

Phoenix Contact on data protection

We are delighted that you are interested in our company, products, and services and would like to provide you with some key information regarding our approach to protecting your personal data.

Protecting personal data is crucial, particularly in tomorrow's Internet-based business models and when developing Internet-based economies. With this declaration on data protection, we therefore want to emphasize our dedication to protecting your privacy.

Our staff and the appointed service providers are through to confidentiality and to comply with the provisions of the EU General Data Protection Regulation (GDPR), the German Federal Data Protection Act (FDPA) and other relevant data protection regulations required.

We take the protection of your personal data seriously and strictly adhere to the rules of the data protection laws.

For explanation: "Personal data" means any information relating to an identified or identifiable natural person (data subject), for instance, name, physical address, contact data, user ID, IP address, photo and video recordings, location data, etc.

The following declaration offers you an overview of how we intend to protect your data.

Use and circulation of personal data

Any personal data, which you provide us with via our website or among other channels, will solely be used for correspondence with you and is exclusively collected, processed, and saved for the purpose you intended when submitting the data. In addition, we will use this data to update our database and send you, to the extent permitted by law, occasional offers and inform you about new products, services, and other items that might be of interest to you. You may at any time revoke your consent regarding this use of your personal data by simply contacting us at info@phoenixcontact.com.

If required, information from Phoenix Contact will also be passed on to companies in the Phoenix Contact Group, service providers or other third parties. This may be necessary to perform a service or transaction requested by yourself, such as order processing, event and seminar registrations, for customer service purposes or to provide you with information regarding services or products. When passing on personal data to third parties, we shall limit this to the information necessary to provide our respective services. The respective third party must only use this personal data to perform the service required or the transaction needed, which is commissioned in our order. In doing so, the service providers are obliged in writing to adhere to the applicable Data Protection Act, usually by an agreement for data processing according to art. 28 GDPR.

We shall never share, sell or otherwise provide your personal data collected by us to third parties for marketing purposes.

Data processing on our web pages

For security and technical reasons, Phoenix Contact automatically processes information transmitted by your browser to its system protocols. This potentially includes:

- Browser type/version
- Operating system used
- Requested URLs (website) on our systems
- Referrer URL (the website that referred to our website)
- Host name and full IP address of the computer accessing the site
- Date and time of call
- Data volumes and file types called.

This data will not be consolidated with other data sources, and we do not carry out personalized statistical evaluations on the basis of this data.

Notes regarding IP addresses:

IP addresses are essential for the transmission of websites and data from our servers to your browser. They are the “addresses” for information you request from our web servers. However, IP addresses are regarded as personal data and are therefore processed by us in unabridged form only to the extent technically required.

Registration for our PLCnext Store

Our PLCnext Store contains services to support the business relationship with you, for example, permanent saving of favorites lists and product comparisons or the storage of apps or app licenses already obtained, which can only be used having previously registered your personal details. As a bare minimum, your name, a valid e-mail address and your country are required for registration purposes.

Optionally, you have the possibility to provide us with further data about you. Some of this data is absolutely required for advanced services in our PLCnext Store, for instance for ordering online or tracking your orders.

The data optionally provided during the registration process is used to contact you personally following registration in the PLCnext Store as well as for Phoenix Contact’s own advertising purposes. This includes updating our customer master database or providing you with information on our products and services to the extent permitted by law.

You may revoke your consent to us saving your data and using it to send promotional materials at any time by sending a corresponding e-mail to info@phoenixcontact.com. You can also contact this e-mail address should you wish to completely delete your account.

Information on the processing of your personal data during registration in our web portal can be found [here](#).

Contact forms

Your personal data, which you provide to us when using the various contact forms, will be used to process your specific request to us.

Information on the processing of your contact data in this context can be found [here](#).

Chat feature

Your personal data, which you provide to us when using the chat feature, will be used to process your specific request to us.

Information on the processing of your contact data in this context can be found [here](#).

Use of PROFICLOUD

To register in our PROFICLOUD, a freely selectable login name and a valid e-mail address as well as a password is required. This data is applied for using PROFICLOUD.

Our PLCnext community, which you can also use after registration, includes functions such as the possibility to participate in our forum by creating and commenting on posts.

You can delete your user account yourself via the function "remove". When you remove your user account your e-mail-address is being deleted and only the username remains to ensure traceability in the customer account. Additionally your contributions that you posted in the community will be kept so as not to lose the context of a discussion.

Information on the processing of your personal data within the registration in PROFICLOUD can be found [here](#).

Use of a payment service provider in the PLCnext Store

When using our online shop, your contact data and payment details are passed on to an external payment service provider if this is required for processing payments. Depending on the type of payment you choose for your order, we will forward the contact data and payment details collected for this purpose to the credit institution or payment service provider commissioned with the payment for the processing of payments, including invoicing. In some cases, the selected payment service providers collect this data themselves if you create or have created an account with them. In this case, you must log on to the payment service provider with your access data during the order process, whereby the respective payment service provider is himself responsible for the data processing carried out by him. Therefore please consider any existing data protection declaration of the payment service provider.

Cookies

Our Internet pages use cookies in several locations. Cookies are small text files that are stored on your computer and are saved by your browser. They are used to make our Internet pages more user-friendly, effective, and secure. As such, they enable the technical implementation of a user session in the chat of the PLCnext Store. At the same time, these cookies provide information which enables us to optimize our websites in line with user requirements.

Some of the cookies used by us are session cookies. These are automatically deleted once you exit our website. Some cookies are used which are saved for a longer period of time. The maximum storage period of a cookie can be up to two years.

All cookies on our websites contain purely technical information in a pseudonymized or anonymized format, with no personal data.

If you want to prevent cookies from being saved, in your browser settings select "Do not accept cookies". If cookies are not accepted by the browser, the scope of functions of our websites may be severely limited. A number of functions are no longer available. This may also be the case if you visit our website in the so-called "Private Mode" of your browser.

We ourselves do not store any information in the LSO (Local Shared Objects) area of your computer, so we do not use so-called "Flash Cookies". However, other services we may link to, such as YouTube, use this function for own purposes where applicable.

We use the following cookies:

Website/name of cookie	Function and content	Valid until
phoenixcontact.com phoenixcontact.unique.token	Contains anonymously stored shopping carts Contains a 32-character alphanumeric string	1 year
phoenixcontact.com AMWEBJCT!%2F!JSESSIONID	Each time you log in for the first time within a session, the session ID is stored here, which allows convenient use of the shop and other functions of the website Contains a 32-character alphanumeric string	Only for the current session
phoenixcontact.com AMWEBJCT!%2F!selectedLocale	ID of the currently selected language Contains, for example, the value: "{de=de}"	1 year
phoenixcontact.com cookieInfoText_www.disabled	Flag that the cookie banner hint has been confirmed Contains the term „true“	Only for the current session
phoenixcontact.com pxc.corporate.website.information.layer.rendered	Flag that the cookie banner hint has been confirmed Contains the term „true“	Only for the current session
phoenixcontact.com PD-ID	Is set when registering in our portal and enables the safe and comfortable use Contains a 32-character alphanumeric string	Only for the current session
phoenixcontact.com PD-S-SESSION-ID	Is set when registering in our portal and enables the safe and comfortable use Contains a 32-character alphanumeric string	Only for the current session
qs.phoenixcontact.com CTCNTNM_www	Web tracking Contains a 32-character alphanumeric string	90 days
t.leadlab.click CTCNTNM_www	Web tracking (www: website ID) Contains a 32-character alphanumeric string (pseudonymous tracking ID of the user)	90 days
phoenixcontact.com WM_DONT_COUNT_www	Website tracking opt-out (www: website ID) Contains the number „1“ (true)	10 years
esc-eu-central-1.empolisservices.com session	Session cookie 1 identification of a session Contains an alphanumeric string	Only for the current session
esc-eu-central-1.empolisservices.com AWSELB	Session cookie 2 for system load balancing Contains an alphanumeric string	Only for the current session

Proficloud.net Proficloud_c_a	Contains the information that the cookie disclaimer was displayed and confirmed	10 years
Proficloud.net Proficloud_sess	Contains a reference to a server-side session. This session contains a user object that includes the ID and permissions of the user.	Depending on the session
Proficloud.net Proficloud_auth	Contains a token that can be used to check whether a user has already authenticated via login.	1 hour
plcnextstore.com x-jwt-token	Contains a token that can be used to check whether a user has already authenticated via login.	1 hour
surveys.phoenixcontact.com ASP.NET_SessionId	Is set when registering in our survey and enables the safe and comfortable use Contains a 32-character alphanumeric string	Only for the current session
plcnextstore.com x-jwt-token	Contains appstore internal control information about the authenticated user	1 hour
plcnextstore.com token	Will be set once and for a very short time in the course of the authentication at the Proficloud Login	1 Minute
Proficloud-dev.github.io thirdparty	Used to detect if thirdparty cookies are accepted by the browser. Contains the value yes/no	The cookie is valid until browser is closed
talkjs.com _ga	Used by the chat functionality provider to distinguish users	2 years
talkjs.com _gid	Used by the chat functionality provider to distinguish users	24 hours
talkjs.com __cfduid	The _cfduid cookie is used to identify individual clients behind a shared IP address and apply security settings on a per-client basis.	5 years

Social Media / Social Networks / External Links

On our website, we do not use any automatically activated plug-ins (eg iFrames) of the social networks. Our buttons for social networks such as Facebook, Twitter, Xing, LinkedIn, YouTube, Instagram etc. are mere links that refer to the respective sites of the provider. If you click on these links, you will be redirected to the pages of the respective social network. The instructions on data protection given there will then be applicable. This also applies to links to other third party websites.

In addition, we ourselves also have online presences in some of these social networks and platforms to inform interested parties/users about our products and services and to communicate with them. On some of these platforms, user data is processed outside the European Union (EU), even in countries where no data protection level comparable to that of the EU can be guaranteed. Your data is often used for the platform's own purposes, e.g. for market research and advertising purposes or to analyze your user behavior for the creation of user profiles. For these purposes, cookies from these platforms are usually stored on the user's computer, which can be used to store or assign user profiles.

Although Phoenix Contact does not have access to the profile data processed by the platforms, Phoenix Contact may be jointly responsible under data protection law for the use of these platforms. The personal data of the users is processed on the basis of our legitimate interests in simple information and communication with the users pursuant to art. 6 (1) lit. f GDPR.

If you have any questions regarding the processing of your personal data when using these social networks, please contact the respective platform directly, as we do not have access to your data there.

For detailed information on the processing of your personal data and the opt-out options, we refer you to the following linked details of the social media platforms:

Facebook

Facebook Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland
on the basis of a joint controller agreement of personal data according to art. 26 GDPR.

Privacy policy at: <https://www.facebook.com/about/privacy>,

Opt-out at: <https://www.facebook.com/settings?tab=ads>.

Instagram

Facebook Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland

Privacy policy at: <http://instagram.com/about/legal/privacy/>

Opt-out at: <http://instagram.com/about/legal/privacy/> (point VI.).

YouTube

YouTube LLC, 901 Cherry Ave, San Bruno, CA 94066, USA

represented by: Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA

Privacy policy at: <https://www.google.de/intl/de/policies/privacy/>,

Opt-out at: <https://adssettings.google.com/authenticated>.

Twitter

Twitter International Company, One Cumberland Place, Fenian Street, Dublin 2, Ireland
Privacy policy at: <https://twitter.com/de/privacy>,
Opt-out at: <https://twitter.com/personalization>.

LinkedIn

LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland
Privacy policy at: <https://www.linkedin.com/legal/privacy-policy>,
Opt-out at: <https://www.linkedin.com/psettings/advertising>.

XING

XING SE, Dammtorstr. 30, 20354 Hamburg, Deutschland
Privacy policy at: <https://privacy.xing.com/de/datenschutzerklaerung>
Opt-out at: <https://privacy.xing.com/de/datenschutzerklaerung>.

Web analyses

We do not use any software to analyze your usage behavior

Supplementary notes regarding use and circulation of personal data

Phoenix Contact may be forced to disclose your data and corresponding details by order of a judicial or regulatory action. We also reserve the right to use your data to assert a claim or to defend against legal claims. In compliance with applicable law, we reserve the right to save and pass on personal data and any other data in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, and violations of Phoenix Contact's terms and conditions of use.

Secure Internet communication

We make every effort to ensure that your personal data is transmitted and saved utilizing technical and organizational measures, in such a way that it is not accessible to third parties.

As a general rule, the Internet is regarded as an insecure medium. In contrast to a telephone line, for instance, transmission of data on the Internet can be more easily wiretapped, recorded or even modified by unauthorized third parties. To ensure the confidentiality of communications with you, we use an AES 256bit SSL/TLS encryption of our website. The encryption used by Phoenix Contact is regarded as secure, based on the latest technological advancements. Operating systems and browsers from earlier versions also achieve this security level. If necessary, you should update the operating system and the browser on your PC to enable use of this high-grade encryption.

When communicating via e-mail in an unencrypted manner, complete data security cannot be guaranteed, so we recommend using the postal service for confidential information.

Update to this Privacy Policy

If Phoenix Contact launches new services, alters its Internet procedures or if the legal requirements or the Internet and IT security technology is further developed, this will be updated in the data protection statement. We therefore reserve the right to alter or modify this statement as required. The current version will be published here.

Right to obtain information / changing and deleting personal data Information in accordance with Article 13 or 14 GDPR

Should you have any questions that have not been addressed by this data protection statement or you require more detailed information regarding a specific point, please do not hesitate to contact us.

If you do not agree to your personal data being saved or this data becomes inaccurate, we will ensure, upon your request, that your data is corrected, blocked or deleted under the statutory provisions. Upon request, we will send you a list of all your personal data that we have stored. To do so, please contact:

Phoenix Contact GmbH & Co. KG
Flachmarktstraße 8
32825 Blomberg
Tel. +49 5235 3-00
Fax +49 5235 3-41200
info@phoenixcontact.com.

Please appreciate that we require proof of identification to handle any requests regarding your personal data.

Information required by law where your personal data is collected (in accordance with Article 13 or 14 GDPR) can be found above related to the context within this web privacy statement.

Data Protection Officer

For general questions regarding the collection, processing or use of personal data by Phoenix Contact, as well as for general information regarding your data or the correction, blocking or deleting of your personal data, please contact us at:

Phoenix Contact GmbH & Co. KG
– Data Protection Officer –
Flachsmarktstrasse 8
32825 Blomberg
Germany



Controller within the meaning of the EU General Data Protection Regulation (GDPR) or the Federal Data Protection Act (FDPA)

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