

# Privacy Statement

## Introduction

Arteco is committed to protecting your privacy. This statement explains the steps we take to protect your personal data when you visit our Web sites. It describes what categories of personal data we collect, the purposes for which we use those data, your choices regarding use of your data, our security measures, and how you can review and correct your data. By accessing our Web sites, you consent to the data collection and use practices described in this privacy statement.

## Data Collection

*Data collected directly from visitors.* In most instances, you can visit our Web sites without providing any personal data. However, on some pages, we may ask you for personal data to provide a service requested by you. The personal data that we collect may include:

- contact details, such as your name, title, company/organization name, e-mail address, telephone and fax numbers, and physical address;
- information about your company and job position;
- information such as your nationality and country of residence
- your inquiries about our products and services, as well as information that assists us in identifying the best products and services for you;

You are not required to provide this information. However, if you choose not to, we may not be able to provide you the requested service or complete your transaction.

*Data collected automatically.* We collect certain data about all visitors to our Web sites, including what pages they view, the number of bytes transferred, the links they click, and other actions taken within our Web sites. On Web sites to which you logon, we may connect this information with your identity to determine your potential interests in our products and services. We may also use this information to improve our security measures.

## Our use of your personal data

We will use your personal data only for the purposes set forth below.

*Services and transactions.* We use your personal data to deliver services you request, such as providing information about our products and services, facilitating use of our Web sites, and so forth.

*Web site improvement.* We may use your data to improve our Web sites (including our security measures) and related products or services.

## Our use of cookies and web beacons.

Cookies are small files that Web sites save to your hard disk or to your browser's memory. Our Web sites may use them to track the number of times you have visited the Web site, to track the number of visitors to the Web site, to determine and analyze visitors' use of our Web sites, to store data that you provide such as your preferences and e-mail address, and to store technical information related to your interactions with our Web sites. We may also use session cookies (which are deleted when you close your browser) to store your user ID, to facilitate your movement around our Web sites (particularly in connection with information searches and order placement) and other information useful in administering the session.

Most Internet browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies or to notify you when a cookie is being placed on your computer. If you choose not to accept cookies, you may not be able to experience all of the features of our Web sites. Internet browsers also enable you to delete existing cookies, although this means that your existing settings (including stored user IDs and other preferences will be lost.

## Disclosure of your personal data.

Except as described below, personal data that you provide to Artec via our Web sites will not be shared outside of Artec without your consent.

*Disclosure to service providers.* Artec contracts with other companies to provide services on our behalf, such as hosting Web sites, sending out information, processing transactions, and analyzing our Web sites. We provide these companies with only those elements of your personal data they need to deliver those services. These companies and their employees are prohibited from using those personal data for any other purposes.

*Disclosure for other reasons.* We may disclose personal data if required to do so by law or in the good-faith belief that such action is necessary to comply with legal requirements or with legal process served on us, to protect and defend our rights or property, or in urgent circumstances to protect the personal safety of any individual.

## Security.

Artec is committed to protecting the security of your personal data. We use a variety of security technologies and procedures to help protect your personal data from unauthorized access, use, or disclosure. For example, we store the personal data you provide on computer systems with limited access that are located in facilities to which access is limited.

For sites to which you login, it is your responsibility to ensure the security of your password and not to reveal this information to others. If you are sharing a computer with anyone you should always logout before leaving a Web site so that subsequent users will not be able to access your data.

## Reviewing your personal data.

In case you want to review or correct personal data provided through our Web , you can always make a request by sending an e-mail to [info@arteco-coolants.com](mailto:info@arteco-coolants.com). We may take steps to verify your identity before doing so. You can help us to keep your data accurate by notifying us of any change to your mailing address, phone number, or e-mail address.

## International transfers of personal data.

Personal data collected on our Web sites will be stored and processed in Belgium. By choosing to use our Web sites and to provide data to them, you consent to any such transfer of information outside of your country.

## Links to other Web sites.

Our Web sites may contain links to other Web sites, including those of other companies, professional and government organizations, and publications. While we try to link only to Web sites that share our high standards and respect for privacy, we do not control and are not responsible for the content, security, or privacy practices employed by other Web sites. You should review the privacy statements of those Web sites to determine how they protect and use your personal data.

## Questions about our privacy practices.

If you have questions regarding this privacy statement or our handling of your personal data, please contact us at [info@arteco-coolants.com](mailto:info@arteco-coolants.com) .

## Changes to this privacy statement.

Arteco may occasionally update this privacy statement. When we do, we will revise the "last updated" date at the bottom of the privacy statement. We will obtain consent for any updates to this privacy statement that materially expand the sharing or use of your personal data in ways not disclosed in this privacy statement at the time of collection.

Date 15/05/2009