

# PRIVACY STATEMENT

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# PRIVACY STATEMENT

Last Updated: April 17, 2023

Bendix Commercial Vehicle Systems LLC ("BENDIX," "we," "our") is committed to taking reasonable steps to protect your privacy. This Privacy Statement applies to your interaction with our websites, [www.bendix.com](http://www.bendix.com), [www.bendix.biz](http://www.bendix.biz), [www.b2bendix.com](http://www.b2bendix.com), [www.knowledge-dock.com](http://www.knowledge-dock.com), [www.brake-school.com](http://www.brake-school.com), and [www.valuebybendix.com](http://www.valuebybendix.com), our social media activities, and other sources, and describes how we collect, process, use, and disclose your personal information. For purposes of this Privacy Statement, "personal information" means information from or about you that identifies you directly and information that is associated with you and thus could potentially identify you, including when combined with other information from or about you.

BENDIX is a U.S.-based company that conducts business with U.S. and international consumers. As a result, personal information that we collect and personal information that we receive from consumers may be transferred to our U.S. offices to permit us to comply with our legal and contractual obligations, to provide information and services to prospective and current consumers, and to perform related business services. In addition, we may transfer personal information to third-party service providers and business partners, in the U.S. and in other countries, to the extent necessary to support BENDIX's business activities. Thus, personal information that we collect may be transferred to and stored on servers located in the United States and in countries different from the country in which that information was initially collected. Similarly, personal information may be accessed by BENDIX and its third-party service providers and business partners from countries other than the ones in which the personal information is stored.

IF YOU HAVE ANY COMMENTS OR QUESTIONS ABOUT THIS PRIVACY STATEMENT OR OUR INFORMATION COLLECTION AND DATA PROTECTION PRACTICES, PLEASE CONTACT US BY EMAIL AT [privacy@bendix.com](mailto:privacy@bendix.com). OR BY WRITING TO US AT THE ADDRESS SHOWN BELOW.

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Attn: Privacy Department  
35500 Chester Road  
Avon, Ohio 44011

## Collection and Use Information

### Information that You Provide to Us

We may obtain personal information with which you voluntarily provide us when you register for an account, purchase our products and services, interact with us on social media, sign up for one of our newsletters, participate in a website promotion, contest, or survey, submit a web form. This information may include your name, address, phone number, e-mail address, location, and IP address.

We use this information to administer your account, fulfill orders and facilitate delivery, provide customer support, improve the quality and security of our services, verify your compliance with the obligations in our Terms of Use and related policies, provide updated information about our products, or otherwise submit information to us.

### Information About Your Payments

If you transact business with us, for example by purchasing our products or services, we collect information about the transactions. The information we collect includes your payment information, such as your name, telephone number, e-mail address, discount code, billing information, shipping information, and other related information. We may retain limited information in order to respond to fulfillment questions or inquiries, communicate with you about your account, and for other business purposes.

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## Correspondence

If you contact us via telephone, e-mail, fax, our website, social media, or in any other way, we may retain the communication and the information it contains. This information may be used to respond to your inquiry, to notify you of BENDIX products, services, and news, for marketing purposes, or for other business purposes. If you do not wish to receive notifications about BENDIX products, services, and news, or otherwise want to restrict the use of information you provide to us, please e-mail us at [privacy@bendix.com](mailto:privacy@bendix.com), or write to us at the address shown below.

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## Information that You Provide About Others

If you make a purchase and request that it be shipped to another person, you confirm and acknowledge that we may collect the name, telephone number, e-mail address, and shipping information of the recipient. We use this information to help facilitate product fulfillment and for other legitimate business purposes. We also may receive information about you from third-party social platforms such as Facebook®, Twitter®, LinkedIn®, Instagram®, or other platforms. When you interact with the website through a third-party social platform, you allow the platform to collect information about your interaction with the website and you allow us to access or collect information made available by the platform in accordance with its Privacy Statement. This information may be available from your third-party social platform profile or account, or from cookies placed on your browser by the third-party platform.

## Information Collected by Automated Means

We and our third-party service providers may use a variety of technologies, such as cookies, web beacons, embedded scripts, and eTags ("Tracking Technologies"), that automatically collect and store certain information whenever you visit or interact with the website, view, or click on advertisements, or visit our social media pages. This includes log data that automatically records information about your visit, such as your browser type, operating system, the URL of the page that referred you, the different actions you performed, and the IP address you used to access pages on the website. We use this information to administer the website, analyze trends, provide you with an experience that is relevant to your location based on the IP address (e.g., to direct you to the appropriate shopping cart that services your country), gather information about visitor movements, help diagnose potential problems with our server, investigate actual or potential security incidents, and ensure that the website is working properly. In addition, and for the same reasons, we may collect information about your browsing behavior, such as the date and time you visit the website, the areas or pages of the website that you visit, the amount of time you spend viewing the website, the number of times you return to the website, and other clickstream data.

We may assign your device one or more cookies to facilitate access to our website and to personalize your online experience. A cookie is a small text file that is stored on a user's computer or mobile device for record keeping purposes. A flash cookie is similar to a cookie, but it can store more complex data in order to remember settings, preferences, and usage. Cookies can be either session cookies or persistent cookies. We may use both session cookies (which expire once you close your browser) and persistent cookies (which stay on your devices until you delete them) to: (1) allow you to use the website without having to re-enter your username and password, if applicable; (2) enhance or personalize your website usage; (3) monitor website usage; (4) manage the website; and (5) improve the website and our products and services. These cookies may be delivered by us or by third parties.

We also may use web beacons on the website, in our e-mails and in our advertisements on other websites. Web beacons are tiny graphic images that are used to collect information about your website visit, such as the pages you view and the features you use, as well as information about whether you open and/or act upon one of our e-mails or advertisements. We may also collect the URL of the website you visited immediately before coming to the website. Web beacons help us analyze our website visitors' behavior and measure the effectiveness of the website and our advertising. We may combine the non-personal information we collect through cookies and web beacons with other

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information we have collected from you. We also may work with service providers that help us track, collect and analyze this information.

## Social Media

Our website as well as the websites of our third-party service providers, interface with social media websites such as Facebook®, Instagram®, LinkedIn®, YouTube®, and Twitter® and may use social media plugins (such as the Facebook " Like" button) to facilitate social media functions. When you visit our website, the operator of a social media plugin may set cookies or other tracking technology on your browser, enabling that social media operator to recognize users who visit our website. If you are logged into a social media website while browsing on our website, the social media plugins may allow the social media website to receive information about your visit-including the pages that you viewed-and connect the visit to your personal information. This allows us to share information about your activities on our website with other users of their social media website. For example, Facebook social media plugins allow Facebook to show your Likes and comments on our website to your Facebook friends. Your use of social media plugins is subject to each social media website's Privacy Statement, so we encourage you to use care and thoughtfully read the Privacy Statement of each social media website that you use. We have no control over the information that social media websites or plugins collect, store, or use. Before connecting to our website from a social media website or using a social media plugin on our website, please be certain that you understand the social media website's Privacy Statement and how it may gather information about your use of our website.

## Your Control Over Information From and About You

With regard to information that we collect directly from or about you:

You may choose not to provide us with your information, in which case we will not be able to provide you with additional information or publications or respond to your queries.

If you provide us with your information, but later decide that you do not want to receive marketing or other informational communications from us, or if you wish to discontinue your subscription to an email or newsletter, you may send an email us at [privacy@bendix.com](mailto:privacy@bendix.com), or writing to us at the address shown below.

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Some browsers have a "Do Not Track" feature that lets you tell websites that you do not want to have your online activities tracked. These features are not yet uniform. Although we do not at this time honor "Do Not Track" signals from a web site browser, we offer you a choice about whether to accept cookies from our website, and you may refuse, or later delete, cookies. Please refer to your browser's Help instructions to learn more about cookies and other technologies and how to manage their use. If you elect to refuse or delete cookies, you will need to repeat this process each time you use a different computer or change browsers. If you choose to decline cookies, some of your online functionality may be impaired.

## Who Do We Share Personal Information With, and Why?

Except to the extent necessary to fulfill our business obligations, we do not sell, transfer, or otherwise disclose to third parties any of the personal information that we collect directly from or about you.

We may transfer information to third-party service providers and business partners to the extent necessary to help us comply with our legal and contractual obligations, to provide information and services to prospective and current clients, and to perform related business services such as removing repetitive information from customer lists, analyzing data, providing marketing assistance, providing search results and links, processing credit card payments, and providing customer service.

In addition, we may disclose information collected from and about you as follows: (1) you expressly request or authorize us to do so ; (2) we believe the information is needed to comply with the law (for example, to comply with a search warrant, subpoena or court order), respond to a government request, enforce an agreement we have with you,

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or to protect our rights, property or safety, or the rights, property or safety of our employees or others ; (3) the information is provided to our agents, third parties or service providers who perform functions on our behalf ; (4) to address emergencies or acts of God ; (5) in anticipation of and in the course of an actual or potential sale, reorganization, consolidation, merger, or amalgamation of all or part of our business or operations in which case your information may be provided to the purchaser or resulting entity ; or (6) to address disputes, claims, or to persons holding a legal or beneficial interest.

## How Do We Protect Personal Information?

We maintain reasonable risk-based physical, technical, and administrative safeguards to protect against unauthorized and accidental disclosure, use, alteration, or destruction of personal information in our possession, and to maintain the confidentiality, integrity, availability, and resilience of our systems, data, and services.

## No Guarantee

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. Accordingly, and despite our reasonable security measures, we cannot guarantee or warrant the security of any information that you transmit to us using email or using insecure or unencrypted means of contacting us and interacting with our website and our online services.

## Your California Privacy Rights

If you are a California resident, you have the right to request information regarding the manner in which BENDIX shares certain categories of your personal information with third parties, for the third parties' direct marketing purposes.

Under California Civil Code Section 1789.3, California users of the Services are entitled to the following specific consumer rights notice: The Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs may be contacted in writing at 1625 North Market Blvd., Suite N 112, Sacramento CA 95834, or by telephone at (916) 445-1254 or (800) 952-5210.

California law provides that you have the right to submit a request to us by email to [privacy@bendix.com](mailto:privacy@bendix.com) or by writing to us at the address shown below, and receive the following information:

Bendix Commercial Vehicle Systems LLC  
 Attn: Privacy Department  
 35500 Chester Road  
 Avon, Ohio 44011

The categories of information that we disclosed to third parties for the third parties' direct marketing purposes during the preceding calendar year; and

The names and addresses of the third parties that received such information, or if the nature of their business cannot be determined from the name, then examples of the products or services marketed.

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## Children's Privacy Rights

The website is not intended for use by, or targeted at, children under 16, and we do not knowingly or intentionally collect information about children under 16. If we become aware that we have unknowingly collected personally identifiable information from a child under the age of 16, we will make reasonable efforts to return or delete such information from our records. Please direct any such notifications to us by e-mail at [privacy@bendix.com](mailto:privacy@bendix.com) or by writing to the address shown below.

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We may provide links to third-party websites that do permit children under the age of 16 to register for use of their websites. In such instances, the third parties are responsible for ensuring that their websites comply with applicable laws, regulations, and rules.

## European Economic Area

If you are from the European Economic Area, our legal basis for collecting and using the personal information described herein will depend on the personal information concerned and the specific context in which we collect it. We will collect your personal information from you where we have your consent to do so, or you volunteer this information, where we need the personal information to perform our obligations under a contract with you, or where processing is in our legitimate interests (including, but not limited to, responding to communications, attracting new customers and prospects, running our business and to develop new business, keeping our records updated and not overridden by your data protection interests or fundamental rights and freedoms. In some cases, we may also have a legal obligation to collect personal information from you.

If you have questions about or need further information concerning the legal basis on which we collect your personal information, please contact us by e-mail at [privacy@bendix.com](mailto:privacy@bendix.com) or by writing to the address shown below.

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Avon, Ohio 44011

## International Transfer of Data

BENDIX stores and processes any information collected in connection with its website and/or services performed in (i) any country where we have facilities, (ii) any country in which we engage service providers or partners. A list of Bendix locations is available [here](#).

If you are from the European Economic Area (EEA), we will protect your personal information when it is transferred outside the EEA by:

- Processing it in a territory which the European Commission has determined provides an adequate level of protection for personal information; or
- Implementing appropriate safeguards to protect your personal information, including through the use of Standard Contractual Clauses or another lawful transfer mechanism approved by the European Commission.

If you require further information about our international transfers of personal information, please contact us by e-mail at [privacy@bendix.com](mailto:privacy@bendix.com) or by writing to the address shown below.

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### Third-Party or Linked Websites

This Privacy Statement only addresses our use and disclosure of your personal information. Occasionally we provide links to other websites for your convenience and information. These sites operate independently from BENDIX and are not under our control. These sites may have their own privacy notices in place, which we strongly suggest you review if you visit any linked websites. Except to the extent that a third party is providing services on our behalf, we are not responsible for the content of these sites, any products or services that may be offered through these sites, or any other use of these sites.

### Data Retention

We retain personal information only as is necessary for the purpose for which the data was collected. We also keep information as otherwise required by law.

### How to Access, Change, or Delete Your Personal Information

You can update, correct, or delete your personal information, or remove it from our system by emailing us at [privacy@bendix.com](mailto:privacy@bendix.com) or writing to us at the address shown below.

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 Attn: Privacy Department  
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 Avon, Ohio 44011

Requests typically receive a response within thirty (30) days. If the request cannot be resolved provided within that time frame, we will provide the requesting party with an estimated date by which the information will be provided. If for some reason access is denied, we will provide an explanation of why access has been denied.

### Your Privacy Rights

BENDIX would like to make sure that you are fully aware of all of your data protection rights. Every user is entitled to the below:

- Access. You have the right to request BENDIX for copies of your personal information. We may charge you a small fee for this service.
- Rectification. You have the right to request that BENDIX correct any information you believe is inaccurate. You also have the right to request BENDIX to complete information you believe is incomplete.
- Erasure. You have the right to request BENDIX erase your personal data under certain conditions.
- Restrict Processing. You have the right to request BENDIX restrict the processing of your personal information, under certain circumstances.
- Object to Processing. You have the right to object to BENDIX’s processing of your personal information, under certain circumstances.
- Withdraw Consent. If BENDIX processes your personal information in reliance upon your consent, you can contact us at any time to withdraw your consent. If you do not wish to receive marketing communications, you may also optout by clicking “unsubscribe” link in the emails we send you. To opt out of other forms of marketing please contact us using the contact information provided under the “How to Contact Us” section.
- Data Portability. You have the right to request BENDIX transfer the personal information we have collected to a portable format under certain circumstances.
- Certain Jurisdictions. The European Economic Area, for example, provides their residents specific privacy rights under applicable law. We will process your requests to exercise such rights, including if you object to processing of your personal information, as us to restrict processing of your personal information or request

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portability of your personal information, in accordance with applicable data protection laws. You may contact us using the contact information provided under the "How to Contact Us" section.

- Data Protection Authority. You have the right to complain to a data protection authority if you are unhappy 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: [https://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index\\_en.htm](https://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm)

We will respond to such requests in accordance with the requirements of applicable data protection laws. Please note that in order to fulfil your request, we may need you to provide certain information to verify your identity.

## Changes to This Privacy Statement

As BENDIX and its websites, products, and services change from time to time, this Privacy Statement is expected to change as well. We will notify you of changes to this Privacy Statement by posting the amended Privacy Statement on the website at least thirty (30) days before the effective date of the changes. If you have provided us with your e-mail address, we may also notify you of any material changes to the Privacy Statement that affect your rights by sending an e-mail at least thirty (30) days before the effective date of the changes to the e-mail address you most recently provided to us. We encourage you to keep the e-mail address you provide to us current, and to promptly notify us of any changes to your e-mail address, so that you may receive any notices we send to you regarding material changes to this Privacy Statement. If you do not agree to the new Privacy Statement, you should stop using the affected website(s), and if you are a registered user, you may cancel your account with us within the thirty (30) day period by e-mailing us at [privacy@bendix.com](mailto:privacy@bendix.com) or writing to us at the address shown below:

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Avon, Ohio 44011

and you will not be bound by the new Privacy Statement. Otherwise, the new Privacy Statement will take effect after thirty (30) days. Our employees do not have the right to modify this Privacy Statement orally or otherwise. If any employee of ours offers to modify the provisions of this Privacy Statement except using the process described above, he or she is not acting as an agent for us or speaking on our behalf.

## How We May Provide You With Notice

To the extent additional notice is required by law or otherwise, BENDIX may deliver a general notice on this website, by means of an e-mail, or by other method to the address that you have provided to BENDIX.

## How to Contact Us

If you have questions or concerns about this Privacy Statement, please contact us via one of the following methods:

E-mail: [privacy@bendix.com](mailto:privacy@bendix.com) or by mail  
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