

Privacy Notice
Fieldwire Services, Websites, and Applications

Last update: December 2021

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.
85 2nd Street 6th 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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Contact us

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.