

## Terms of Use

These Terms of Use cover the use of certain websites, online services, applications, telephone support services, e-mail, text, or other messaging, blogs, software and networks (including internet of things (IoT) devices, web and social media sites and pages, games and contests, software or networks) ("Parker Service(s)") of Parker-Hannifin Corporation and/or its subsidiaries, affiliates, and associated companies ("Parker" or the "Parker organizations"). These Terms of Use will help you to understand how your personal information will be treated as you use, download or otherwise access any of the Parker Services.

By using the Parker Services, you are indicating that you have read these Terms of Use, and have accessed and read the Privacy Policy, the End User License Agreement (EULA), and the associated information regarding Cookies and Safety, and have consented to the terms of each.

The Parker Services are for business to business use only. The Parker organizations collect information relating to you and your use of the Parker Services in order to provide services, features, and product information that are easy to use and that meet your needs. For example, when you use a Parker website, Parker may collect personal information including your business contact details and information about the pages you visit in view of making orders or enquiries about Parker products and services for your employer company.

### **Contact Us**

For details of the Parker organizations in your country, please go to [www.parker.com](http://www.parker.com) and "Choose Your Country" then select "Contact Us" or "Contact Parker" and see the information labelled "Contact Information." **Take care when using the "Contact Us" facility not to provide your private contact details or any other private information such as your home address or phone number.** See the Privacy Policy for additional information.

### **Updates and Revisions**

These Terms of Use may change from time to time. In certain countries and depending on applicable law, significant changes, e.g. those affecting the scope of the personal information that we process about you, may be specifically brought to your attention. We may do this by prominently posting a notice of such changes on the landing page of a website or an application prior to implementing the change, or by sending you a notification of the change by email. If we require additional consents from you for the processing of your personal information we may request consent to the amended scope of processing of your personal information.

If you have any questions about these Terms of Use, our Privacy Policy or the associated information regarding Cookies, please contact the Parker organizations operating in your country before you continue your use of the Parker Service(s).

### **IP Addresses**

An IP address is a number that is automatically assigned by your Internet Service Provider (ISP) to your computer or other device. Our servers automatically collect and use IP addresses (and if required by applicable law they may be shortened to ensure they do not identify you). They do this for identification purposes, so that data requested by you can be sent to your computer or other device in a manner for presenting content that is tailored to your home country location.

As IP addresses, server log files and other such data do not reveal your specific identify, we treat such information as non-personal information, unless otherwise required by applicable law. Among other things, the Parker organizations use IP addresses for purposes of administering our websites and systems, calculating usage levels of our websites, and helping us to diagnose problems with our websites and/or other Parker Systems. We also use IP addresses in conjunction with cookies for the purpose of "remembering" your computers or other device, to save you from, for example, selecting local languages each time the same computer or other device is used to access the Parker Service(s) (see Cookies).

### **Registered or Named Users**

Parker Services may allow you to become a registered or named user. When you become such a user, we may ask for your name, business email address, and other information including your job title, business telephone number, your employer company, its address and your country. We may use cookies to remember your details and content preferences (see below under **Cookies**). You may be asked whether you would like to receive e-mail messages regarding our products, services or other topics which may be of interest to you. The Parker organizations will not send you such messages without your consent, as relevant and depending on applicable laws. Further details are provided below under **Tailored Marketing Emails**.

## **“Live Chat”**

“Live Chat” is available on certain country specific pages of the Parker website ([www.parker.com](http://www.parker.com)). It allows direct and real time web- based chat between you and Parker or Parker distributors (depending on the products/services you are interested in). You can use this, for example, to make technical or other enquiries about the products and services of the Parker organizations. If you use “Live Chat”, we may collect your name, business email address and other information including your job title, business telephone number, your employer company and address and your country. “Live Chat” is operated by a third party vendor and your personal information collected through “Live Chat” may be stored or otherwise processed outside your own country including in countries and territories outside the European Economic Area. Transcripts of “Live Chat” sessions may be retained to answer additional questions you may have about Parker products and services or for Parker to improve those products and services.

Please do not choose to use “**Live Chat**” unless you consent to your personal information being transferred outside your own country (including outside the European Economic Area, as relevant) to:

- (i) the Parker organizations in order for them to respond to your enquiries, and
- (ii) to our third party vendor operating “Live Chat”.

In addition, please note there may be justifications other than consent on which the Parker organizations will rely in order to transfer your personal information.

You may of course obtain information about products and/or services of the Parker organizations direct by telephone instead of through use of the Parker Services. Please see the “Contact Us” details on [www.parker.com](http://www.parker.com) for telephone contact details.

**Warning:** As with all free text fields and online chat facilities, “Live Chat” enables you to decide the content of the real time communications you send. Take care when you populate those fields. The Parker Services, and particularly “Live Chat”, are only intended for business use. The Parker organizations do not wish to collect personal information through any of the Parker Services, except for your business contact details and as strictly necessary to deal with queries about the products and/or services of the Parker organizations and/or to enable the Parker Services to be easy to use and response to your needs. **Take care when using the Parker Services, and particularly any “Live Chat” facility, not to provide your personal contact details or any personal information which relates to you in your personal or private capacity; or any sensitive personal information such as details of race, ethnic origin, religious or other beliefs, health or medical information, union membership, sexual orientation, or any personal information about any other person (if any of your colleagues wish to communicate with the Parker organizations, please ask him/her to do so himself/herself).**

## **Tailored marketing emails**

When you first visit certain Parker Services, as relevant and depending on applicable laws, you may be asked whether you would like to receive e-mail messages regarding the products and/or services of the Parker organizations and other topics which may be of interest to you.

A particular cookie is used to tailor those types of emails to the products and/or services of the Parker organizations based on how you use the Parker Services. The cookie combines your name and business email address with details of the various pages of the Parker Services that you visit. This is very limited personal information about you, acting in your business capacity and for your employer company. Your browser or device can be set to disable this cookie. This means you can withdraw your consent to it at any time. Please see Cookies for more information.

In addition, in each email you will have the opportunity to manage your preferences, including unsubscribing from further emails. Click on the “Manage Preferences” link at the bottom of the email to do this. You may also opt-out of emails at any time by contacting the Parker organization operating in your country (see “Contact Us” details above). If the emails are not from the Parker organization in your country but are from other companies in the Parker organizations, then the Parker organization in your country may not control those emails but it may at its discretion explain who you should contact to opt-out of them or it may pass on your opt-out request.

**The Parker organizations wish to send our tailored marketing emails to your business email address only. Please do not provide us with your personal email address.**

Notwithstanding the performance of a contract between us, we may use your e-mail address solely for our marketing purposes. In certain countries and depending on applicable law, you may have rights to object to use of your email address for marketing purposes at any time and free of charge and you may be entitled to object via any communication type and media (not only by an “unsubscribe” request sent to us by email). Your objection must be received by us in order to be effective. To object in this way and at any time, please

contact us (see "Contact Us" information above). If you wish to object after receipt of an email, you may do that through the "Manage Preferences" link as is mentioned directly above.

### **Users under the Age of 18**

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The Parker Services may include bulletin boards, chat rooms, newsgroups, messaging, games, contests, and other media ("Social Media") which allow feedback to Parker and/or real-time interaction between users. Parker does not control the messages, images, information or files delivered to any Social Media. It is a condition of your use of the Social Media and the Parker Service that you do not:

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2. Post or transmit any unlawful, anticompetitive, threatening, abusive, libelous, defamatory, obscene, vulgar, pornographic, profane or indecent information of any kind, including without limitation any transmissions constituting or encouraging conduct that would constitute a criminal offense, give rise to civil liability or otherwise violate any local, state, national or international law.
3. Post or transmit any information, software or other material which violates or infringes upon the rights of others, including material which is an invasion of privacy or publicity rights or which is protected by copyright, trademark or other proprietary right, or derivation works with respect thereto, without first obtaining permission from the owner or right holder.
4. Post or transmit any information, software or other material which contains a virus or other harmful component.
5. Post, transmit or in any way exploit any information, software or other material for commercial purposes, or which contains advertising, other than for the business purposes of the Parker organization.

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5. Attempt to gain unauthorized access to any Parker Services, Software, systems, or networks; or

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9. Access any Parker Services or Software in order to build a competitive product or service; or
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1. A physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed;
2. Identification of the copyright work claimed to have been infringed, or, if multiple copyrighted works at a single on-line site are covered by a single notification, a representative list of such works at that site;
3. Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit us to locate the material;
4. Information reasonably sufficient to permit us to contact the complaining party;
5. A statement that the complaining party has a good-faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law; and
6. A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

Parker's Copyright Agent for notice of claims of copyright infringement on or regarding the Parker Services can be reached as follows:

Copyright Agent  
Attn: Legal Department  
6035 Parkland Boulevard  
Cleveland, Ohio 44124-4141  
Phone: (216) 896-3000  
Fax: (216) 896-4027  
E-mail: [copyrightagent@parker.com](mailto:copyrightagent@parker.com)

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