



# ЕЛЕКТРОЛУКС Electrolux

## Privacy Policy

ServiceBench is committed to maintaining the privacy of your information and to safeguard your privacy on line. Please read the information below to understand how your personal information will be treated as you make use of the services offered by ServiceBench.

### 1. What information is gathered/tracked

ServiceBench only collects information that you, a Web site user, provide directly to ServiceBench. Except for ServiceBench Users (as defined below), we do not use cookies to store or track information about you.

ServiceBench will maintain this information about you in strict confidence, will take commercially reasonable measures to protect this information against illegal or unauthorized access, and will not release it to any person unless authorized by you or compelled by court order or other legal process.

This privacy policy does not apply to ServiceBench clients or their business partners who log into ServiceBench's proprietary applications through this Web site ("ServiceBench Users"). We do use cookies to store and track information about ServiceBench Users. If you are a ServiceBench User and register with ServiceBench and obtain a ServiceBench ID, user ID and password, personal information is obtained (name, email address, ServiceBench Client with whom you are affiliated, etc.). This information is used to personalize/tailor the site to meet your specific needs and/or provide you with additional services pursuant to a separate agreement.

### 2. How do we use this information

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We internally use the information as an on-going effort to improve our content to better serve your needs and to market our products and services to you.

We may use this information to provide demographic and usage information to our business partners. We would aggregate information about you with information about other users and may release this aggregated information so long as you and the other users are not identified.

### **3. With whom does ServiceBench share the information**

As a general rule, ServiceBench does not disclose any of your personally identifiable information except when we have your permission. If you are a business partner of a ServiceBench Client and are using this Web site as authorized by such ServiceBench Client, you authorize ServiceBench to disclose the information you provide about yourself with such ServiceBench Client as necessary in connection with the performance of ServiceBench services.

### **4. Privacy Policy Changes**

If we decide to make changes to our privacy policy, we will post the changes in this document, which will always be available to you on this Web site. Changes to this policy will be effective when posted to the Web site. Please feel free to review this document periodically for any changes.

#### **Privacy Policy**

At PKS, we understand the power that the Internet holds for changing your life and making things easier for you. These benefits are at risk if people are concerned about their personal privacy.

We are committed to providing you with an Internet experience that respects and protects your personal privacy, choices and concerns. Our privacy policy and practices are detailed below. Please read them thoroughly.

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## Helpful Definitions.

Personally identifiable information is information, such as your name, birth date, e-mail address or mailing address, that can be used to uniquely identify you.

Anonymous information is not personally identifiable information. Anonymous information is information about how you use our site. Anonymous information also includes the domain names and/or I.P. addresses (as explained below) of internet browsers that visit our site, the time of day that the site was visited, and other non-personal information.

Anonymous information is information that is not tied to any person, but helps us know what our users find of interest on our site.

## Collecting and Using Personally Identifiable Information.

You can visit our site and use many of our services without telling us who you are or revealing any personal information about yourself to us. It is only when you enter details to contact us, place an order with us or log-on to the restricted customers area that will you be asked to provide us with personally identifiable information.

When you fill in these forms, you need to complete certain fields (some are required and some are optional). We use this information to share your information with select third parties who work with us, only if you give us permission (as we explain below).

## Sharing Personally Identifiable Information with Other Companies.

We will not share your personally identifiable information unless you have authorised us to share it. When we share your personal information with other companies, they can use this information but cannot combine this information with other information they have about you or share this information with other companies or people without your express permission.

## Disclosure of your Identity.

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From time to time we receive requests to disclose the identities of our users.

We do not disclose the identities of our users unless we are legally required to do so. If a governmental agency, or a law enforcement agency, requests information in relation to the identities of our user, we will comply with the request.

If we receive a request by a third party that is not a governmental agency (for example, a request in connection with civil litigation), we will contact the user whose identity has been requested using the contact information the user provided during the registration process.

We will wait 10 days after notifying the user before deciding whether to comply with the request by disclosing the identity of the user, unless the request requires us to disclose this information before then. If we cannot wait 10 days because of the deadline in the request, we will let the user know the deadline included in the request when we provide notice that we received it.

#### Anonymous Information.

We collect anonymous information when people use our site, even if they have not entered their personal details.

We will not share any anonymous information about your use of our site with third parties if we know that this information will be linked with your personally identifiable information obtained from another source, unless you have given us permission to do this.

#### **Cookies.**

A cookie is a small piece of data that is sent to your browser from a web server and stored on your computers hard drive. Cookies do not damage your computer. Cookies make web surfing easier for you by saving your preferences while you are on our site.

You can decide if you want to accept cookies by changing the settings on your computer. You can reset your browser to refuse all cookies, or allow your browser to show you when a cookie is being sent.

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### **Use of I.P. Addresses.**

An Internet protocol (I.P.) address is a set of numbers that is automatically assigned to your computer whenever you log on to your internet service provider or through your companys local area network (LAN) or wide area network (WAN). Web servers, the powerful computers that provide web pages for viewing, automatically identify your computer by the IP address assigned to it during your session online. We may collect I.P. addresses for some purposes.

### **Security.**

We operate secure data networks protected by industry standard firewall and password protection. We have security measures in place to attempt to protect against the loss, misuse and alteration of your user data under our control. [www.palenzosecurity.mk](http://www.palenzosecurity.mk)

Only certain employees have access to the information you provide us. While we cannot guarantee that loss, misuse or alteration to data will not occur, we try to prevent such unfortunate occurrences.

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