

Festo Didactic Privacy Policy



Introduction

The purpose of the present document is to inform users about the Festo Didactic privacy policy with regard to the personal information collected on the LabVolt Series <http://www.labvolt.com> website. This privacy policy defines the way in which Festo Didactic uses and protects the information it collects on this website.

Festo Didactic is committed to the protection of users' private information. Certain information is required for user identification. This information is used strictly in accordance with the present privacy policy.

It is possible for Festo Didactic to occasionally modify this policy. It is therefore recommended to check this page from time to time in order to keep informed about any modification.

Internet privacy is of utmost importance to Festo Didactic, and we take all privacy issues very seriously.

The present policy applies only to the www.labvolt.com website. It is recommended to read the privacy policy pertaining to any website accessed from www.labvolt.com.

Collected information

The following information is collected:

- Name and surname
- Email address
- Demographic information (address, city, zip or postal code, country)
- Institution name and address
- Communication language
- Any other relevant information concerning our product offer

The information collected from users can be divided into two categories: personal information and non-personal information. Each category of information is described below.



Personal information

Personal information includes personally identifiable information such as name and email address. Personal information is collected during registration to one of our electronic services. This includes, for example, logging in the Order Status section or filling in a request in the Customer Services section. In addition, when contacting a customer service representatives, Festo Didactic may keep a record of the correspondence to better address the subject matter if need be.

Business contact information such as name and phone number is not considered personal information.

Non-personal information

Non-personal information includes information of an anonymous nature such as IP Addresses, domain name, browser type and version, operating system, and the websites visited before or after the Festo Didactic website. Aggregate information such as users' demographic statistics (e.g., geographical location, institution type, domain of interest, etc.), number of visits, and average time spent on an electronic service is also considered non-personal information.

Non-personal information is collected in our various electronic services. For example, our web servers may automatically collect non-personal information provided through the user's browser or stored in a cookie.

Use of personal information

Personal information is collected to better understand users' needs and is particularly important for the following reasons:

- File maintenance
- Products and services improvement
- Market study

All of the above information is used to improve the Festo Didactic website according to users' interests and preferences.



Disclosure of personal information

Festo Didactic will not provide, sell, or rent personal information to anyone. Personal information will be disclosed to third parties only in the following circumstances:

- When the user specifically gives his consent to disclose personal information for a particular purpose.
- When the third party acts on our behalf as an agent, supplier, or service provider, personal information will be provided to improve the efficiency of our electronic services.
- When required by law, including by an order of any court, institution, or body with jurisdiction or authority to compel the supply of information, or in order to protect or defend a legal interest.

Users who believe that the information Festo Didactic collected from them is inaccurate or incomplete are invited to send an email to the address indicated in the Contact Us section of the website. Any incorrect information will be modified immediately.

Security

The security of personal information is important to Festo Didactic. We undertake all technical, contractual, administrative, and physical security steps required to protect the personal information we collect. Our employees are strictly instructed to use any collected personal information only in adherence with the principles set forth in this privacy policy and the laws applicable.

Users can also help to protect the security of personal information. For instance, it is important never to give away the password used to access a profile or account. Also, it is recommended to sign out and close the browser window after using any electronic service in order to prevent users on the same computer from viewing other users' personal information.

When using a public computer, it is also recommended to delete the navigation history before closing a session.

Use of cookies

A cookie is a small file that requires permission to be placed on the hard drive of a computer. Once permission is granted, the file is added and the cookie makes it possible to analyze web traffic and know when a particular website was visited. Cookies allow web applications to know a user's preferences.

Festo Didactic uses cookies to facilitate browsing within the website. These cookies do not collect personal information. At any time, it is possible to set the browser to refuse cookies. However, if cookies are deactivated, it could prevent accessing certain online services or advanced functional capabilities.

Festo Didactic uses cookies to identify visited webpages. This helps us to analyze web traffic data and improve our website by adapting it to customer requirements. Information that is automatically exchanged between computers in no way identifies users personally. Such data is collected for the sole purpose of meeting the technical requirements of web browsing.

Links to other websites and advertisements

The Festo Didactic website may contain links to other websites. Any user clicking on such a link to leave our website must note that we do not have any control on external websites. Consequently, we cannot be held responsible if any problem concerning information protection and confidentiality arises while visiting external websites, since these websites are not conform to the present privacy policy. Users must be prudent and read the privacy policy applicable to these websites.

Use of Google Analytics

Festo Didactic uses Google Analytics, a website-analysis tool provided by Google. Via cookies, Google Analytics collects browsing information on the website. Collected data and anonymized IP addresses (truncated addresses) are kept by Google on servers located mainly in the United States. Google uses this information solely to produce statistics and browsing reports.

Google may communicate the collected data to third parties when legally required to do so or when third parties process the data on its behalf. Google will not crosscheck IP addresses with any other stored data.



Google Analytics is never used in the secure sections of the website. It can be deactivated. To do so, users must install the Google Analytics Opt-Out browser add-on. This add-on prevents Google Analytics from recording information. Note that it is possible for data to be stored on our servers even if the add-on is installed.

Automatically exchanged information

When accessing the <http://www.labvolt.com> website, an exchange of information automatically takes place between the computer and the portal server. This automatic communication is necessary to ensure that the server sends a file compatible with the user's computer.

The following information is exchanged:

- Domain name of the internet provider
- IP address (e.g., 123.45.67.890), a unique number assigned to any computer during internet connection. This number permits an internet provider to disclose the identity of the person to which it is assigned.
- Browser (e.g., Firefox, Explorer) and operating system (e.g., Windows, Mac OS)
- Consulted pages
- Access date and time
- Address of the website that led to the Festo Didactic website

Festo Didactic collects this data for statistical purposes only (number of visits, most popular pages, user equipment, referring sites, and country of origin).

Changes to the privacy policy

Festo Didactic may change its privacy policy as electronic services are added or modified. Changes will be effective when notice of such changes is posted in an electronic service. It is recommended to check the present privacy policy regularly for updates.

For more information about the privacy policy

For more information about the privacy policy, users are invited to communicate with us using the Contact Us section of the website.