

Data privacy policy

Covestro is aware that the protection of your private information is a very important concern as you use our services. We take the protection of your personal data very seriously. Therefore, we would like to take this opportunity to explain the basic principles we apply in handling your personal data. This information is always provided whenever such data is collected.

Legal Basis for the processing of personal data

For the processing of personal data necessary for the fulfillment of a contract in which the data subject is a party, Article 6(1)(b) GDPR serves as the legal basis. This also applies to processing operations that are necessary to carry out pre-contractual measures. Insofar as the processing of personal data is necessary to fulfil a legal obligation to which our company is subject, Article 6 paragraph 1 lit. c GDPR serves as the legal basis. In the event that the vital interests of the data subject or another natural person require the processing of personal data, Article 6(1)(d) of the GDPR serves as the legal basis. If processing is necessary to safeguard a legitimate interest of our company or a third party and if the interests, fundamental rights and freedoms of the data subject do not outweigh the former interest, Article 6(1)(f) GDPR serves as the legal basis for processing. The legitimate interest of our company lies in the execution and improvement of our business activities or the business activities between you and your business partner.

Recording technical access data

When you visit our websites, Covestro collects data and information through an automated system. However, in general, this information is not used to identify the users of our websites. Technical access data stored in the log files of the server includes, for instance, the following data:

- Information on the user's browser type and version
- The user's operating system
- The user's internet service provider
- The user's IP address
- Date and time of access
- Websites by which the user's system was referred to our website (referrer)
- Websites accessed by the user's system through our website.

The data is processed to deliver the content of our website, to ensure the functionality of our IT systems and the optimization of our website, as well as to safeguard our legitimate interests in order to arrange for clarification in the event of unauthorized or attempted access to our website (Art. 6 (1, f GDPR).

Registration on our websites (if applicable)

If you take advantage of the opportunity to register on our website and provide us with personal information, the data entered into the input fields will be transmitted to the Covestro entities responsible for processing the data.

When registering on our website, your IP address and the date and time of registration are saved. The purpose of this is to prevent the misuse of the services.

The registration of the data is required for the provision of content or services. Registered persons may delete or change their saved data at any time. Affected persons may obtain information on their saved personal information at any time.

Cookies

Our websites use cookies. These are files saved on the user's computer system by their web browser. Cookies can be transmitted to the user's browser when they access a page, and are used to identify the user. Cookies help simplify the use of websites for users. You can prevent cookies from being saved by changing your browser settings at any time. Saved cookies can be deleted at any time. We would like to note that, if you deactivate cookies, you may not be able to use all of the functions of our website to their fullest extent.

Cookies on this website *

* Cookies regularly deleted at the end of a session are not listed here.

- *__cfduid* Valid for 30 days from the website visit. Used for offering the chat functionality on Covestro via Cloudfront.
- *ai_session ai_user* Valid for one year from the website visit. Used to uniquely identify the user towards Application Insights, which is used for performance analysis and debugging.
- *__hssc* Valid for 30 Minutes, used by Hubspot to help determining if the session number in *__hstc* needs to be incremented. Keeps track of the session of the user.
- *__hstc* Valid for 13 months from the website visit. Contains the domain, user token, first visit timestamp, last visit timestamp, current visit timestamp and the session number. Used for tracking the visitor journey in hubspot.
- *messagesUtk* Valid for 13 months after the website visit. Contains the users identification via the hubspot id to identify users across visits to be able to load the history in the chat functionality for returning users.
- *Hubspotutk* Valid for 13 months after the website visit. Contains the users identification via the hubspot id. Used whenever a form is submitted, to see if the user has already been visiting beforehand.
- *hubspotapi-csrf* Valid for a year after the website visit. Functionality cookie used by hubspot to add security to the linkage between hubspot, the user and Covestro.
- *__hssluid* Valid for 4 weeks after website visit. Contains an id for the identification at hubspot which we use for tracking the visitor journey.
- *hs_c2l* Valid for 6 months after website visit. Contains an identifier for the authentication at hubspot.
- *hubspotapi-prefs* Valid for a year after the website visit. Stores any preferences the user has set towards the hubspot integration.
- *__hs_opt_out* Valid for 13 months after the website visit. Contains information on whether the user opted-out of cookie storage from hubspot.
- *ajs_anonymous_id* This stores the anonymous userid used by Segment.io, which we use to anonymously identify visitors in order to be able to analyze user flows on the platform.

Personal Information

Other personal information is only collected if you provide it to us, for instance by filling out a form, sending e-mails, while placing an order for services or products, or while making an inquiry or requesting materials. This also includes customer surveys which Covestro sends out several times a year, subject to their consent.

Disclosure of data for the purpose of order processing

In some cases, we use specialized service providers to process your data. These providers only process personal information on our behalf, acting strictly in accordance with our instructions and based on corresponding controller-processor-contracts.

Data processing outside of the EU / EEA

In some cases, your data may also be processed in countries outside of the European Union ("EU") or European Economic Area ("EEA"), areas which may have a lower level of data privacy protections than the EU. In such cases, we establish contractual agreements or other methods with our contractual partners for ensuring they provide a sufficient level of protection for your data, or we ask you for your explicit consent.

Storing your data

We save your personal information as long as necessary to complete a service you have requested or consented to, unless we are subject to other legal obligations such as commercial or tax law retention periods or those related to ongoing court proceedings. Personal data and behavioural data is stored for the duration of the respective legal retention period. After expiry of this period, the data will be routinely deleted, unless there is a need to initiate or fulfill a contract. Other personal data is only collected if you provide it voluntarily, e.g. by filling out forms, sending e-mails, ordering products or services, inquiries or requesting material.

Data security

Data you provide to us is protected using suitable technical and organizational means, with the objective of securing it against accidental or intentional manipulation, loss, destruction, unauthorized access, or unauthorized disclosure to third parties. Our security measures are continuously reviewed and improved in accordance with technological developments and organizational possibilities.

Information about your rights

You have the right to:

- Receive information on your personal data saved by us.
- Have your personal information corrected, deleted, or to have processing restricted.
- Object to processing that serves our justifiable interest, the public interest, or profiling, unless we can show that there are mandatory grounds for this processing which outweigh your interests, rights, and freedoms, or unless the processing is completed to assert, exercise, or defend legal claims.
- Have your data transmitted to the extent allowed under the law, such as in Art. 20 GDPR.
- Submit a complaint to a supervising authority.

You can revoke any consent you have granted to have your personal information collected, processed, and used at any time, effective for the future. Further information is provided in the individual sections describing data processing to which you must consent.

A written letter sent to the Group Data Privacy Office will be sufficient (for address and contact form see below).

If the processing of personal data, such as e-mail addresses, is not approved, the operators of the website reserve the right to deny the user access to the services offered on the website.

Protecting the privacy of children

We do not knowingly collect the personal information of children. Typically, we have no way of knowing how old visitors to our site are. Since it is highly important to us to protect children as they use the internet, we advise all parents and guardians to teach their children how to use the internet safely and responsibly. Children should not transmit personal information to Covestro without the express consent of their parent or guardian.

Contact

Responsible for this website is Covestro (Netherlands) B.V. Responsible by the meanings of the general data protection regulation and other data privacy regulations of member states of the European Union and other regulations related to data privacy is

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Data Security Officer

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