

Privacy and Cookies Statement for Unifrax I LLC and Subsidiaries

Welcome to www.unifrax.com (the “Site”), a website provided by Unifrax I LLC (“Unifrax”). Unifrax is committed to protecting and respecting your privacy. In this **Privacy and Cookie Statement**, we explain how we use any personal information we collect about you when you visit Unifrax websites and use our wider services.

Terms used in this Privacy and Cookie Statement

Personal Data means any information relating to an identified or identifiable natural person, including, but not limited to, a first and last name, a home or other physical address and an email address or other contact information.

Sensitive Personal Data means any personal data but includes the racial or ethnic origin of the individual, their political opinions, their religious or philosophical beliefs, their membership of a trade union, their physical or mental health or condition, their sexual life, the commission or alleged commission by them of any offense, any proceedings for any offence committed or alleged to have been committed by them, the disposal of such proceedings or the sentence of any court in such proceedings, genetic data; and biometric data where processed to uniquely identify a person (for example a photo in an electronic passport).

Data Controller means the person or organization who determines the purposes for which and the manner in which any personal data is processed. The Data Controller is Unifrax I LLC, 600 Riverwalk Parkway, Suite 120, Tonawanda, New York 14150 USA. Our **Data Protection Officer** can be contacted by email: DPO@unifrax.com

Processor means a person or organization which processes personal data for the Data Controller.

Processing is any activity that involves the use of Personal Data.

Consent

By using the services provided by Unifrax you are accepting and consenting to the practices described in this **Privacy and Cookie Statement**.

Covered US Entities

This Privacy and Cookies Statement applies to all Unifrax I LLC Entities and its Subsidiaries, including the following US entities:

- Unifrax II LLC
- Lauscha Fiber International Corporation
- Refractory Specialties, Inc.
- Specialty Ceramics, Inc.
- VacuForm, Inc.
- Stellar Materials LLC
- Rex Materials, Inc.

What information do we collect about you and how?

We collect information about you when you contact us regarding our products, services or career opportunities. This may be by online submission, phone, mail, trade shows or attending a webinar. For example, when sending an inquiry, signing up for an event, attending a product demonstration or providing feedback.

Our legal basis for handling this information are therefore to enable us to perform a contract with you for the provision of goods and services and in addition, processing the data is necessary for the purposes of our legitimate interests in ensuring you receive the products and services you have asked to receive from us.

As is true of most websites, we gather certain information automatically. This information may include Internet protocol (IP) addresses, browser type, Internet service provider (ISP), referring/exit pages, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data to analyze trends in the aggregate and administer the site.

Cookies

Website usage information is collected using cookies.

Cookies are small text files stored on your computer and can be removed automatically upon expiration date or when you manually delete them in your browser settings. All cookies have expiration dates. We use cookies to collect usage patterns for statistical reporting on website activity. The standard Google cookies are used to analyze these patterns.

You can set your browser not to accept cookies but this may cause problems with the functionality of the site.

We partner with a third party to display advertising on our website or to manage our advertising on other sites. Our third party partner may use cookies or similar technologies in order to provide you advertising based upon your browsing activities and interests. If you wish to opt out of interest-based advertising click [here](#), or if located in the European Union click [here](#). Please note you will continue to receive generic ads.

Our website contains links to other websites. However, this **Privacy and Cookie Statement** only applies to Unifrax websites. When you link to other websites you should read their privacy and cookie statement.

How will we use and share the information about you and why?

We will only use your personal information such as contact (name, email, address, phone) and data pertaining to the use of our products and services, that you voluntarily provide to manage and improve services you have requested. This means our lawful basis for processing your information is pursuant to our contract with you and also for us to pursue legitimate interest.

Our work for you may require us to pass your information to third-party service providers, agents, subcontractors and other associated organizations solely for the purposes of completing tasks and

providing our services. In those instances, we will only provide the personal information necessary to deliver our services to you and we will make sure that we are satisfied that those third parties have the required policies and procedures in place to protect and keep confidential any Personal Data in accordance with data protection regulations.

In rare instances, such as the ones listed below, we may disclose your Personal Data to the following:

- Insurance companies or regulatory authorities so as to comply with any legal and regulatory issues and disclosures;
- Any legal or crime prevention agencies and/or to satisfy any regulatory request if we have a duty to do so or if the law allows us to do so;
- Any interested parties in circumstances where we are involved in buying, selling or otherwise transferring our assets and where the interested party has entered into a non-disclosure agreement and we are satisfied that interested party has an appropriate policy and procedure in place to safeguard such information.

Marketing

We will not share your information for marketing purposes with companies outside of Unifrax.

We would like to send you information about services and products which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. If you no longer wish to be contacted for marketing purposes, please use the “unsubscribe” link found in the emails we send to you or email us at info@unifrax.com

Your rights to access your information and make changes and deletions

You have the right to access Personal Data that we hold about you. For any legitimate requests to delete, correct or amend please email: DPO@unifrax.com

We shall respond promptly to any such request and in any event, within one month from the point of receiving the request and all necessary information from you. In certain circumstances, we may require a small charge for this service. Our formal response will include details of the Personal Data we hold about you, including the following:

- Sources from which we acquired the information;
- The purposes for processing; and
- The persons or entities with which we are sharing the information.

You have the right to seek a restriction of the processing of your Personal Data in certain circumstances. Further, you have the right to lodge an objection. When you exercise your right to object, we must stop any processing unless we can show compelling legitimate grounds for the processing, which override your interest, rights and freedoms, or the processing is for the establishment, exercise or defense of legal claims.

How long will we hold your data for?

The retention period is in line with the length of time needed to fulfil our contract or purposes defined in this policy statement, taking into account our need to meet any legal, statutory and regulatory obligations with which we are bound to comply.

You will have the opportunity to opt out, update or delete data at any point should you need to do so and details are set out in this statement.

Our need to use your personal information will be reassessed on a regular basis and we will dispose of Personal Data which we no longer require.

European Union – U.S. Privacy Shield

Unifrax I LLC participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework. We are committed to subjecting all personal data received from European Union (EU) member countries in reliance on each Privacy Shield Framework, to the Framework's applicable Principles. To learn more about the Privacy Shield Frameworks, and to view our certification, visit the U.S. Department of Commerce's Privacy Shield List. <https://www.privacyshield.gov>.

Unifrax is responsible for the processing of personal data it receives, under each Privacy Shield Framework, and subsequently transfers to a third party acting as an agent on its behalf. Unifrax complies with the Privacy Shield Principles for all onward transfers of personal data from the EU including the onward transfer liability provisions.

With respect to personal data received or transferred pursuant to the Privacy Shield Frameworks, Unifrax is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission. In certain situations, we may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

In compliance with the Privacy Shield Principles, Unifrax I LLC commits to resolve complaints about our collection or use of your personal information. EU individuals with inquiries or complaints regarding our Privacy Shield policy should first contact Unifrax I LLC at:

DPO@unifrax.com

or

Unifrax I LLC
Attn: Data Protection Officer
600 Riverwalk Parkway, Suite 120
Tonawanda, New York 14150

Unifrax I LLC has further committed to cooperate with the panel established by the EU data protection authorities (DPAs) with regard to unresolved Privacy Shield complaints concerning data transferred from the EU.

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third-party dispute resolution provider (free of charge) at <https://go.adr.org/privacyshield.html>. Under certain conditions, more fully described on the Privacy

Shield website [<https://www.privacyshield.gov/article?id=How-to-Submit-a-Complaint>], you may be entitled to invoke binding arbitration when other dispute resolution procedures have been exhausted.

Children

Our products or services are not intended for use by children. Unifrax will not knowingly collect any information from minors on our website.

Security

The security of your personal information is important to us. We follow generally accepted standards to protect the personal information submitted to us, both during transmission and once it is received. If you have any questions about security of your personal information, you can contact us at DPO@unifrax.com

Complaints

If you feel that your personal data has been processed in a way that does not comply with data protection regulations, you have a specific right to lodge a complaint with your local regulatory authority.

Changes to our Privacy and Cookie Statement

We keep our **Privacy and Cookie Statement** under regular review. We may update this Privacy Policy to reflect changes to our information practices. If we make any material changes will notify you by email or by means or a notice on this website prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

How to contact us

Please contact us at the address below or email us at DPO@unifrax.com if you have any questions about our **Privacy and Cookie Statement**:

Unifrax I LLC
Corporate Headquarters
Attn: Data Protection Officer
600 Riverwalk Parkway, Suite 120
Tonawanda, New York 14150

Effective Date 11/19/2018