

## **Privacy Policy**

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This privacy policy (the "Privacy Policy") may change from time to time. We will not necessarily bring changes to your attention so please revisit this page periodically to re-read this Privacy Policy and to ensure you are aware of any changes. In certain countries and depending on applicable law, significant changes, e.g. those affecting the scope of the personal information we process about you, may be specifically brought to your attention. We may do this by prominently posting a notice of such changes on the landing page of this Website prior to implementing the change, or by sending you a notification of the change by email. If we require additional consents from you for the processing of your personal information we may request consent to the amended scope of processing of your personal information as relevant.

Web sites operated by third parties and which are linked to Parker Services (defined in the Terms of Use) will have different policies and Parker Corporation and the Parker organizations are not responsible for the privacy practices of such other site operators. You should read them carefully before using those other sites.

### **Consent**

If you choose to make technical or other enquiries about Parker Services or products and product support services of Parker Corporation and the Parker organizations (defined in the Terms of Use ) which are available through this Website, we will collect low level personal information about you. This will happen, for example, on pages which include the Parker Services, on the "Contact Us" pages including the "General Inquiries Form", on the "Live Chat" facility. And (subject to your consent if required) on pages which use cookies to tailor emails to product information on this Website which interests you. This is explained in more detail in this Privacy Policy, in particular see "**Live Chat**", "**Cookies**" and "**Tailored marketing emails**" in the Terms of Use).

By using a Parker Service, you consent to the collection and use by Parker Corporation and the Parker organizations of the personal information mentioned in this Privacy Policy and for the specific purpose of the Parker Service you are requesting. In addition, please note there may be justifications other than consent on which it/they will rely in order to collect and use your personal information.

Please do not use this Website, or provide your personal information through this Website, unless you consent to your personal information being transferred by Parker Corporation and the Parker organizations outside your own country (including outside the European Economic Area, as relevant). This is explained in more detail in this Privacy Policy, in particular see "**Transfers of Personal Information outside of local countries**" Below. In addition, please note there may be justifications other than consent on which it/they will rely in order to transfer your personal information.

Your attention is specifically drawn to data transfers which happen when you use "**Live Chat**". Please do not choose to use "**Live Chat**" unless you consent to your personal information being transferred outside your own country (including outside the European Economic Area, as relevant) to:

- (i) Parker Corporation and the Parker organizations in order for it/them to respond to your enquiries (depending on which Parker Services and products and/or product support services you are interested in), and
- (ii) Vendors operating "Live Chat". In addition, please note there may be justifications other than consent on which it/they will rely in order to transfer your personal information.

In addition, in certain countries and depending on applicable law, you may be asked to tick a box to indicate you accept this Privacy Policy and that you consent in the ways set out in this Privacy Policy.

You may of course obtain information about Parker Services and products and/or product support services direct by telephone instead of through this Website. Please see the "Contact Us" details on this Website for telephone contact details.

## **Personal Information and Non-personal information**

*Personal information* is information that identifies you as an individual or from which you can be identified.

*Non-personal information* is information that does not reveal your specific identity. We may collect, use and disclose non-personal information for any lawful purpose. In addition, see “**Data anonymization and aggregation**” below.

### **What Personal Information may be collected**

The following personal information (this is not a definitive list) may be collected from you through this Website:

- your name, job title and contact information (including business email address and business telephone number), your employer company and your country;
- details of products and product support services of particular interest to you based on how you use this Website and your preferences (see “**Tailored Marketing Emails**” below);
- records of any correspondence we have with you, including records of “Live Chat” sessions (see “**Live Chat**” below); and
- your details as relevant to your employer company’s method of payment for our products or services, such as your name as it appears on your corporate credit card (see “**Ordering**” below).

**Please do not provide personal contact or payment details or any personal information which relates to you in your personal or private capacity. Parker Corporation and the Parker organizations wish to collect only your business contact details and payment details which relate to your employer company’s payment facilities.**

### **Disclosure and Use of Personal Information**

In order to serve you better, personal information you provide using, or which is obtained from your use of, Parker Services, may be used, held or shared by the relevant Parker organizations operating in your country with Parker Corporation and the other Parker organizations. This would happen, for example, to provide you with services associated with products, services, content, and advertising, depending on the Parker Services, products and product support services of interest to you, or to respond to applications for employment submitted through a Parker Service. Your personal information may also be shared with Parker Corporation and the Parker organizations to facilitate its/their own use of your personal information for all of the purposes described in this Privacy Policy and to enable group wide provision of intra-group services, as relevant and as requested by you.

In addition, Parker Corporation and all Parker organizations may use your personal information for the following purposes (this is not a definitive list):

- to notify you by email of changes to this Policy affecting the scope of the personal information we process about you;
- to provide product support services;
- to tailor its/their direct marketing by email to products and product support services of particular interest to you in your business capacity (see “**Tailored Marketing Emails**” below);
- to respond to any specific request or enquiry you make, including through live web based chat (see “**Live Chat**” below) and through the “General Inquiries Form” on the “Contact Us” pages;
- to the extent needed for proper group wide management including appointment of vendors at group level; and
- where necessary, as part of any restructuring of Parker or relevant Parker organizations and its/their business or assets, or as part of a sale of Parker or relevant Parker organizations or its/their assets.

Your personal information may be shared with agents, distributors and other persons in the supply chain of Parker Corporation and all Parker organizations in order to facilitate delivery of products and product support services to you. It may be shared with providers of legal and other professional services and with

vendors and subcontractors retained to perform functions on behalf of Parker Corporation and the Parker organizations, such as (this is not a definitive list) vendors of email marketing services; vendors operating the “Live Chat” facility, and vendors of data storage and back up facilities.

Your personal information may also be disclosed:

- in response to a court order, or a request for cooperation from a law enforcement or other government agency; to establish or exercise legal rights; to defend legal claims; as necessary for responsible corporate governance or as otherwise required or permitted by applicable laws and/or regulations;
- as necessary to comply with law, to identify or bring legal action against someone who may be violating our conditions of use and terms of service, to enforce or apply the terms of any of our user agreements, or to protect the rights, property or safety of Parker Corporation and the Parker organizations, its/their customers, staff, suppliers or others, or when disclosure is appropriate in connection with efforts to investigate, prevent, or take action regarding illegal activity, suspected fraud, or other wrongdoing; to co-operate with law enforcement agencies;
- to buyers as part of any restructuring of Parker Corporation or the Parker organizations and its/their business or assets, or as part of a sale of Parker Corporation or the Parker organizations or its/their assets;
- to credit card providers if relevant to your chosen method of payment for our products or services (see “**Ordering**” below);and
- as may otherwise be required or permitted by law.

Parker Corporation and the Parker organizations do not sell, trade or rent your personal information to others (except in the sale and restructuring scenarios mentioned above).

#### **Transfers of Personal Information outside local countries**

Parker Corporation and the Parker organizations are part of a global group of companies and the Parker Services have users all over the world. Subject to applicable law, any information you supply or which is collected through your use of this Website and the Parker Services may be transmitted outside your own country, to servers outside the country where the information was entered, and may be used, stored and processed outside of the country where it was entered. This may include transfers to Parker Corporation, all Parker organizations; to agents, distributors and other persons in its/their supply chain; and to vendors and subcontractors retained to perform functions on its/their behalf.

In particular, European Union based users should note that their personal information will be transferred to countries or territories outside the European Economic Area. Parker Corporation and the Parker organizations seek to ensure the protection applied to your personal information as processed in those other countries or territories is adequate in accordance with applicable law.

As indicated above, please note there may be justifications other than consent on which it/they will rely in order to transfer your personal information. For example, where appropriate, contractual protections may be put in place with a view to ensuring adequate protection for your personal information in accordance with applicable law.

#### **Safe Harbor Compliance**

As at the date of this Privacy Policy, Parker Hannifin Corporation is signed up to the U.S.-EU Safe Harbor Framework and the U.S.-Swiss Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland. Parker Hannifin Corporation has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about the Safe Harbor program, and to view Parker Hannifin Corporation’s certification, please visit <http://www.export.gov/safeharbor/>.

#### **Ordering**

The Parker Service may allow you to place orders for products of Parker Corporation and the Parker organizations. When you place an order using a Parker Service, credit card information you submit will be transmitted in a secured format using secure server software (SSL) which encrypts this information. Of course, your credit card information will be submitted to the credit card institution for processing.

### **How to obtain copies of your personal information and how to update it**

If you believe that any information we have about you is inaccurate or incomplete, please contact the Parker organization operating in your country (see “Contact Us” details above). It will take steps to seek to correct or update any information as necessary and in accordance with applicable law.

In certain cases and depending on applicable law you may be entitled to obtain copies of your personal information either free of charge or for a small statutory fee (see “Contact Us” details in the Terms of Use). Please contact the Parker organization operating in your country for further details. In certain countries requests must be made in writing by post, fax or email. If you make an oral request by telephone you may be asked to repeat it in writing.

### **Local Representatives (as relevant)**

In certain countries and depending on applicable law, there may be one or more entities who are appointed as “Responsible” persons by the Parker Organization in your country and having regard to the personal information collected from you through this Website which it/they process for and on behalf of the Parker Organization in your country. A complete and up to date list of all entities acting as data processors and appointed as “Responsible” persons is available free of charge from the Parker Organization in your country, as relevant (see “Contact Us” details above).

### **Data anonymization and aggregation**

Parker Corporation and the Parker organizations may use certain information gathered from the Parker Services to compile anonymized aggregated demographic data about its/their users, sales, traffic patterns, and related site information, such as which pages of this Website are used most frequently (see also “**IP Addresses**” in the Terms of Use ). Parker Corporation and the Parker organizations may use that information to help develop, deliver, and improve its/their products, services, content, and advertising. If provided to third parties, this data will include no personally identifying information. That data may also be used for statistical analysis and administration, including analysis of trends, carrying out actuarial work, tailoring products and services, risk assessment and analysis of costs and charges in relation to products and product support services of Parker Corporation and the Parker organizations.

We may use Cookies to create user profiles under pseudonyms for marketing and market research purposes and to adjust our websites to our users’ needs. The usage profiles will not be merged with personal information about the holder of the pseudonym and, the information will not be used to identify the user of our Websites. See Cookies for more information regarding the management of your Cookies.

### **Location-Based Services**

Some location-based services require your personal information for the feature to function. To provide location-based services, Parker Corporation and the Parker organizations may collect, use, and share precise location data, including the real-time geographic location of your computer or device. This location data is collected anonymously in a form that does not personally identify you and is used by Parker Corporation and the Parker organizations to provide and improve location-based products and services. For example, Parker Corporation and the Parker organizations may share geographic location with application providers when you opt in to their location services.

## **Security**

Parker Corporation and the Parker organizations seek to ensure the security of its/their systems and networks and will strive to protect any personal information or other data or information you provide using the Parker Services. Unfortunately, as is the case for all website operators, we cannot guarantee that all data or other information transmitted over the Internet will be secure. Please do not provide with your personal information through this Website unless you accept the security implications of dealing online.

**Last updated: \_\_\_\_\_ 2014**