

# ROBOTIQ PRIVACY POLICY

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Protecting your privacy is important to Robotiq. The purpose of this Privacy Policy is to explain how we collect, use and disclose the personal information you may provide us while using this website or our products and services, including our "on-line" web applications, and is meant to comply with the Canadian federal and provincial privacy laws. Personal information is data that can be used to identify or contact a single person. To the extent possible, make sure you provide us your commercial information (job email, phone number, address, etc.) and not your personal information.

This Privacy Policy does not apply to information about Robotiq employees or its suppliers. Please take a moment to familiarize yourself with our privacy practices and let us know if you have any questions.

## Acceptance

Robotiq provides this website and its products and services, subject to your compliance with this Privacy Policy. By accessing and using this website or any of our products and services, you agree to be bound by the terms and conditions contained in this Privacy Policy. If you do not agree to be bound by these terms and conditions, do not access or use the features of this website or any of our products and services.

## Consent

Your consent to the collection, use or disclosure of your personal information must be manifest, free and enlightened. It must be given for specific purposes. Depending on the nature and sensitivity of your personal information, your consent can be explicit and positive (explicit and positive consent may be oral, in writing or electronic) or implied (such as providing information voluntarily). Generally, we will seek your consent for the collection, use or disclosure of your personal information at the time of collection, except as required or in some cases authorized by law. Robotiq assumes that any personal information provided was with the permission of its owner.

Your consent can be withdrawn at any time, subject to legal and contractual restrictions and a reasonable notice. Please note that if you choose to withdraw your consent, Robotiq may not be able to provide you with certain products or services.

## How we collect your personal information

Robotiq only collects personal information about you that is necessary for the purposes of establishing, managing and maintaining our relationship with you.

For example, personal information may be collected when you create an account through our website in order to either purchase or use a product or a service, subscribe to receive our newsletters, submit questions, comments or suggestions, take part in online surveys or product and service evaluations, contribute to our blog and participate in other online interactive activities, and may include, but is not restricted to, identification information such as your first

and last name, your date of birth, your home address, your telephone number and your email address. Financial information, such as your credit card number and your billing address, may also be collected in order to process a transaction.

Generally, we will obtain your personal information directly from you. However, we may also collect personal information about you from outside sources with your consent or without your consent if the law so authorizes.

### **How we use your personal information**

We may use your personal information for the following purposes:

- to identify you as a user of our website or as a customer of our products and services;
- to establish and maintain our business relationship with you;
- to provide you with ongoing service, including warranty support and timely firmware and software updates and alerts;
- to process a payment and complete a transaction;
- to deliver a product or provide a service that you ordered;
- to honour a warranty;
- to process a request for an exchange or for a reimbursement;
- to improve our products and services, including the use of this website;
- to communicate with you when you submit questions, comments or suggestions;
- to provide you with information about our business, products and services that may be of interest to you;
- to prevent errors and fraud;
- to comply with our legal obligations.

We may also use your personal information to compile statistics. However, these statistics will not allow you to be identified. We also reserve the right to process, sell, trade or rent aggregated or anonymized information that is not associated with or linked to an identifiable individual.

### **How we share your personal information**

We recognize that, except in the cases and under the conditions described hereinafter, the communication of your personal information requires your consent when your personal information is communicated to a third person.

Access within Robotiq does not require your consent, but is strictly limited to the persons for whom such information is necessary for the performance of their functions and duties.

We may also share your personal information, without your consent, with agents, mandataries, consultants, data processors, service providers, distributors and other parties who require such information relating to Robotiq's activities or to assist Robotiq with administering our business relationship (processing a payment, ordering fulfilment, completing a delivery, honouring a warranty, assisting with promotions, providing technical assistance for the website, data hosting, etc.). Notwithstanding the foregoing, this Privacy Policy shall not apply to and Robotiq shall not

be held responsible or accountable in any way with respect to any information collected directly from you by such agents, mandataries, consultants, data processors, service providers, distributors and other parties. Furthermore, some of our products and services allow you to share your information, which may include personal information, with other people. When you personally share such information, whether via the functionalities of this website or any of our products and services, or via any other means, you are responsible for any use a third party might make of this information.

Robotiq may also, without your consent, communicate your personal information contained in a file it holds on you as authorized or required by law. In each situation where Robotiq may disclose your personal information, it will endeavour to not disclose more personal information than is required under the circumstances.

Please note that in the event that the third party to whom Robotiq discloses personal information about you is located in a foreign jurisdiction, local laws may otherwise allow your personal information to be accessed by third parties without your consent.

#### **How We Use Automatic Data Collection Tools**

Cookies are text files containing small amounts of information which are downloaded to your device, or more technically, to the browser that you use on that device, when you visit a site.

This website and the web applications required for the use some of our products and services, like most websites, uses cookies that are stored on your computer when you visit us.

Your use of this website and the web applications required for the use some of our products and services allows Robotiq to automatically compile tracking information that may include the Internet Protocol (IP) address of your computer, the operating system you are using, the identity of your Internet service provider, the date and time you accessed this website, the previous website which allowed you to link with this website, and the content viewed and downloaded from our website or web services. We might also use cookies to remember your selections, personalize your experience and for performance and analytics purposes.

With most Internet browsers, you can erase cookies from your computer's hard drive, block the creation of cookies or receive a warning before a cookie is stored, although, doing so may affect your ability to use this website and the web applications of our products and services, or your ability to access certain features of such.

Robotiq may also offer you extension modules for various social media outlets. If you choose to interact with these modules, part of your activities on this website and the web applications of our products and services may be accessible to them. If you refuse to transfer data, it is recommended that you logout of your social media account before accessing our website.

#### **How We Keep Your Data Secure and Accurate**

Robotiq has put in place a series of security safeguards to protect your personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification, regardless of the format in which the information is held.

These security safeguards include physical measures, organizational measures and technological measures that are reasonable given the sensitivity of the information, the purposes for which it is to be used, the quantity and distribution of the information and the medium on which it is stored.

Robotiq further recognizes that it is important to keep personal information accurate, complete and up-to-date, and takes reasonable steps to ensure the accuracy and completeness of the personal information it uses or discloses. However, you are responsible to inform Robotiq of any significant changes in your personal information which may occur during the course of our business relationship.

Robotiq will retain your personal information only for as long as necessary to achieve the purpose for which it was collected, to comply with legal requirements and protect our legitimate commercial interests.

### **Modifications to the Privacy Policy**

We reserve the right to change this Privacy Policy at any time. We will do so by posting a revised Privacy Policy on this website. The date of the version of this Privacy Policy is stated at the top of the page. Please review this Privacy Policy periodically. Your continued use of this website following the posting of changes to this Privacy Policy will mean that you accept those changes.

### **Exercising Your Rights & Contacting Us**

We value your feedback. All questions or concerns regarding this Privacy Policy or about the collection, use and disclosure of your personal information, including requests for access or rectification, should be made in writing to [info@robotiq.com](mailto:info@robotiq.com).

You have the right to consult and obtain communication of your personal information which is contained in a file held by Robotiq. You can also request that information which is inaccurate, incomplete or equivocal be rectified, and that information not justified by the purpose of the file be deleted.

Robotiq will respond to every request for access and rectification within 30 days of receiving the written request. In the event that Robotiq cannot provide access to or rectify your personal information, it will inform you of the reasons why and will provide you with any recourse available.