

Privacy Notice
Fieldwire Services, Websites, and Applications

Last update: March 2023

Fieldwire is committed to protecting your privacy in the online sphere.

Your privacy matters to Fieldwire and all other Hilti group companies so whether you are new to Fieldwire or a long-time user, please read this notice carefully – and if you have any questions contact us.

This Privacy Notice describes how we collect, process and use your personal data (in connection with our customer, partner and vendor relationships) when you visit and/or register with our services, websites and apps and the choices we offer, including how to access and update information. It also tells you how you can contact us if you have any questions or concerns.

You can control and manage your information through your Fieldwire Account settings. While you can manage all your privacy preferences through our customer service as described in “Contact Us” at the end of this Privacy Notice.

Unless otherwise stated, Hilti Fieldwire, Inc. is the data controller for personal data we collect through the services, websites and apps subject to this Privacy Notice.

Nonetheless, please note that in addition to the activities described in this Privacy Notice, we may process personal data provided by our customers that we process as a data processor on behalf and on the instructions of these customers, which are the entities responsible for the data processing. To understand how a customer processes your personal data, please refer to that customer’s privacy policy.

Our headquarter office address is:

Hilti Fieldwire, Inc.
301 Howard Street 13th Floor,
San Francisco,
CA 94105,
United States

Terms used in this Privacy Notice shall have the following meaning:

Terms like “we”, “us”, “our”, etc. in this Privacy Notice refer to the above-mentioned responsible parties (henceforth also referred to as “Fieldwire”).

Terms like “you”, “your”, “yours”, etc. refer to you as a person.

The term “personal data” as used in this Privacy Notice means any information – whether such information was entered by you, collected from you or otherwise obtained – relating to an identified or identifiable natural person (‘data subject’). An identifiable natural person is one who can be identified, directly or indirectly, by reference to an identifier like in our case such as a name, company, a Fieldwire or Hilti identification number or other technical online identifiers.

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1. Who is responsible for the proper handling of your personal data?

The party responsible for the collection, processing and use of personal data is Hilti Fieldwire, Inc. located in California, United-States, as the provider of the services, websites and apps, in most cases and depending on the requested service jointly together with one or more of its affiliates.

2. When does this Privacy Notice apply?

This notice applies to all Fieldwire services, websites and apps that link to this document.

This Privacy Notice does not apply to services offered by other companies or individuals, including products or sites that may be displayed to you in search results, sites that may include Fieldwire services, or other sites linked from our services.

Our Privacy Notice does not cover the information practices of other companies and organizations who advertise our services, and who may use cookies, cookies, performance indicators and other technologies to serve and offer relevant ads.

3. What types of personal data do we collect, process and use?

Personal data that we collect, process and use in connection with the services, websites and apps includes not only information that we actively collect while you interact with us but also information that you provide to us over the customer service, the Hilti stores and our sales team.

We will seek your consent before collecting, processing and using your personal data for the above-mentioned purposes, where legally required. Likewise, if we wish to use your personal data for a new or different purpose, we will notify you thereof and will only make such other use if it is required or permitted by applicable law or if you have consented to it.

You may be given the option to access or register for the services through the use of your user name and passwords for certain services provided by third parties (each, an "Integrated Service"), such as through the use of your Facebook credentials (through Facebook Connect), or otherwise have the option to authorize an Integrated Service to provide personal data or other information to us. We collect your personal data from such Integrated Service when you use your credentials for an Integrated Service to log into the services. For example, when you log in with your Facebook credentials, we collect the information you have authorized Facebook to share with us. For U.S. customers this means e.g. your name, email address, gender, date of birth, current city and profile picture. We may also obtain other non-public information with your permission. You should check your privacy settings on each Integrated Service to understand and change the information sent to us through each Integrated Service. Please review each Integrated Service's terms of use and privacy policies carefully before using their services and connecting to our services.

Any access to your personal data at Fieldwire is restricted to those individuals that have a need to know in order to fulfil their job responsibilities. For the purposes mentioned above, only a limited number of individuals within Fieldwire (e.g. individuals in sales, support, legal, finance, IT and accounting departments, as well as certain managers with assigned responsibility) will receive access to your personal data.

When you contact Fieldwire, we keep a record of your communication to help solve any issues you might be facing. We may use your provided email address or phone number to inform you about our services, such as letting you know about upcoming changes or improvements.

Depending on your settings, your activity on other Fieldwire websites and apps may be associated with your personal data in order to improve Fieldwire's services and the ads delivered by Fieldwire.

4. Why and with whom do we share personal data?

We do not sell, trade or rent out your personal data.

For the purposes mentioned in this Privacy Notice we disclose, transfer or otherwise share your personal data, with other entities of the Hilti group of companies to the extent described in the following or as agreed by you in a specific context (e.g., where you consent to other types of data transfers in connection with enrolling for a specific service). Whenever sharing personal data, we do strictly comply with applicable laws.

We do not share personal data with companies, organizations and individuals outside of Hilti group of companies unless one of the following circumstances applies:

External processing: We provide personal data to our third-party service providers under appropriate instructions as necessary for the respective processing purposes, to perform specific tasks on our behalf and under our instructions. Any third-party provider will have access only to such personal data needed to perform its specific tasks, and only to perform these. We will ensure that any third-party service provider is aware of and abides to these duties. We will also ensure that any third-party service provider treats your personal data no less protective as required by applicable data protection laws and that they adopt adequate technical and organizational security measures based on our instructions and in compliance with our Privacy Notice and any other appropriate confidentiality and security measures.

Other in app users: Any information (including personal data) that you voluntarily choose to include on or through the services, including information in a publicly accessible area of the services (such as a public profile page) or information you share with or allow to be shared with other users, will be available to anyone who has access to that content, including other users.

Legal reasons: Without limitation, this include cases in which we are required to share personal data by law or binding order of courts, law enforcement authorities or regulators. Should we decide to disclose personal data in such context we will also consider ways of reducing the scope of the disclosure, for instance by redacting the information provided. We may also share personal data to comply with legal obligations; to protect and enforce our rights; in case of merger, sale, or other asset transfer.

5. Will personal data be transferred abroad?

Fieldwire's data storage locations are chosen to operate efficiently, to improve performance, and to create redundancies to protect the data in the event of an outage or other problem. We take steps to ensure that the data we collect under this Privacy Notice is processed according to the provisions of this notice and the requirements of applicable law wherever the data is located.

It is Fieldwire's policy to process your personal data only while providing the same level of data protection as in the EU/EEA.

The services are hosted in the United States (the "U.S."). If you choose to use the services from the European Economic Area (the "EEA"), or other regions of the world with laws governing data collection and use that may differ from U.S. law, then please note that you are transferring your personal data outside of those regions to the United States for storage and processing. In such case, some of your data may remain also with Hilti affiliate in your country.

Also, we may transfer your data from the U.S. to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating the services. By providing any information, including personal data, on or to the services, you consent to such transfer, storage, and processing.

When we transfer personal data outside of the European Economic Area, those will be governed by the Standard Contractual Clauses n°2021/914/EU of the European Commission published on 4th June 2021 – if the destination country does not provide an adequate level of protection.

Fieldwire has implemented Technical and Organizational Measures which set forth the technical and organizational security measures and procedures Fieldwire undertakes, as a minimum, to maintain and protect the security of personal data processed, including data in transit. IT processes at Fieldwire are developed in accordance with the ISO 27001 standard.

6. Why and for how long do we retain personal data?

Fieldwire is continuously improving all of its Fieldwire services, websites and apps to retain personal data no longer than necessary for the described purposes in this notice and/or as required or permitted under applicable laws, to the extent technically possible.

7. What privacy choices do you have?

Your trust makes our services, websites and apps work better for you. We keep it private, secure and put you in control for your preferences. You may, of course, decline to share certain personal data with us, in which case we may not be able to provide to you some of the features and functionality of the services.

We aim to maintain our services, websites and apps in a manner that protects information from accidental or malicious destruction. Because of this, after you delete information from our services, websites and apps we may not immediately delete residual copies from our active servers and may remove information from our backup systems only after certain timeframes in accordance with applicable laws.

When you register onto our online platforms, you can choose to sign up for marketing information. By signing up for marketing information you may give your explicit consent whereby you agree that the data you provide (e.g. your email address) can be collected, processed and used by Fieldwire or Hilti for the regular dispatching of written electronic communication containing company, product and service-related information such as news about new Fieldwire or Hilti products or services or about marketing campaigns (e.g. competitions, discounts, promotions), about changes within the company or to invite you to customer surveys (e.g. on customer satisfaction or customer requirements).

You may receive commercial email from us based on legitimate interest, and you may unsubscribe at any time by following the instructions contained within the email. You may also opt-out from receiving commercial email from us, and any other promotional communications that we may send to you from time to time, by sending your request to us by email at privacy@fieldwire.com or by writing to us at the address given at the beginning of this notice. Please be aware that it may take up to ten (10) business days for us to process your request, and you may receive promotional communications during that period. Additionally, opting-out commercial messages, will not prevent you from receiving administrative messages regarding the services.

In our B2B business you may object against the use of your phone number at any time through our customer service or your sales contact person.

You can at any time modify and adjust the settings for your email address or mobile phone number in your Fieldwire account. You can access your Fieldwire account via your customer profile after registering on our services.

If you are a California resident, you can at any time contact us via our [California Consumer Privacy Form](#) to exercise your rights according to applicable data protection laws and regulations.

In the case you withdraw your consent to a processing activity Fieldwire reserves the right to further process and use your personal data to the extent this is required or permitted by law e.g. to administrate your unsubscribe or set an over layer cookie to respect your cookie settings.

8. What else do we do to protect your personal data?

Fieldwire understands the importance of information and data security and we want your browsing and purchasing experience with us to be as safe as possible.

To protect your personal data, we have implemented reasonable and state of the art safeguards and precautions, including technical and organizational measures against unauthorized access, improper use, alteration, unlawful or accidental destruction and accidental loss, both in an online and offline context. Fieldwire personnel is trained and undertakes to protect personal data accessible when performing their functions.

For example:

- when you use our website, communication with your browser is encrypted using SSL (Secure Socket Layer) technology. This means that when you use our website the personal data you submit during the registration and login processes are encrypted before being sent over the Internet.
- we review the integrity our information collection process, storage and processing practices, including physical security measures, to guard against unauthorized access to systems.
- we restrict access to personal data for Fieldwire employees, contractors and agents based on a need to know approach in order to process it for us. Involved parties are subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

You should only share online or through mobile apps personal data which you are comfortable sharing acknowledging that no organization or its systems can ever be guaranteed 100% secure all the time.

Please note that using credit card credentials will always require your explicit permission.

The security level does increase on your end if you do sign off (logout) when you finish using login-protected areas of the Fieldwire services, websites and apps.

9. Use of cookies and similar technologies

We use cookies and similar technologies in connection with our services, websites and apps.

"Cookies" are pieces of information that a website transfers as a very small text file to your computer's hard disk. They are used for record-keeping purposes. "Cookies" can make the site more useful by storing information about your preferences on the site. "Cookies" in and of themselves do not personally identify users, although they do identify a user's computer. For the U.S. website and marketing communications, Fieldwire and our third-party service providers may also use pixel tags (also known as web beacons, web bugs, and clear GIFs) on our site and in emails. A pixel tag is a nearly invisible pixel-sized graphic image on a webpage or in an email message.

As an example, after registering at a website, you may be asked to login each time you returned. By choosing the auto-login option, cookie technology can identify your computer as your computer, and you can be logged-in automatically. There would be no need to remember the credentials.

The information we and our third party service providers collect through cookies, pixel tags and similar technology includes the following: your interactions with our websites and with our advertisements; the time of your visit to our site; items you put into your shopping cart and whether you purchase any or all of those items; confirmation when you open email from us, including the time you open the email and whether you click on any links in the email; sites you visit after visiting our site.

This information is gathered from all users. We use this information to assess how many users access or use our service, which content, products, and features of our service most interest our visitors, what types of offers our customers like to see, and how our service performs from a technical point of view.

Personal data may be collected directly by us through our social media pages, such as Facebook, Twitter LinkedIn or others. Personal data may also be collected by the social media site hosting our social media pages. Our Privacy Notice does not cover the privacy and security practices of the social media sites on which Fieldwire has its social media pages.

Third-party cookies: The deposit of these cookies require your consent. You can accept or decline them. We contract with third party advertising companies to tailor online advertising to be directed to you on other websites. These third-party advertising companies place, use, or rely on technology, such as cookies and pixel tags, to obtain information about your interactions with our site as well as with other websites. This information helps us select advertising to serve to you and where to serve it based on your experience on our site and other sites that you visit. Google Analytics. We work with Google Analytics, which uses cookies and similar technologies to collect and analyse information about use of the website and report on activities and trends. You can learn about Google's practices by going to <https://www.google.com/policies/privacy/partners/>, and opt out of them by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.

For the US:

Third party web beacons and third-party buttons. We may also implement third-party content or advertising on the website that may use clear gifs or other forms of web beacons, which allow the third party content provider to read and write cookies to your browser in connection with your viewing of the third party content on the Site. Additionally, we may implement third party buttons (such as Facebook "like" or "share" buttons) that may allow



third parties to collect information about you through such third parties' browser cookies, even when you do not interact with the button. Information collected through web beacons and buttons is collected directly by these third parties.

Fieldwire does not participate in that data transmission. Information collected by a third party in this manner is subject to that third party's own data collection, use, and disclosure policies.

You can learn about their privacy policy practices below:

- Facebook : https://fr-fr.facebook.com/payments_terms/privacy
- Instagram : <https://help.instagram.com/519522125107875>
- LinkedIn : <https://fr.linkedin.com/legal/privacy-policy>

10. Links to other websites

Our services, websites and apps may contain links to other services, websites and apps of interest, once you have used these links you leave our services area. When you visit such other services, websites and apps you should exercise caution and look at the privacy statement applicable to the app or website in question. Fieldwire cannot, and does not, assume any responsibility or liability for such other websites, the content of such services, websites and apps and their privacy practices, nor do we endorse them.

11. How are changes to this Privacy Notice communicated?

Our business changes constantly, which means that our Privacy Notice will be updated from time to time. Please check this Privacy Notice from time to time to ensure that you are comfortable with any changes we had to make. We will not reduce your rights under this Privacy Notice without your explicit consent. We will post any Privacy Notice changes and, if the changes are significant, we will provide a more prominent notice up to individual e-mail notification.

Your continued use of the services after the revised Privacy Notice has become effective indicates that you have read, understood and agreed to the current version of the Privacy Notice.

12. Children's Privacy

Protecting the privacy of young children is especially important. Our service is not directed to children under the age of 16, and we do not knowingly collect personal data from children under the age of 16 without obtaining parental consent. If you are under 16 years of age, then please do not use or access the service at any time or in any manner. If we learn that personal data has been collected on the service from persons under 16 years of age and without verifiable parental consent, then we will take the appropriate steps to delete this information. If you are a parent or guardian and discover that your child under 16 years of age has obtained an account on the service, then you may alert us at privacy@fieldwire.com and request that we delete that child's personal data from our systems.

Contact us

Your feedback is always welcome. If you have any questions or concerns about our privacy practices or your online privacy, please do not hesitate to call our customer service at +1-855-222-4959 during business hours or send us an e-mail at privacy@fieldwire.com.

California Statement

Last updated: December 2021

1. When does this Privacy Statement apply?

This Privacy Statement for California Residents (or California “Consumers”) supplements the information contained in our [Privacy Policy](#) and applies solely to all visitors, users, and others who reside in the State of California (“consumers” or “you”) and use our Fieldwire services, websites and apps.

This California Privacy Statement does not apply to services offered by other companies or individuals, including products or sites that may be displayed to you in search results, sites that may include Fieldwire services, or other sides linked from our services nor to job applicants, current and former employees and independent contractors. This California Privacy Statement does not apply either to personal data covered by sector-specific privacy laws. We adopt this notice to comply with the California Consumer Privacy Act of 2018 (CCPA) and other California privacy laws. Any terms defined in the CCPA have the same meaning when used in this notice.

2. What types of personal data do we collect, process and use?

Personal data that we collect, process and use in connection with the services, websites and apps includes not only information that we actively collect while you interact with us but also information that you provide to us over the customer service, the Hilti stores and our sales team. We only process your personal data for business purposes. In particular, we collect the following categories of personal information from Consumers for specific purposes **within the last twelve (12) months**:

Purposes of the Processing	Type of Personal Data and Information on Cookies Used (if applicable)
<p>To provide, maintain, protect and improve our services, websites and apps, to develop new ones, and to protect Fieldwire and our customers.</p>	<ul style="list-style-type: none"> • Credentials (encrypted storage); • User profile information (i.e., first name, name, email address, phone number, address); • User preferences (e.g., preferred language settings); • IP address, operating system, browser type, browser version, browser configuration, name of internet service provider, and other types of computer and connection related information relevant to identifying your type of device, connecting to the services, websites and apps, enabling data exchange with you and your device, and ensuring a convenient use of the services, websites and apps; • If you use the mobile version of the services, websites and apps: information on the operating system of your mobile device, used services, websites and apps version, name of internet service provider, and other types of device and connection related information relevant to improve the mobile services, websites and apps, connecting to our servers, enabling and facilitating synchronization services and support for the mobile apps; • URL and IP address of the website from which you accessed, or were directed to our services, websites and apps, including date and time; • Subpages visited and functions used when using services, websites and apps, links followed from the services, websites and apps, including date and time; • The full Uniform Resource Locator (URL) click stream to, through and from the services, websites and apps, including date and time; • Search terms entered; • Consents and authorizations granted
<p>To facilitate and process product and service orders placed on the services, websites and apps</p>	<ul style="list-style-type: none"> • Bank and accounting records of Companies • Credentials • Fieldwire or Hilti account number • service requests and orders placed • shopping history, including open and completed transactions • search terms entered • services/products viewed or searched for on the website; • shopping cart and payment information



	<ul style="list-style-type: none"> • newsletter subscriptions, enrolment for promotions, use of special offers • consents, authorizations, etc. granted • survey answers, reviews, ratings and other types of feedback provided • content of any communication sent through our services, websites and apps, including any information posted in social communities on the website or otherwise shared with Hilti and/or other users, as well as chat messages and chat transcripts
<p>Where applicable, to establish, execute or terminate contracts in connection with your use our services, trainings, websites and apps, such as orders; Perform your order processing; or establish, execute or terminate contract in regards with service agreements e.g. Fieldwire application;</p>	<p>Personal data contained in contracts, communications, and business letters VAT records and Customs & Excise duty</p> <p>For order processing purposes:</p> <ul style="list-style-type: none"> • Company data (e.g. address, order number, invoice) <p>For the purpose of using services, trainings and the Fieldwire application:</p> <ul style="list-style-type: none"> • Customer name and e-mail address, • geolocation data including device position and device ID, picture (in their own right) (Fieldwire application) • Storage or jobsite location data • Hilti ID • Professional telephone and emergency number • Connection data (IP addresses, events, logs)
<p>To answer your questions and respond to the requests you make in connection with the provision of technical support or other customer services and Customer Chats (e.g. FieldBot)</p>	<ul style="list-style-type: none"> • Name and email address; • Information on the device used (browser type, IP-address and Java version) • Date and time of the chats; • Content of any communication sent through the chats (chat protocol) and eventual forum; • Fieldwire or Hilti account number; • Fieldwire or Hilti ID • Transcripts from online chats with our customer service
<p>To make our website more user-friendly and to gain an insight into the usage behaviour of visitors to our website and users of our apps and software, on a pseudonymous basis and across multiple devices, for advertising and market research purposes and to enable us to tailor website content to individual preferences</p> <p>To perform analytics and conduct customer research, including general market research or surveying our customers' needs and opinions on specific issues, generating sales and traffic patterns, and to analyse advertising effectiveness, both on an anonymous basis (e.g., by aggregating data) or on an individual basis (if legally permissible);</p>	<ul style="list-style-type: none"> • Credentials (encrypted storage); • User profile information (i.e., first name, name, email address, phone number, address); • User preferences (e.g., preferred language settings); • IP address, operating system, browser type, browser version, browser configuration, name of internet service provider, and other types of computer and connection related information relevant to identifying your type of device, connecting to the services, websites and apps, enabling data exchange with you and your device, and ensuring a convenient use of the services, websites and apps; • If you use the mobile version of the services, websites and apps: information on the operating system of your mobile device, used services, websites and apps version, name of internet service provider, and other types of device and connection related information relevant to improve the mobile services, websites and apps, connecting to our servers, enabling and facilitating synchronization services and support for the mobile apps; • URL and IP address of the website from which you accessed, or were directed to our services, websites and apps, including date and time; • Subpages visited and functions used when using services, websites and apps, links followed from the services, websites and apps, including date and time; • The full Uniform Resource Locator (URL) click stream to, through and from the services, websites and apps, including date and time; • Search terms entered; • Consents and authorizations granted



<p>To enable you to use our services, websites and apps as a registered user</p>	<ul style="list-style-type: none"> • name, title and address • personal contact information (phone, email, fax, etc.) • Credentials • Fieldwire or Hilti account number • service requests and orders placed • shopping history, including open and completed transactions • search terms entered • services/products viewed or searched for on the website; • shopping cart and payment information • newsletter subscriptions, enrolment for promotions, use of special offers • consents, authorizations, etc. granted • survey answers, reviews, ratings and other types of feedback provided • content of any communication sent through our services, websites and apps, including any information posted in social communities on the website or otherwise shared with Fieldwire and/or other users, as well as chat messages and chat transcripts
<p>To prevent abusive or illegal use of our services, websites and apps Compliance with legal obligations, resolving disputes, and enforcement of our agreements;</p>	<ul style="list-style-type: none"> • Name, title and address; • Personal contact information (phone, email, fax, etc.); • Name, address, department, contact information and other information in relation to a company that you represent (if any) and your function within this company; • Fieldwire or Hilti account number; • VAT number; • Service requests and orders placed; • Shopping history, including open and completed transactions; • User profile information; • Shopping cart and payment information; • Information on software downloaded from the website; • Automatically log files for troubleshooting and security purposes (e.g. to fend off hacker attacks) • log for crash report, and in exceptional cases, such as when malfunctions, errors or security incidents have occurred, a manual analysis of the logs may be performed by us or by our authorized service providers • date and time of the request • name, URL and amount of data transferred for the requested file • report indicating that the retrieval was successful or the reason for its failure • type and version of the operating system of the requesting computer (if transmitted) • screen resolution and colour depth (if transmitted) • type and version of the browser used (if transmitted) • language setting and plugins installed on the browser used (if transmitted) • cookies that uniquely identify your browser
<p>Evaluation of your eligibility for certain types of offers, products or services</p>	<ul style="list-style-type: none"> • Name, title and address; • Personal contact information (phone, email, fax, etc.); • Name, address, department, contact information and other information in relation to a company that you represent (if any) and your function within this company; • Fieldwire or Hilti account number; • VAT number; • Service requests and orders placed; • Shopping history, including open and completed transactions; • User profile information; • Confirmation of being either a private or a professional user;



	<ul style="list-style-type: none"> • Newsletter subscriptions, enrolment for promotions, use of special offers, etc. • Consents, authorizations, etc. granted;
To communicate with you on other matters (e.g., to send you reminders, technical notices, updates, security alerts, support and administrative messages or service bulletins);	<ul style="list-style-type: none"> • Email address • Country • Language • Date of last contact • Mobile phone number • Fieldwire or Hilti ID
To provide you with information about products and services that may be of interest to you performed through traditional mail, email, telephone, fax, newsletter, text/SMS, and MMS messaging, including periodic sending of promotional materials on products, services and promotions of Fieldwire specifically dedicated to you (direct marketing); To administer surveys, competitions, prize draws, or other activities or events in which you have voluntarily taken part	<ul style="list-style-type: none"> • Email address • Country • Language • Consent state with date • Date of last contact • Mobile phone number • Fieldwire or Hilti ID

3. Why and with whom do we share personal data?

The definitions below are as defined in article 1798.140 CCPA.

We may disclose your personal data to “Service Providers”.

We do not sell, trade or rent out your personal data.

4. What privacy choices do you have as a California Resident?

If you are a California resident, you may ask us to provide you with information regarding the processing of your personal data.

Your Consumer Rights are the following for personal data collected **in the last twelve (12) months** preceding your verifiable request’s receipt:

- **Right to know:** You may request that we disclose your personal data we have collected, used, shared and why we collected, used or shared such data.
- **Right to Correct:** You may request that we correct or update inaccurate personal data, for example when your situation has changed.
- **Right to opt-out from marketing communications:** You have the right to opt-out from further marketing communications. You can also change your privacy choices in the Preference Center in your Hilti account settings.
- **Right to deletion:** You may request that we delete your personal data we have collected.
- **Right to access and portability:** You may request that we disclose your personal data in a portable and readily usable format that allows you to transmit such information to another entity. Such request can be done not more than twice in a 12-month period.

Request response and format:

We will process and assess your request in a timely manner within 45 calendar days. Such deadline can be extended. **Exceptions, as provided by CCPA, may apply; by which we are exempted from fulfilling your right and request.** In case a deadline needs to be extended or an exception is applicable, we will inform you in writing electronically on further details.



Exercising your Consumer Rights is free of charge unless your request is excessive, repetitive and/or manifestly unfounded. We will inform you of such decision where we believe it is the case and provide you with a cost estimation before proceeding with your request.

For more information on how you can directly change your privacy preferences or correct your personal information, please read our [Privacy Policy](#).

5. What are your other rights as a Consumer?

As a California Resident, you have the **Right not to be discriminated against** for exercising any of the Consumer rights as provided by CCPA.

By exercising your Rights, we ensure you will not be:

- Denied goods or services,
- Charged different prices or rates,
- Provided a different level or quality of goods or services or,
- Suggested that you will receive a different price or rate or a different level of quality of goods and services

6. How can I exercise my Consumer Rights?

You can correct your personal data or change your privacy choices directly through your Fieldwire account as detailed in our [Privacy Policy](#) and exercise your rights by submitting your request by using our [California Consumer Privacy Form](#).

You can also contact us:

- Call our toll-free number: +1-855-222-4959 from Monday to Friday [PST Timezone]
 - Send us an e-mail at: privacy@fieldwire.com
 - Write to us: Hilti Fieldwire, Inc. – 301 Howard Street 13th Floor, San Francisco, CA 94105, United States. If you decide to write to us, please provide us at least with **your full name, e-mail address as well as details and motive for your request**.
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