

## hoseselect.com Privacy Policy

This Privacy Policy ("Policy") describes how ContiTech USA, Inc. ("ContiTech", "us" or "we") uses and protects any personal information (i.e., information that can be used to identify you) that we collect, process, or otherwise access when you visit and use the <https://www.hoseselect.com/> website and associated webpages and services (collectively, "Website" or "Services"). By accessing and/or using the Services, you agree to the terms of this Policy, and consent to ContiTech's use of the information we collect through the Services as further described herein.

**If you are a California resident, please click [here](#) for more information about your specific privacy rights.**

**ACCESSIBILITY -- if you are having any trouble accessing this privacy policy or the Website, please email us at [privacy@continental.com](mailto:privacy@continental.com).**

### Applicability

This Policy applies to Website visitors, but does not apply to job applicants or our employees.

Whenever you interact with us on behalf of another individual or entity, such as by providing or accessing Personal Information about another individual, you represent that your interactions and exchanges comply with applicable data protection laws. You shall have sole responsibility for any violation of privacy laws as a result of a failure to inform the other individual about how their Personal Information will be processed or to obtain any necessary consent from such individual.

### Personal Information We Collect

In providing the Service, ContiTech may collect, process, transfer, or otherwise have access to various information and data, including your Personal Information. Personal Information refers to any information relating to an identified or identifiable natural person or household.

The types of Personal Information that ContiTech has collected during the preceding 12 months or may collect about you during your use of the Website are:

- **Identifiers**, such as your name, alias, postal address, country of residence, unique personal identifier, online identifier, internet protocol address, email address, account name, phone number, or other similar identifiers.
- **Professional, employment, or education information**, such as job title, business address, employment history, or other professional information.

Note that the above list is broad simply to capture the types of information required for different types of interactions between us. Not all of the above information is captured for each interaction. Sometimes we do need to share information we collect with third party service providers in order to provide you the information, products or services you request (see below for details about how we use and share your Personal Information). Privacy expectations and regulations are changing, and we expect our use and handling of your Personal Information will change over time to meet those changes and expectations. If our use of your Personal Information changes in a material way, we will separately notify you and, if necessary, obtain your consent.

## Sources of Personal Information

We collect information, including Personal Information, about you and how you interact with us in several ways, including:

- **Information You Provide to Us Directly.** We collect the information you provide to us directly, particularly in the “Contact Us” form. This information is voluntarily supplied by you.
- **Information Automatically Collected or Inferred from Your Interaction with Us.** We automatically collect technical information about your interactions with the Website (such as IP address and browsing preferences), as well as from your interactions with ContiTech representatives and agents.

We may combine information that we receive from the various sources described in this Policy, including third party sources and public sources (e.g., information you submit in a public forum), with Personal Information and use or disclose it for the purposes identified below.

## How ContiTech Uses Your Personal Information

- **To Provide the Service and Enable Interactions Between You and ContiTech.** We will use your Personal Information to deliver the Service. This includes, but is not limited to, registration and administration of your account, providing you with and support in your interactions with us; diagnosing, repairing and tracking service and quality issues; facilitating an order, download, return, or exchange; providing requested information; communicating with you about your account or our data practices; installing and configuring changes and updates to the Service, programs and technologies related to interactions with us; authenticate those who interact with us; or to respond to your requests, complaints, and inquiries.
- **To Provide Customer Support.** ContiTech has a relatively large customer support staff relative to our customer base. We strive to provide quality products and services including supporting you when you need it. To do this, we use your personal information to investigate and assist you in resolving questions or issues you have regarding ContiTech products and services, and provide you support or respond to you.
- **For Our Internal Business Purposes.** We may use your Personal Information for our internal business purposes related to providing the Service, as well as other products and technologies. This includes, but is not limited to, evaluating or auditing the usage and performance of Service, programs and technologies related to interactions with us; evaluating and improving the quality of your interactions with us and the Service, programs and technologies related to interactions with us; designing new services; processing and cataloging your responses to surveys or questionnaires (e.g., customer satisfaction reviews); performing internal research for technological development and demonstration; conducting data analysis and testing; maintaining proper business records and other relevant records.
- **For Legal, Safety or Security Reasons.** This includes complying with legal requirements; protecting the safety, property or rights of ContiTech, you, and those who interact with us, or others; and detecting, preventing, and responding to security incidents or other malicious, deceptive, fraudulent, or illegal activity.
- **In a De-identified, Anonymized or Aggregated Format.** When converted to a de-identified, anonymized, or aggregated format, this data no longer constitutes Personal Information and we may use this information for any purpose.

- **For Our Legitimate Interests or Those of a Third Party.** A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests.
- **For any Other Purpose For Which You Provide Consent.**

## With Whom We Share Your Personal Information

We do not currently sell your Personal Information, nor do we have any future plan to do so. However, to provide the Service, we may share your Personal Information with these recipients:

- **Affiliates and Subsidiaries.** We may share your Personal Information within the ContiTech group of companies, which includes parents, corporate affiliates, subsidiaries, business units and other companies that share common ownership for the purposes described above.
- **Service Providers.** We may share your Personal Information with third party service providers working on behalf of us in order to provide the Services or otherwise facilitate an interaction with ContiTech you request or support our relationship with you, such as our licensors, hosting service providers, IT providers, operating systems and platforms, internet service providers, analytics companies, and marketing providers (e.g., we may share your email address with our outbound email marketing provider). We may contract with other companies to provide certain services, including shipping, identity verification, email distribution, market research, promotions management and payment processing. We provide these companies with only the information they need to perform their services and work with them to ensure that your privacy is respected and protected. These companies are prohibited by contract from using this information for their own marketing purposes or from sharing this information with anyone other than ContiTech.
- **Business Partners.** We may also provide your Personal Information or provide access to your Personal Information to our business partners. If legally required, we will seek your consent before engaging in such sharing.
- **For Legal, Security and Safety Purposes.** We may share your Personal Information with third parties such as law enforcement or other government agencies to comply with law or legal requirements; to enforce or apply our Terms of Use and other agreements; and to protect our rights and the property or safety of ContiTech, our users, or third parties.
- **In Connection with a Transaction.** If we sell some or all of our assets, or merge or are acquired by another entity, including through a sale or in connection with a bankruptcy, we will share your Personal Information with that entity.

## Security

We take your privacy seriously and use reasonable precautions to protect your Personal Information. For example, we encrypt certain communications using industry standards for encrypting such communications. However, we do not guarantee the security of your information. There is always a risk that information we collect or that you provide may be compromised. To mitigate this risk, you should implement up-to-date security and virus protection on your device. If you suspect that your device's security or your information has been compromised, or your password accessed or used by an unauthorized third party, please contact us immediately to have your password changed.

## Third Party Websites

When you click on a link to any other website or location, you will leave our Website and go to another site and another entity may collect personal information from you. We have no control over, do not review, and cannot be responsible for, these outside websites or their content. Please be aware that the terms of this Policy do not apply to these outside websites or content, or to any collection of data after you click on links to such outside websites. If you decide to access any third party links appearing in the Website, you do so at your own risk.

### **Policy for Children**

The Services are intended for and marketed to adults only. We do not knowingly solicit information from or market to children under the age of 16. If you become aware of any data we have collected from children under age 16, please contact us using the contact information provided below.

### **Google Analytics**

This website uses Google Analytics, a web analysis service of Google LLC ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the Website analyze how users interact with and use the Website. The information generated by the cookie about your use of the Website is transmitted to Google, and may include your IP address.

The IP address transmitted by your browser within the scope of Google Analytics is not merged with other Google data. In addition, you can permanently prevent the storage of cookies by adjusting your browser settings accordingly; however, we would like to point out that in this case you may not be able to use all functions of this website to their full extent. You can also prevent the collection of data generated by the cookie and related to your use of the website (including your IP address) to Google and the processing of this data by Google by downloading and installing the browser plugin available under the following link: [Google Analytics Opt-out Browser Add-on](#).

### **Acceptance of Policy**

By downloading, accessing, and/or using the Services, or otherwise providing your personal information to ContiTech, you signify your acceptance of this Policy. If you do not agree to this Policy, please discontinue your use of the Service.

### **Modifications**

We may modify this Policy from time to time as the Services and applicable laws change. If we change our Policy, we will post a new statement on this website and update the effective date stated at the end of the Policy. You are encouraged to review this Policy from time-to-time for any updates or changes. If we make any material changes, we will inform you through the Website, by sending a message to the e-mail address associated with your account, or by some other method of communication.

Please see our [Terms of Use](#) for a detailed legal explanation of our usages policies. Changes to the Policy become effective immediately upon notice to you. Notice may be given by posting the revised Policy on this website or by other means. Your use of the Website after notice constitutes your acceptance of the revised terms.

### **Additional Terms For California Consumers**

**If You are a California resident, this section applies.** Pursuant to the California Consumer Privacy Act of 2018 (the "CCPA"), in the sections above We have provided a summary of the Personal Information that We have

collected from you, the sources from which We have collected the Personal Information, the business or commercial purpose for which the Personal Information was collected, and the categories of third parties with whom We share consumer Personal Information. Under the CCPA, you may have specific rights.

### **Your Rights**

California residents have certain rights, subject to legal limitations, regarding the collection, use, and sharing of Personal Information. California residents may exercise the following rights via emailing us at [privacy@continental.com](mailto:privacy@continental.com), or by calling (833) 656-0555.

- **Right to Know.** You have the right to request information about the categories of Personal Information we have collected about you, the categories of sources from which we collected the Personal Information, the purposes for collecting the Personal Information, the categories of third parties with whom we have shared your Personal Information, and the purpose for which we shared your Personal Information (“Categories Report”). You may also request information about the specific pieces of Personal Information we have collected about you (“Specific Pieces Report”).
- **Right to Delete.** You have the right to request that we delete Personal Information that we have collected from you.
- **Right to Opt Out.** You may have the right to opt out of the sale of your Personal Information.

We will not discriminate against you, in any manner prohibited by applicable law, for exercising these rights.

### **Verification**

In order to exercise your rights, we will need to obtain information to locate you in our records or verify your identity depending on the nature of the request. If you are submitting a request on behalf of a household, we will need to verify each member of the household in the manner set forth above. We will use commercially reasonable verification techniques, designed to balance the need to ensure we are not providing your information to someone pretending to be you, while at the same time not making it too difficult for you to exercise your rights.

### **Authorized Agents**

You may use an authorized agent to exercise your rights on your behalf. If you are making any of the requests above through an authorized agent, we will request written authorization from you and will seek to verify you as described above or we will accept a legal Power of Attorney under the California Probate Code to the authorized agent.

### **Timing**

We will respond to Requests to Delete and Requests to Know within 45 days, unless we need more time in which case we will notify you and may take up to 90 days total to respond to your request.

### **Contacting Us**

If you have any questions about this Policy or our use of your Personal Information, please contact us at:

EMAIL: [privacy@continental.com](mailto:privacy@continental.com)  
PHONE: (833) 656-0555

This Policy was last updated on **March 17, 2022.**