In addition to this, you can prevent the collection of cookie data and their use by Google by downloading and installing the plugin (<https://tools.google.com/dlpage/gaoptout?hl=en>). For detailed information about terms of use and privacy policy, please visit www.google.com/analytics/terms/gb.html or <https://www.google.com/policies/>.

- **Facebook Plugins (“Share Button”)**: You can recognize Plugins from Facebook Inc., 1 Hacker Way, Menlo Park, California 94025, USA using the Facebook logo or the Share button. For a list of Facebook plugins, click here: <http://developers.facebook.com/docs/plugins/>. When you use our online services, the plugin creates a direct link between your browser and Facebook. Facebook is therefore informed that you are using our online services in conjunction with your IP address. When you click the Facebook share button when you are logged in to your Facebook account, you can link the content of our online services to your Facebook profile. Facebook can then link the use of our online services to your user account. We would like to point out that we, as an on-line service provider, do not receive any information about the content of the transmitted data and its use through Facebook. For more information, see the Facebook Privacy Policy at <https://www.facebook.com/policy.php>. If you do not want Facebook to link the use of our online services to your user account, log out of your Facebook user account.
- **Xing**: Each time you access one of our online services using the Xing AG network, Dammtorstraße 29-32, 20354 Hamburg, Germany, a connection to Xing servers is created. To our knowledge, no personal data is stored, notably no IP addresses are stored and no user activity is evaluated. For more information, please refer to Xing's privacy policy at https://www.xing.com/app/share?op=data_protection.
- **YouTube**: YouTube is run by Google, i.e. YouTube, LLC, 901 Cherry Ave., San Bruno, CA 94066, USA. If you use one of our online services with a YouTube plug-in, a connection to YouTube servers is created and the online services you use are communicated to YouTube. When you are signed in to a YouTube account, you enable YouTube to assign browsing activity directly to your personal profile. You can prevent from this by logging out of your YouTube account. For more information about using YouTube user data, please refer to the YouTube Privacy Policy at <https://www.google.com/intl/en/policies/privacy/>.
- **Twitter**: Twitter is provided by Twitter Inc., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA. When you use Twitter and the "re-tweet" feature, the online services used link to your Twitter account and are further communicated to other users. At the same time, data is transferred to Twitter. We would like to point out that we, as an online service provider, do not have information about the content of the transmitted data and its use through Twitter. For more information, see Twitter privacy policy at <http://twitter.com/privacy>. You can change your Twitter account privacy settings at: <http://twitter.com/account/settings>.
- **LinkedIn**: LinkedIn Provider is the company LinkedIn Corporation, 2029 Stierlin Court, Mountain View, CA 94043, USA. Each time you access one of our online services that have LinkedIn functions, a link to LinkedIn servers is created. LinkedIn is informed that you are using our online services associated with your IP address. By clicking the "recommend" link on LinkedIn when you sign in to LinkedIn, you may link your use of our online services with you and your user account. We would like to point out that we, as a provider of our online services, do not have information about the content of the transmitted data and its use through LinkedIn. For more information, please see LinkedIn's privacy policy: <https://www.linkedin.com/legal/privacy-policy>.
- **Hotjar**: For a better user experience, some of our online services use Hotjar software (<http://www.hotjar.com>, 3 Lyons Range, 20 Bisazza Street, Sliema SLM 1640, Malta, Europe). Hotjar allows us to measure and evaluate user activity (mouse movements, clicks, scroll height).

For these purposes, Hotjar places Cookies on a user's device and can store different user data, such as browser information, operating system, time spent on the site, etc. For detailed information about Hotjar's data processing, visit www.hotjar.com/privacy.

- **Siteimprove:** Siteimprove A / S web analytics (Sankt Annæ Plads 28, 1250, Copenhagen, Denmark) uses Cookies i.e. text files that are stored on your computer and analyze the use of our online services. Information on the use of our on-line services (including the encrypted IP address of the user) collected through the Cookies is transferred to the Siteimprove server in Denmark and stored there. Siteimprove uses this information to evaluate the use of online services and to compile reports. Siteimprove does not pass this information to third parties. Siteimprove stores and processes collected data in accordance with German data protection rules. The user can prevent storing cookies by selecting the appropriate settings for their web browser. However, in this case, all online services may not be fully accessible to the user. For more information, please visit the Siteimprove Privacy Policy at: <https://siteimprove.com/legal/privacy-policy/>.

3. Use of personal data

Your personal data is processed and used exclusively for predefined purposes. These purposes include in particular:

- **Providing, enhancing and supporting our on-line services:** This is data analysis, usage trends identification, calculations and user behavior statistics.
- **Marketing:** Your personal information will only be used for marketing purposes, such as surveys, raffle or other advertising campaigns, if you have given your consent. In that case, your personal data will be stored for 5 years, unless the applicable law allows the Company to store personal data beyond the specified processing time. Your consent to the use of your personal data for marketing purposes may be revoked at any time. See 5.4 for details.
- **Ordering reports or other information materials:** If you order reports or other information materials about our products and services, we will use the personal data you provide us with exclusively for the processing of this order and will then be stored for a maximum of 5 years from the last material provision. In order to process your order, we may use the services of third parties to whom we transmit your personal data solely for this purpose. For other than the above purposes, we may use your personal information only if you give us your consent.
- **Using the contact form:** If you use the contact form for your queries addressed to us, we use the personal data you provide, including your contact details, only to handle the query, and we also store this personal information for the purposes of your additional questions and our follow-up communications. If this is necessary for the processing of your inquiry, we may also transfer your personal information to other companies in the Wienerberger group (see point 4 below) or to third parties. Your personal data will be stored for as long as the query is processed and for a maximum of 5 years from the completion of the query processing unless the applicable law allows the Company to store personal data beyond the specified processing time. See more information here: <http://www.pipelife.com/en/contact.php>
- **Change of employment:** Job applications contain personal information (e.g. CV, contact details, etc.). We may use these personal data within the Wienerberger group (see point 4 below) for administrative purposes so that we can decide whether we can offer you a job in our Company or within a group or whether to respond to a job application. If you expressly make no objections, we keep personal information in our records for a maximum of 3 months from your last contact with you for a future assessment of your application in the future or with your consent for a longer period of time in accordance with the above (unless the applicable law allows the Company to keep personal data for a longer period than the specified processing period).
- **Order execution and administration:** To process incoming orders (in particular, material orders), we use third-party services to which we transfer your personal data solely for the purpose of processing and executing these orders. In connection with this transfer and in connection with

your order, you may be contacted as part of customer satisfaction surveys or market research. If you ask us not to use your personal information for further contact with you, we will fully respect your wishes.

- **Protection of rights and property:** If we have reason to believe that the rights and assets of the Company, its suppliers, customers or third parties are or may be infringed or threatened, we may use or transfer your personal data in order to protect such rights and / or such property. In addition, we reserve the right to disclose your personal data, provided that such disclosure is required by law or competent authorities to ensure a proper process in accordance with the procedure stated on our website and the protection of the above rights.
- **Data Cleaning and Consolidation:** As required, your personal data may be cross-checked or merged with (i) data from our existing registers (online and offline), (ii) data taken from our legal predecessors, or (iii) data from other source.

4. Transmission and disclosure of your personal information

Depending on the type of interaction you require (e.g., callback, ordering, service request or information, etc.), your personal information may be shared with third parties involved in processing the order (such as mail order sales, etc.) or with other Wienerberger companies. You may also be asked to disclose your personal data in order to comply with legal requirements or enforce your rights and obligations.

- **Transmission of personal data to third parties:** In order to implement certain orders and provide certain services, we work with external providers (such as intermediaries). These providers may use or transfer personal data only for the purpose of executing the Company's order.
- **Use of the data within the group:** The company is part of the Wienerberger Group, an international group of companies with cross-border internal business processes, structures and technical systems. We may use your personal information within the Wienerberger Group and, if necessary, pass it on to our sites in other countries for the purposes specified in point 3 and in accordance with this Personal Data Protection Policy. Our guidelines and procedures on the protection of personal data throughout the Group are designed to ensure the same high level of protection of personal data in all countries in which we operate. For a full list of our Group companies, visit <https://www.wienerberger.com/contact> or <https://www.wienerberger.com/the-company/company-sites>.
- **Compliance with legal requirements:** We will transfer your personal data for the purposes of (i) enforcing or compliance with law, regulation, order issued by a public authority or mandatory measures, (ii) detecting and preventing security threats, frauds or other harmful activities, (iii) or law enforcement and protection of the Company or third parties and (iv) the protection of the rights and personal security of our employees and third parties.

5. Your rights in relation to the processing of personal data?

You have the following rights that you can claim through the application in any of the ways set out below in Article 6 below. We will notify you of the measures taken at your request within one month of receipt of the application, but no later than three months after receipt of the request if the time limit was in justified cases extended.

5.1. Right to information

We will always inform you briefly, transparently, in a comprehensible and easily accessible way about the processing of your personal information when we collect personal information from you. If we do not obtain personal information directly from you, we will provide you with the information within a reasonable period of time after obtaining, but no later than within one month.

We provide you with the information:

- in electronic form on our website;

- in electronic form to your e-mail address;
- by telephone; or
- by posting it to your contact address.

5.2. *Right of access to personal data*

You have the right to receive a confirmation from us that personal data concerning you are processed or not. If we process your personal information, we will disclose to you the information you require or which is subject to law.

If we process your personal data, we will provide you with a free copy of your processed personal data. For additional copies at the request of the data subject, we may charge a reasonable fee corresponding to the administrative costs of making such copies. The right to obtain a copy of the processed personal data must not adversely affect the rights and freedoms of others.

If you submit your application in electronic form, the information will be provided in commonly used electronic form, unless you state in your application that you are requesting another way of providing the information.

5.3. *Right to correct*

You have the right to correct inaccurate personal data that apply to you and to complete incomplete personal data, taking into account the purposes of the processing, including by providing an additional statement. We notify all individual recipients to whom personal information has been made available of any personal data corrections, if possible with reasonable efforts. If you so require, we will inform you about the recipients so informed.

5.4. *Right to delete / Right to be forgotten*

We will delete your personal information without undue delay if any of the following applies:

- a) personal data are no longer needed for the purposes for which they were collected or otherwise processed;
- b) you withdraw the consent on the basis of which the data were processed and there is no further legal reason for processing;
- c) you raise objections to processing and there are no overriding legitimate reasons for processing or you raise objections to the processing of personal data for direct marketing purposes;
- d) personal data have been processed unlawfully;
- e) personal data must be deleted to comply with a legal obligation established by European Union or Member State law applicable to the Company;
- f) the child's personal data was gathered in connection with the offer of information company services made directly to the child.

The above does not apply if the processing of personal data is necessary:

- a) or the exercise of the right to freedom of expression and information;
- b) to fulfill a legal obligation that requires the processing of personal data under European Union law or a Member State that applies to us or to fulfill a task carried out in the public interest or in the exercise of public authority to which we are entrusted;
- c) on grounds of public interest in the field of public health;
- d) for purposes of archiving in the public interest, for purposes of scientific or historical research or for statistical purposes, where it is likely that the use of the deletion right would disable or seriously jeopardize the achievement of the objectives of that processing;
- e) for the determination, exercise or defense of legal claims.

We notify the individual recipients to whom personal data has been made available of any deletion of personal data, if possible with reasonable efforts. If you require it, we will inform you about the recipients of your personal information who were so informed..

If, on the basis of one of the above exceptions, we refuse to delete your personal information, we will inform you within one month of receipt of the request justify the use of the exception and instruct you in accordance with the requirements of applicable laws.

5.5. Right to restrict the processing

You have the right to restrict the processing of your personal data in any of the following cases:

- a) you deny the accuracy of personal data; in this case, processing will be limited to the time it takes to verify the accuracy of personal data;
- b) the processing of personal data is illegal, you are rejecting the deletion of personal data and you are asking instead for restrictions on their use;
- c) we no longer need personal data for processing, but you require them to identify, exercise or defend legal claims;
- d) you have exercised the right to object to the processing of your personal data; in this case processing will be limited until it is verified that our legitimate reasons outweigh your legitimate interests.

Due to a limitation on the processing of personal data, we may continue to store the personal data in question, but may only be processed with your consent or for the purpose of determining, enforcing or defending legal rights, for the protection of the rights of another natural or legal person or for reasons of major public interest or a Member State. In these cases, you will be notified in advance that the processing limitation will be canceled.

5.6. Right to data transferability

You have the right to obtain personal data that concern you that you have provided to us and which are processed automatically if any of the following conditions is met:

- a) personal data are processed for a specific purpose (s) based on your consent;
- b) it is a special category of personal data processed for one or more specified purposes, based on your explicit consent; or
- c) the processing of personal data is necessary to fulfill the contract to which you are party or to implement the measures taken before the conclusion of the contract at your request.

Personal data provided to us is considered to be data that you have directly, knowingly and actively communicated to us, for example through the form, but also data generated from your activity when using the service or device, such as localization data, login data, etc.

We will transfer personal data in a structured, commonly used and machine-readable format. You are authorized to pass on the personal data you have acquired to another data administrator. In your application, you choose whether we have personal data to provide to you or whether you use the right to have your personal data passed directly to another administrator / processor if it is technically feasible.

5.7. Right to object

In the case of processing personal data under the legal title of our legitimate interest, you have the right to object to the processing of your personal data for reasons related to your particular situation, which you describe in the objection. You can submit the objection through the contact details listed in Article 6 below.

In the event of an objection, we will cease processing your personal data (we will only keep the data already stored) and we will assess whether we have serious legitimate reasons for processing it that outweigh your interests or rights and freedoms, or for determining, exercising or defending our legal claims. If we come to the conclusion that we have such reasons, we will inform you of this, and we will further inform you about the possibilities of further defense and we will continue to process your

personal data. If, on the contrary, we conclude that there are insufficient reasons for processing our personal information, we will inform you that we will terminate the processing and delete the personal data.

You have the right at any time to object to the processing of personal data for direct marketing purposes.

5.8. The right not to be subject to automated individual decision making, including profiling

We manage your personal data with respect for your right not to be the subject of any decision based solely on the automated processing of personal data that is of significant concern to you, including profiling (i.e. any form of automated processing of personal data consisting of their use for analysis, estimation or evaluation certain aspects related to you - e.g. work performance, economic situation, interests, etc.).

We may make your personal data subject to automated decisions if such a decision is necessary for the conclusion or performance of a contract between you and us or if the decision is permitted by a European Union or Czech law at the same time appropriately safeguarding the rights and freedoms and legitimate interests of the entity data, or if you explicitly agree to such a decision.

5.9. Right to file a claim

If you disagree with our handling of your request, you may file a complaint with the Office for the Protection of Personal Data against our procedure:

- a) electronically at an e-mail address posta@uouu.cz;
- b) via the data box ID: qkbaa2n;
- c) by phone on the number +420 234 665 111; or
- d) in writing at Pplk. Sochora 27, 170 00 Praha 7,

or other relevant supervisory authority in connection with the processing of personal data.

6. Where and how to claim rights, contact details

If you have any questions regarding this Personal Data Protection Policy or your personal information, please contact:

Pipelife Czech s.r.o.

Kučovaniny 1778, Otrokovice, Postal Code 765 02

Czech Republic

+420 603 222 782

GDPR@pipelife.cz

Personal Data Protection Officer +420 735 729 214 | dpo.gdpr@cz.ey.com

7. Security of personal data

We have taken a great deal of privacy precautions to ensure the full confidentiality and integrity of your personal data. However, due to the nature of the Internet, we would like to draw your attention to the fact that certain security gaps (e.g. e-mail communications) may exist in the transmission of personal data over the Internet and that complete protection of personal data preventing third party access is not possible.

This Personal Data Protection Policy enters into force on May 25, 2018. This policy is reviewed and updated regularly after 12 months from the effective date or from the latest revision and update, more often, if there is a need to review and update it. The current version of the policy is always available at <http://www.pipelife.com/uk/zasady-ochrany-osobnich-udaju.php>.