

## **Privacy policy METRO THERM A/S**

METRO THERM believes that your personal data belongs to you. We always aim to respect and process your personal data with due diligence. When visiting our websites, you can be sure that your privacy is respected.

The purpose of this policy is to inform you of the types of Personal Data we collect when you use one of METRO THERM's websites and the steps we take to protect and safeguard your personal information.

This policy and its principles apply to personal identifiable information we ask for and that you provide. By this we mean information that directly or indirectly identifies you, such as your name, physical address, e-mail address, IP number or other contact details.

We aim to process personal data that is adequate, relevant and not excessive in relation to the purpose for which it has been collected. We believe in being transparent about the types of personal information and why we collect your information. We only collect and process personal information where we have lawful grounds to do so, and in accordance with Data Privacy Laws.

### **Personal data collection**

We hope the following information will help you make an informed decision about sharing your personal information with us. You are always free to decide if you want to provide your personal identifiable information or not.

### **Visiting our websites**

By accessing and browsing our websites and most other services, we do not require personal identifiable information. We may collect limited non-personal identifying information your browser makes available whenever you visit a website. For example, your IP address, browser language, geographical location data, date and time, and cookies. We use non-personal information to better understand user experience and interaction with the sites and to further improve our offerings and services. Our cookie policies are available here:

<https://www.metrotherm.dk/en/about-metro-therm/privacy-policy/cookie-settings>

<https://www.genvex.com/en/about-genvex/privacy-policy/cookie-settings>

<https://www.kvm-conheat.com/about-us/privacy-policy/cookie-settings>

### **AI Chatbot**

On our website, we offer a chat function provided by GetKarla.ai [getkarla.ai], our chatbot provider. This feature is designed to help you easily find the information you are looking for and to enhance your user experience. To optimize the performance of the chat function, data from interactions is collected and analyzed. We therefore encourage you to avoid sharing sensitive personal information in the chat.

You can read more about how we handle and store data related to the chat function at the following link: <https://getkarla.ai/data-og-sikkerhed/>

### **Mobile app and Smart Connect Center**

Where mobile apps and/or Smart Connect Center are used, the following information will be collected and processed:

- The device's ID number and the user-selected e-mail which is associated with the ID number
- The product's operating data

- Firmware version and type

Processing operations:

- Storage
- Registration
- Reading
- Deletion
- Update
- Transfer

### **How long time do we store your information?**

We will store your personal data during the performance of the service and for the lifetime of the product

### **Applying for a job online**

When applying for a job through the METRO THERM websites you are automatically re-directed to an external site. These external sites may place their own cookies on your computer, collect data or solicit personal information. If you submit Personal Information to any of those sites, your Information is governed by their privacy policies.

### **Business related contact**

Where you request to receive newsletters, marketing and promotional material, general information or connect with us online, we may (depending on type of contact you request) collect the following personal identifiable information, for example:

- Contact details (e-mail, address, phone, professional title or role), company name, gender and language preferences;
- Event, meeting (including feedback about content and services at events you attend through surveys), travel Information;

Where connecting on social platforms, we may also collect information you submit or post to and from our Services.

We may also collect your precise, real-time location using beacon technology, GPS, cell phone towers, Wi-Fi signals, and/or future technologies.

We may also collect information from business partners, from third parties acting on your behalf, and other platforms that help provide Services. For example, we may receive meeting data from an event registration provider.

We use your personal identifiable information to provide you with the requested services. If you have given us consent, we may send you marketing and promotional material relevant to you, including invites to events and seminars, product and service offerings, to keep in contact and to provide you with news, updates and other business-to-business related information relevant to you.

You may at any time ask us to delete your personal identifiable information. Please contact [sos@metrotherm.dk](mailto:sos@metrotherm.dk) and write GDPR in the subject line, or use our online form, which you can find here: <https://privacyportalde-cdn.onetrust.com/dsarwebform/1e17f3b7-c21c-4516-9661-e233eafa0a67/8184c93d-3ad3-44e1-b21a-f9a563c740a5.html>.

### **METRO THERM is responsible as controller**

METRO THERM, headquartered in Helsingør Denmark, is the data controller of personal information collected via our websites and which you entrust to us. We always aim to comply with the General Data Privacy Regulation and other applicable Data privacy laws. If you have any complaints relating to our handling of your personal identifiable information that cannot be resolved with us directly, please contact The Danish Data Protection Agency at [dt@datatilsynet.dk](mailto:dt@datatilsynet.dk)

### **Legal grounds for collecting and processing personal data**

Depending on what services you request from us, we only process your personal identifiable information where we have legal grounds to do so. Where we require your consent to collect and process your personal data, the request form will be provided in a clear, specific and expressly manner.

If we have asked for your consent, it can always be revoked at any time by contacting us and we will not use or process your personal identifiable information any more.

### **Sharing information**

As a general rule, METRO THERM never discloses nor sells your personal identifiable information to other companies or individuals, unless we have your consent. We may share such information in any of the following limited circumstances and with your consent:

- To trusted businesses or persons for the sole purpose of processing your request on our behalf. Where this occurs, such parties are subject to agreements which require them to process such information only on our instructions and in compliance with this Privacy Policy and appropriate confidentiality and security measures.
- Where we are required by law or have good faith to believe that access, preservation or disclosure of such information is reasonably necessary to protect the rights, property or safety of METRO THERM, its users or the public.

We may store and process personal information collected on our site in any country in which METRO THERM or our hosting providers maintain facilities. By using our services, you consent to the transfer of your information among these facilities, including those located outside your country.

### **Security measures**

We aim to implement appropriate technical and organisational measures to protect your personal data against accidental or unlawful destruction, accidental loss or alteration, unauthorised disclosure or access and any other unlawful forms of processing. We aim to ensure that the level of security and the measures adopted to protect your personal data are appropriate for the risks presented by the nature and use of your personal data.

We restrict access to your personal data to our employees and suppliers who need to use the information in order to process it on our behalf, and who are contractually required to keep your personal data secure and confidential.

### **Updating your information**

Where we process your personal data, we aim to ensure that it is accurate and up-to-date. We will seek to erase or rectify personal data that is inaccurate or incomplete. If you need to update or correct your personal identifiable information, Please contact [sos@metrotherm.dk](mailto:sos@metrotherm.dk) and write GDPR in the subject line, or use our online form.

### **Retention**

We will only retain your personal data for as long as it is necessary to fulfil the purposes outlined in this policy or the purposes of which you have otherwise been informed. We will retain your data for as long as permitted under applicable legal grounds, after which it will be deleted.

If our legal grounds rely on your consent, you may revoke your consent at any time. Where you have exercised your right to withdraw your consent we may be required to keep your personal identifiable information for defined period in order for us to meet our legal obligations and defend ourselves in legal disputes under certain circumstances.

### **Links to third party websites**

Services may include links to other websites whose privacy practices differ from ours. These external sites may place their own cookies on your computer, collect data or solicit personal information. If you submit Personal Information to any of those sites, your Information is governed by their privacy policies. METRO THERM does not exercise any control, or assume any responsibility for these sites, and we encourage you to carefully read the privacy policy of any website you visit.

### **Your rights as an individual under this policy**

Since we process your Personal Data you can exercise certain rights during specific circumstances.

In relation to your Personal data you may request to:

- Access your Personal Data (data subject access request)
- Rectify your Personal Data
- Erase your Personal Data
- Restrict the processing of your Personal Data
- Object to the processing of your Personal Data
- Withdraw your consent

All requests must be made in writing and signed by you, and include information on name, address and, preferably, your e-mail address to verify your identity. Where the applicable law provides for an administrative fee for complying with such a request (including frivolous or excessive requests) such a fee may be charged by METRO THERM.

All valid requests will be dealt with in a prompt and proper manner and we will respond within no less than 30 days upon receiving your request.

To make your request, Please contact either [sos@metrotherm.dk](mailto:sos@metrotherm.dk) and write GDPR in the subject line, or use our online form.

If your request has been denied for the stated reasons, you may file a complaint to the local data protection authorities in the jurisdiction of the office in which the services are being provided.

### **Changes to this notice**

METRO THERM reserves the right to amend this policy from time to time. We expect most such changes to be minor, but there may be changes that are more significant. The date of the last modification is stated at the end of this document.



We will post those changes on this page and we will also provide a more prominent notice if the changes are significant. Each version will be noted at the top of the page. Prior versions of this Privacy Policy will be kept in an archive.

**Contact**

If you have any additional questions or wish to exercise your rights, please contact [sos@metrotherm.dk](mailto:sos@metrotherm.dk) and write GDPR in the subject line, or use our online form.

**Version**

This policy was published on 25th May 2018 and amended in December 2025.