

## **PRIVACY POLICY/YOUR PRIVACY RIGHTS** **PredictPulse™ Monitoring Services**

Eaton Corporation (“Eaton” or “us” or “we” or “our”) owns and operates the PredictPulse™ Monitoring site (“Site”) and PredictPulse™ Monitoring Service (“PredictPulse Service”). Eaton is committed to protecting the privacy of those who visit the Site and use the PredictPulse Service (collectively, the “Services”). As such, Eaton’s privacy practices are explained in this Privacy Policy (“Policy”).

This Policy contains details about how Eaton collects and uses information from you and the entity you represent (collectively, the “Authorized Party”) when the Authorized Party uses the Services.

Whenever you download, install or operate the PredictPulse Service, access or use the Site, and/or use the Services in any other way, you represent that you are an agent or representative of an Authorized Party, and that you have the authority to use the Services on behalf of such Authorized Party.

This Policy covers only the Services identified above, and does not apply to information which the Authorized Party may send us by other means. Other Eaton sites, applications and other online services or locations may have their own privacy policies, and the Authorized Party should consult those accordingly.

Please read this Policy carefully to understand our practices regarding the Authorized Party’s information and how we will treat it. If the Authorized Party does not agree with our policies and practices, do not download, install or operate the PredictPulse Service, do not access or use the Site, and do not interact with any other part of the Services. By using the Services, the Authorized Party agrees to the terms of this Policy.

This Policy is effective as of: **May 1, 2019**.

### **Policy Changes**

Eaton may update this Policy from time to time. Any changes to this Policy will be posted for a period of thirty (30) days and will be effective when posted (see <https://www.eaton.com/predictpulse> ). The changes will also be immediately incorporated into this Policy.

Continued use of the Services by the Authorized Party after any changes are made to this Policy constitutes the Authorized Party’s acceptance of the changes, so please check this Policy periodically for updates. If any of the changes are unacceptable to the Authorized Party, the Authorized Party should cease using the Services.

If any changes to this Policy materially affect how Eaton treats or handles personal data that the Authorized Party has already provided to Eaton or that has otherwise been collected by us, we will notify the Authorized Party by email (if we have a valid email address to use) and give the Authorized Party thirty (30) days to opt-in to the changes as they pertain to the Authorized Party’s information. If the Authorized Party does not opt-in, its information will continue to be used in a manner that is consistent with the version of this Policy under which it was collected, or the information will be deleted.

## **Collection and Use of Data**

Personal data ("Personal Data") is generally defined as information that may be able to identify a natural person, information that could reasonably be linked to such person, or information that may be used to get access to personal accounts. Personal Data could include, but is not limited to, name, address, telephone number, email address, username and password, IP address or other online identifiers, credit/debit card number or other financial information, professional or employment-related information, office address and other business information, etc.

There are certain parts of the Services where the Authorized Party may be asked to provide Eaton with Personal Data, or where such Personal Data or other information may be collected from the Authorized Party in an automated manner. For example, Eaton may collect Personal Data (and other related information) such as name, title, residential and/or business address(es), email address(es), personal and/or business telephone number(s), and employer information when the Authorized Party:

- Registers to set up a user account on the Site and/or in connection with the PredictPulse Service;
- Creates a username and password (or security question and answer);
- Contacts Eaton with questions and comments;
- Participates in surveys, questionnaires or contests; and/or
- Voluntarily provides us with Personal Data through the Services.

In order to enroll in the Services, the Authorized Party is required to provide certain Personal Data, including name, email address and phone number. If the Authorized Party does not provide such required Personal Data, the Services will not function properly or may not be available.

Eaton may use the Personal Data and other information we collect to:

- Process the Authorized Party's account registration on the Site and/or in connection with the PredictPulse Service;
- Administer the Authorized Party's account in connection with the Services;
- Provide the Services, its contents and related information to the Authorized Party;
- Maintain proper business records and other relevant records;
- Provide ongoing technical support related to the Authorized Party's account;
- Contact the Authorized Party if there are issues with content that was uploaded or posted through the Services;
- Respond to questions and comments;
- Communicate with the Authorized Party regarding additional uses of the Personal Data it provides which go beyond the scope of this list;
- Process and catalog the Authorized Party's responses to surveys or questionnaires;
- Evaluate and improve the content and general administration of the Services;
- Perform internal operations related to the Services;
- Troubleshoot software issues and operational problems with the Services;
- Conduct data analysis and testing; and/or
- Monitor usage patterns for the Services.

The Site or PredictPulse Service may use cookies. Cookies are files that are transmitted to the Authorized Party's computer when the Authorized Party visits the Site or uses the PredictPulse

Service. Cookies allow Eaton to recognize the Authorized Party's browser when it subsequently returns to the Site or uses the PredictPulse Service again. Cookies may also collect the Authorized Party's user preferences when visiting the Site or using the PredictPulse Service. Eaton uses cookies to manage acceptance of Eaton's Terms of Use/Legal Notice/End-User License Agreement for the Services and this Policy. The Authorized Party may be able to disable the cookies by consulting the relevant browser and/or computer instructions. Please note that disabling cookies could affect how the Site and/or PredictPulse Service appear and/or operate for the Authorized Party.

Eaton uses hosting and cloud services provided by a third party to host the Site content and provide Site-related services. Eaton manages such services, and no Personal Data is collected by or shared with any third party as a result.

Eaton relies on performance of a contract, legitimate interest, and/or consent from the Authorized Party as the legal basis to process the Personal Data we collect. If the Authorized Party has questions about the legal basis, please contact [iam@eaton.com](mailto:iam@eaton.com).

By providing to Eaton the Personal Data and other information referenced above, the Authorized Party agrees that Eaton may use the Personal Data and other information in accordance with the terms of this Policy.

### **Other Individual's Personal Data**

To the extent the Authorized Party inputs or otherwise provides the Personal Data of another individual ("Other Individual") through the Services and/or any applicable feature of the Site, the Authorized Party represents that it has obtained such Other Individual's prior written consent to: (1) allow the Authorized Party to input such Other Individual's Personal Data through the Services and/or the applicable feature of the Site; and (2) the terms of this Policy. The Authorized Party shall have sole responsibility for any violation of privacy laws as a result of any failure to obtain the Other Individual's prior written consent as described in the preceding sentence.

### **Sharing of Personal Data and Other Information**

Except as noted in this Policy or for purposes disclosed by Eaton when the Authorized Party provides the information, Eaton does not sell, rent or share the Authorized Party's Personal Data with any person or entity outside of Eaton.

Eaton may disclose Personal Data it collects as required by law, an arbitral body, a court of competent jurisdiction, a law enforcement agency, or any other government agency, and may disclose Personal Data it collects when it believes it is appropriate to prevent physical or financial loss or in connection with an investigation of suspected or actual illegal activity.

Eaton may share collected Personal Data with a buyer, successor or other third party if Eaton's ownership status changes, such as in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Eaton's assets, in which Personal Data held by Eaton about users of the Services is among the assets transferred.

Eaton may share collected Personal Data internally with other affiliates or subsidiaries.

Eaton may share collected Personal Data with third-party service providers like cloud hosting services or developers who will act on behalf and under instruction of Eaton.

Other than what is referenced above, the Personal Data and other information collected from the Authorized Party is not shared with nor sold to any person or entity outside of Eaton.

### **Review of Collected Personal Data/Other Choices**

If the Authorized Party would like to review, edit, delete or obtain a copy of any of the Personal Data Eaton has collected, or if the Authorized Party wishes Eaton to cease using collected Personal Data in the manners specified in this Policy, please contact Eaton at [predictpulsesupport@eaton.com](mailto:predictpulsesupport@eaton.com).

Under the General Data Protection Regulation (“GDPR”), if Eaton collects Personal Data from the Authorized Party which was originally obtained from residents of the European Economic Area (“EEA,” i.e. the 27 European Union Member States, as well as Iceland, Norway and Liechtenstein), then the Authorized Party and its data subjects (as such term is defined under the GDPR) have the following rights regarding such EEA-based Personal Data to the extent it was collected by Eaton:

- the right to access details on the Personal Data that Eaton has collected from the Authorized Party;
- the right to update and correct any inaccurate Personal Data Eaton has collected;
- the right to withdraw any consent (with effect for the future) for marketing activities or the processing of Personal Data the Authorized Party might have provided to Eaton;
- the right to request erasure of collected Personal Data;
- the right to request restriction of Eaton’s processing of Personal Data;
- the right to object at any time to Eaton’s processing of Personal Data concerning EEA residents; and
- the right to request the portability of Personal Data that has been provided to Eaton.

If the Authorized Party would like to exercise the rights listed above in any way, please contact Eaton at [predictpulsesupport@eaton.com](mailto:predictpulsesupport@eaton.com).

Please note that Eaton will do its best to accommodate any removal request, but if the Authorized Party wishes to delete Personal Data that has already been collected, Eaton cannot guarantee it can remove all Personal Data from the specified uses. Therefore, please be as specific as possible in any removal request. If the request relates to information that Eaton needs to make the Services function properly, the Authorized Party may not be able to use the Services going forward.

Under the GDPR, if Eaton collects the Personal Data of EEA residents from the Authorized Party, then the Authorized Party or its data subjects also have the right to lodge a complaint about Eaton’s processing of such EEA-based Personal Data with a supervisory authority. In particular, the Authorized Party or its data subject may lodge a complaint in the Member State where the affected EEA resident(s) live or work, or where the alleged violation took place.

Eaton reserves the right to maintain proper business records as required by law, or for otherwise legitimate business purposes to the extent permitted by law, even if such records contain the Authorized Party’s Personal Data.

If the Authorized Party would like to opt-out of receiving further promotional emails from Eaton, please follow the opt-out instructions at the bottom of the email.

Eaton does not knowingly collect any information from minors, nor are the Services directed at or intended for minors. If a minor uploads/posts information through the Services that is publicly available, and the minor subsequently wants that same information deleted, the minor has a right to request that such information be removed from public viewing. A minor may email [predictpulsesupport@eaton.com](mailto:predictpulsesupport@eaton.com) and request that any such information be removed. Any removal of content by Eaton does not ensure or guarantee complete or comprehensive removal of the content in all places. The content may have been shared or reposted by other parties, or maintenance of the content or information may be required by law.

### **Data Security and Retention**

Eaton uses, implements and maintains industry standard technological and security measures that are reasonably designed to provide a level of security appropriate to the risk of processing your Personal Data to help protect such information from loss, unauthorized access or disclosure, both in storage and in transmission.

While Eaton takes the issue of protecting the Authorized Party's Personal Data seriously, the Authorized Party should exercise discretion in what information it discloses and/or transmits through the Services. Eaton cannot guarantee that information sent over the Internet is fully secure, and therefore the transmitted information may be intercepted by others before it reaches Eaton. If the Authorized Party is concerned about sending information to Eaton over the Internet, please send the information by mail or call us to make other arrangements. Eaton is not responsible for the security of information sent over the Internet.

Eaton retains Personal Data only for as long as necessary to fulfill the stated purpose for which the Personal Data was collected or otherwise processed, and thereafter for a variety of legitimate legal or business purposes. These may include retention periods that are: (i) mandated by law, contract or similar obligations applicable to Eaton's business operations; (ii) for preserving, resolving, defending or enforcing our legal/contractual rights; or (iii) needed to maintain adequate and accurate business and financial records. We will delete the Authorized Party's Personal Data as soon as the respective purpose for its use is not applicable anymore and no legal obligation to retain such data exists. If the Authorized Party has any questions about the security or retention of its Personal Data, the Authorized Party can contact us at [predictpulsesupport@eaton.com](mailto:predictpulsesupport@eaton.com).

### **Children's Privacy**

The Services are intended for individuals 18 years of age and older.

The Services are not directed at, marketed to, nor intended for, children under 13 years of age. Eaton does not knowingly collect any information, including Personal Data, from children under 13 years of age. If Eaton learns that any information was provided through the Services by a person younger than 13 years of age, Eaton will delete the information immediately.

### **Notice to California Residents**

This section applies to California Residents.

As described in the *'Collection and Use of Data'* we might collect personal information including identifiers, commercial information, internet or other network activity information, geolocation information, professional or employment-related information and inferences drawn from any of the information identified above to create a profile about a consumer.

As described in *'Sharing of Personal Data and Other Information'* section, personal information we collect from consumers might be shared for business purposes with third parties. We might have disclosed all of the categories of personal information listed above, based on the use case, for a business purpose in the past 12 months.

We do not sell your personal information.

As a California resident you have certain rights, subject to legal limitations and applicable exceptions, regarding the collection, use, and sharing of your personal information. Those right are in particular:

- The right to know. You have the right to request information about the categories of personal information we have collected about you, the categories of sources from which we collected the personal information, the purposes for collecting the personal information, the categories of third parties with whom we have shared your personal information, and the purpose for which we shared your personal information ("Categories Report"). You may also request information about the specific pieces of personal information we have collected about you ("Specific Pieces Report"). Please specify which request you want to execute.
- The right to delete. You have the right to request that we delete personal information that we have collected from you.
- The right to opt-out. You have the right to opt out of the sale of your personal information.

In accordance with applicable law, we will not discriminate against you for exercising these rights. You may use an authorized agent to exercise your rights on your behalf. If you are making any of the requests above through an authorized agent, we will request written authorization from you and will seek to verify as described above or we will accept a legal Power of Attorney under the California Probate Code to the authorized agent.

You can execute your right at any time by contacting us by sending an email to [dataprotection@eaton.com](mailto:dataprotection@eaton.com), by calling +1-800-386-1911 or by using [this online form](#).

In order to exercise your rights, we will need to obtain information to locate you in our records or verify your identity depending on the nature of the request. If you are submitting a request on behalf of a household, we will need to verify each member of the household in the manner set forth in this section. Therefore, based on the request we might reach out to you for further information.

We will respond to a Request to Opt-Out within 15 days. We will respond to Requests to Delete and Requests to Know within 45 days, unless we need more time in which case, we will notify you and may take up to 90 days total to respond to your request.

### **International Concerns**

The Authorized Party is responsible for complying with any local laws regarding its use of the Services, and any related data collection. The Authorized Party also agrees and acknowledges that by providing any information, including Personal Data, through the Services, that such information will be transmitted to, and stored in, the United States.

If the Authorized Party or its data subjects are residents of the EEA, the Personal Data that Eaton collects may be disclosed to and processed by staff operating outside the EEA. Disclosure will be to individuals who work for Eaton, our related organizations, and companies with which we have contracted to process or store this data on Eaton's behalf. By providing us Personal Data on or through the Sites, the Authorized Party is indicating its consent for Personal Data to be sent and stored outside the EEA.

The individuals and organizations that receive Personal Data as a result of international transfers out of the EEA must follow our express instructions with respect to the use of Personal Data and they must comply with appropriate technological and organizational security measures to protect the Authorized Party's information.

### **External Links**

The Services may contain links to external sites or other online services, including those embedded in third party advertisements or sponsor information, that are not controlled by Eaton. Eaton is not responsible for the privacy practices and data collection policies for such third party services. The Authorized Party should consult the privacy policies of those third party services for details.

### **Terms of Use**

The Terms of Use/Legal Notice/End-User License Agreement for the Services is incorporated by reference into this Policy, and can be found at: <https://www.eaton.com/predictpulse>.

### **Contact Info/Miscellaneous**

If the Authorized Party has any questions regarding this Policy, please contact Eaton at:

EMAIL: [predictpulsesupport@eaton.com](mailto:predictpulsesupport@eaton.com)  
PHONE: 800-843-9433  
MAIL: 8609 Six Forks Road, Raleigh, NC 27615 United States

It is the policy of Eaton to strictly enforce this Policy. If the Authorized Party believes there has been some violation of this Policy, please contact Eaton.

This Policy was last updated on December 20, 2019.