

# EXTERNAL PRIVACY POLICY

Last updated: April 2018  
Date of next review: April 2020

## Introduction

Hyster-Yale Materials Handling, Inc. and its subsidiaries and affiliates ("**Hyster-Yale**", "**we**" or "**us**") has issued this Global Customer, Vendor and Dealer Privacy Notice (hereafter "**Privacy Notice**") to describe how we handle the personal information that we hold about suppliers, vendors, distributors, resellers, consultants, professional advisers, business partners, dealers, visitors and any other third party with whom Hyster-Yale has entered into a business relationship (hereafter also referred to as "**you**").

We respect the privacy rights of individuals and are committed to handling personal information responsibly and in accordance with applicable law. This Privacy Notice explains who we are, how we collect, share and use personal information about you and how you can exercise your privacy rights in connection with it.

If you have any questions or concerns about our use of your personal information, please contact us at the contact details in the "[How to contact us](#)" section below.

## Quick links

We recommend that you read this Privacy Notice in full to ensure you are fully informed. However, if you only want to access a particular section of this Privacy Notice, then you can click on the relevant link below to jump to that section.

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### 1. Entity responsible for processing your personal information

Each Hyster-Yale subsidiary is responsible for the use of personal information it collects from you. For information relating to the particular data controller of your personal information, please see the list at the end of this Privacy Notice.

If you have any queries about the use of your personal information, please contact the Hyster-Yale subsidiary that has collected your personal information, or contact us using the "[How to contact us](#)" section below.

## 2. Collection and Use of Personal Information

In the context of your agreement with Hyster-Yale, we may process the following personal information about you.

- Identification data – such as your name, date of birth.
- Contact details – such as business address, telephone/business email address, etc.
- Professional details – such as job title/position, affiliated organization, office location, etc.
- Financial characteristics – such as account number and bank details.
- National identifiers – such as tax ID and VAT number.
- Information relating to your sales history with us.
- Other information you choose to provide to us, for example the purpose of your visit if you visit one of our site locations.
- Other information that we collect in relation to our telematics services, such as user IDs (including card number, personnel number and operator training records) and device usage data.
- IP addresses from website visits.

We may collect and use personal information about you for the following purposes:

- For the purpose of general business relationship management within Hyster-Yale and for contractual purposes, including auditing the use of our services;
- To manage our daily business activities, such as executing payments;
- To manage any queries, complaints or claims relating to the services you provide to Hyster-Yale or that Hyster-Yale provides to you;
- For direct marketing, advertising and public relations purposes, in connection with Hyster-Yale's business activities, products and services (including to make recommendations about our services), and to inform you about important developments within Hyster-Yale;
- For product development purposes, to allow us to improve our products and services or develop new products and services;
- Where necessary to comply with laws and regulations, under judicial authorisation, or to exercise or defend the legal rights of the Hyster-Yale global group of companies;
- To help us conduct our business more effectively and efficiently or check and improve the quality of our products and/or services;
- To carry out research and development with various Hyster-Yale partners;
- To investigate violations of law or breaches of other Hyster-Yale policies.

We may also collect personal information from you when you use our websites. For further information about how we use personal information that we collect when you visit our websites, please see our Website Privacy Notice: <https://www.hyster-yale.com/Privacy-Policy/default.aspx>.

### **3. Sharing of Personal Information**

We take care to allow access to personal information only to those who require such access to perform their tasks and duties, and to third parties who have a legitimate purpose for accessing it. Whenever we allow a third party to access personal information, we will implement appropriate measures to ensure the information is used in a manner consistent with this Privacy Notice and that the security and confidentiality of the information is maintained.

We may disclose your personal information to the following categories of recipients:

- To our group companies, third party services providers and partners who provide data processing services to us (for example, to support the delivery of our services), or who otherwise process personal information for purposes that are described in this Privacy Notice or notified to you when we collect your personal information;
- To any competent law enforcement body, regulatory, government agency, court or other third party where we believe disclosure is necessary (i) as a matter of applicable law or regulation, (ii) to exercise, establish or defend our legal rights, or (iii) to protect your vital interests or those of any other person;
- To a potential buyer (and its agents and advisers) in connection with any proposed purchase, merger or acquisition of any part of our business, provided that we inform the buyer it must use your personal information only for the purposes disclosed in this Privacy Notice;
- To any other person if we have lawful ground to permit the disclosure (e.g. your consent).

### **4. Legal basis for the processing of personal information**

We collect and process personal information where necessary to perform our agreement with you (i.e. to manage our business relationship with you). In some cases, we may need to process your personal information where required to comply with applicable laws. In such cases, the use of your personal information is necessary for us to comply with a statutory or contractual requirement. Without your personal information, we cannot manage our relationship with you, nor comply with applicable laws. In some very limited cases, we may also need your personal information to protect your vital interests or those of another person.

Where required by applicable law, we will ask you to give your prior consent before using your personal information (e.g. for direct marketing purposes).

In all other cases, we will use your personal information where such use is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms. This may be the case for instance when we use your personal information in the context of our general internal business operations. If we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make it clear to you at the relevant time what those legitimate interests are.

If you have questions about or need further information concerning the legal basis on which we collect and use your personal information, please contact us using the contact details provided under the "[How to contact us](#)" section below.

## **5. Security of Personal Information**

Hyster-Yale maintains appropriate administrative, technical and physical safeguards designed to help maintain the confidentiality and integrity of your personal information and to protect it against accidental or unlawful destruction, accidental loss, unauthorised alteration, disclosure or access, misuse, and any other unlawful form of use of your personal information that Hyster-Yale has in its possession. In adherence with data protection laws and internal policies, Hyster-Yale addresses security at all appropriate technology infrastructure points.

## **6. International Data Transfers**

Your personal information may be transferred to, and processed in, countries other than the country in which you are resident. These countries may have data protection laws that are different to the laws of your country.

Hyster-Yale, our group companies and third party service providers and partners operate around the world. This means that when we collect your personal information it may be processed in any of these countries.

However, we have taken appropriate safeguards to require that your personal information will remain protected in accordance with this Privacy Notice. One example includes implementing the European Commission's Standard Contractual Clauses (or agreements that incorporate them) for transfers of EU personal information between our group companies, which require all group companies to protect personal information they process from the EEA in accordance with European Union data protection law.

Our Standard Contractual Clauses can be provided on request. We have implemented similar appropriate safeguards with our third party service providers and partners and further details can be provided upon request.

## **7. Retention of Personal Information**

We will store your personal information for as long as we have an existing relationship with you and otherwise as required by applicable law. Generally this means your personal

information will be retained until the end of your contractual relationship with us and as long we have an ongoing legitimate business need to do so. Personal information will be kept for marketing purposes unless and/or until you opt-out from receiving marketing communications.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives), we will securely store your personal information and isolate it from any further processing until deletion is possible.

## **8. Your Data Privacy Rights**

The following rights may be available to you under applicable data protection laws:

- Access, correct, update or request deletion of your personal information, you can do so at any time by contacting us using the contact details provided under the [“How to contact us”](#) heading below.
- If you are a resident of the European Union, you can object to processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information. Again, you can exercise these rights by contacting us using the contact details provided under the [“How to contact us”](#) heading below.
- You have the right to opt-out of marketing communications we send you at any time. You can exercise this right by clicking on the “unsubscribe” or “opt-out” link in the marketing e-mails we send you. To opt-out of other forms of marketing (such as postal marketing or telemarketing), please contact us using the contact details provided under the [“How to contact us”](#) heading below.
- If we have collected and processed your personal information with your consent, you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.
- To complain to an applicable data protection authority about our collection and use of your personal information. For more information, please contact your local data protection authority. (Contact details for data protection authorities in the European Economic Area, Switzerland and certain non-European countries (including the US and Canada) are available [here](#).)

If you wish to exercise any of the rights described above, please contact us as described under the [“How to contact us”](#) section below. We will respond to all requests we receive

from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

## **9. Updates to This Privacy Notice**

We may update this Privacy Notice from time to time in response to changing legal, technical or business developments. If we make any significant changes to this Privacy Notice, we will take appropriate measures to inform you. You can see when this Privacy Notice was last updated by checking the "last updated" date displayed at the top of this Privacy Notice.

## **10. How to contact us**

If you have any questions or concerns about our use of your personal information, please contact us using the following details:

Hyster-Yale Materials Handling, Inc.  
Attn: Legal Department  
5875 Landerbrook Drive, Suite 300  
Cleveland, Ohio 44124  
Tel: (440) 449-9600  
[privacypolicy@hyster-yale.com](mailto:privacypolicy@hyster-yale.com)

**Entities responsible for the processing of personal information**

Hyster-Yale Materials Handling, Inc.  
Hyster-Yale Group, Inc.  
Nuvera Fuel Cells, LLC  
Hyster-Yale Mexico, S.A. de C.V.  
Hyster-Yale Canada ULC  
HYG Telematics Solutions Limited United Kingdom  
Hyster-Yale Brasil Empilhadeiras Ltda  
Hyster-Yale Lift Trucks India Private Limited  
Hyster-Yale Australia Holding Pty Ltd  
Hyster-Yale Nederland B.V.  
Hyster Singapore Pte Ltd  
Yale Materials Handling UK Ltd  
Hyster-Yale Italia SpA  
Hyster-Yale Asia – Pacific Pty Ltd (including the Malaysia Representative Office)  
Shanghai Hyster Forklift Ltd.  
Hyster-Yale Italia SpA  
Hyster-Yale UK Limited  
Hyster-Yale France S.A.R.L.  
Hyster-Yale UK Pension Co. Limited  
Hyster-Yale Deutschland GmbH  
G2A