

Data protection

We appreciate the trust which you have shown our company. We therefore handle the data which you entrust in us with a great deal of care and only use them for the purposes for which you have given your permission. By no means will we forward your personal data without your explicit approval to third parties.

It is possible that we make available statistics about our customers, our turnover, customer behavior and in this scope also website information to trustworthy third parties. We will however summarize this data to such an extent that individual persons no longer can be identified. The confidentiality of your data is thus strictly protected.

Vaillant does not actively collect personal data about you if you visit the Vaillant website unless you make such information available to us voluntarily, e.g. via e-mail.

Non personal data

Non personal information and data, e.g. the exact time of your connection with our website and the type of browser used is collected fully automatically by the common working process of the internet services of Vaillant. We use this information in order to create statistics and to measure the activities on the website with the goal of increasing the use value of our offering for you.

Personal data

In certain cases, Vaillant will ask you for personal information in order to offer you a service or be able to contact you. In the case that such information is stored, you will be informed about the intended use. In the case of an order, we must e.g. ask for your name, your company, your address, your telephone number and your e-mail address. This is the only way that we can process the order and inform you about the status of your order. If you participate in a competition or in another special action, we need your name, your address and your e-mail address in order to be able to inform you if needed.

Insofar as the data is processed by a service provider in the scope of central data processing, the improvement of our customer service or for technical reasons within the Vaillant group (that is the Vaillant GmbH and its subsidiaries), we will insure the protection of your data.

If you should decide to not provide us with the personal data which is asked for on some pages of the Vaillant website, your decision will not have any material consequences for you. It can however be the case that you then cannot receive specific information and goods through this website.

Cookies

Vaillant uses cookies to record the preferences of visitors, to enable us to optimize the design of our web site. Cookies are small files which are stored on your hard drive. They ease navigation, and increase the user-friendliness of a web site. Cookies also help us to identify the most popular sections of our web site. This enables us to provide content that is more accurately suited to your needs, and in so doing improve our service. Cookies can be used to determine whether there has been any contact between us and your computer in the past. Only the cookie on your computer is identified. Personal details can be saved in cookies, provided that you have consented to this, for example, in order to facilitate secure online access so that you not need to enter your user ID and password again. Most browsers automatically accept cookies. You can prevent cookies from being stored on your hard drive by setting your browser to not accept cookies. The exact instructions for this can be found in the manual for your browser. You can delete cookies already on your hard drive at any time. If you choose not to accept cookies, you can still visit our website, however this may result in a reduced availability of the services provided by our web site.

Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by

Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Safety

Your data is password protected on all systems in which they are stored. The persons who have access to this data are strictly prohibited from forwarding your data to third parties.