

Air Products Online Privacy Notice

Last updated: March 2018

Air Products respects your concerns about data privacy. This Privacy Notice describes Air Products' policies and practices regarding its collection and use of personal information and sets forth your privacy rights. We recognize that information privacy is an ongoing responsibility, and so we will from time to time update this Privacy Notice as we undertake new personal data practices or adopt new privacy policies.

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Information We Obtain, the Purpose and How We Use It

You may choose to provide personal information — including, but not limited to, your first and last name, physical business address, business e-mail address, or business telephone number — through the Sites. Here are ways you may provide the information and the types of information you may submit. We also describe how we may use the information you provide and the purposes. You may contact us by filling in information on forms or by sending an e-mail. Each form varies in the information required and collected. In most cases, an asterisk (*) indicates the required information on a form. You may choose to provide additional information within fields that are not required. You may complete a form or send us an e-mail to purchase a product, download a report or other material, register for a conference, submit a request, respond to an e-mail or blog posting, ask a question, apply for a job, or make a comment.

We process personal information for certain legitimate business purposes, which include some or all of the following: We may use the information provided to respond to your inquiry, contact you about your request, ask a question, provide announcements about products and future events, conduct surveys, consider your application for employment, and contact you for other reasons related to offering and improving our services.

We may offer visitors to our Sites various features, which we may change from time to time. We may ask you to submit certain personal information so we can provide you with those features.

In addition to the uses discussed above, we may also use the personal information you provide on our Sites to operate, evaluate, and improve our business. Specific uses include developing new products and services; managing our communications; performing market research; advertising and marketing; determining the effectiveness of our advertising and marketing; analyzing our products, services, and websites; and administering our websites. We may also use the information to protect against and prevent fraud, claims, and other liabilities and to comply with or enforce applicable legal requirements, industry standards, and our policies and terms. In addition, we may use the information we obtain through the Sites in other ways for which we provide specific notice at the time of collection.

Information We Obtain by Automated Means

When you visit our Sites, we may collect certain information by automated means using technologies such as cookies, non-cookie-based tokens, web server logs, tracking pixels, and web beacons. Cookies are files that websites send to your computer or other Internet-connected device to identify your browser uniquely or to store information or settings in your browser. Your

browser may tell you when you receive certain types of cookies and how to restrict or disable certain cookies. Please note, however, that without cookies, you may not be able to use all of the features of our Sites and may not be able to purchase products that use a "shopping cart". You can order any product by telephone by calling Customer Service in your specific country. Non-cookie-based tokens are encoded URL-based identifiers that track e-mail click-thru activity or time-sensitive password reset keys and will work in scenarios where cookies are disabled or a session has not been initiated.

Our web servers may log information such as your operating system type, browser type, domain, and other system settings, as well as the language your system uses and the country and time zone where your device is located. The web server logs may also record information such as the address of the web page that referred you to our Sites and the IP address of the device you use to connect to the Internet. They may also log information about your interaction with the Sites, such as which pages you visit.

We also use third-party web analytic services on our Sites, such as Google Analytics. The service providers that administer those services may use cookies and web beacons to help us analyze how users use the Sites. The information collected by the cookies and web beacons (including your IP address) is available to the service providers, which use the information to evaluate your use of the Sites.

We use information collected online through cookies, non-cookie-based tokens, web beacons, and other automated means for purposes such as customizing and enhancing our visitors' visits to the Sites, facilitating use of the Sites, collecting statistics about your visits to the Sites, and understanding the manner in which our visitors browse the Sites in order to create a more relevant Web experience. We also use the information to help diagnose technical and service problems, administer the Sites, and identify visitors to the Sites. We use clickstream data to determine how much time visitors spend on web pages of the Sites, how visitors navigate through the Sites, and how we may tailor the Sites to meet the needs of our visitors.

"Do Not Track" Signals

Your browser settings may allow you to transmit a "Do Not Track" signal to websites and online services you visit. Like many other websites and online services, we do not currently process or respond to "Do Not Track" signals from your browser or to other mechanisms that enable choice. Both we and others (such as our service providers) may collect personal information about our visitors' online activities over time and across third-party websites.

Social Media

The Sites includes social media tracking functions for sites like, Twitter, LinkedIn, Facebook, YouTube and Instagram. These tracking functions may collect information about which pages visitors visit on the Sites and the IP address of the device you use to connect to the Internet. They may also set a cookie to ensure the features are functioning properly.

Social media tracking functions are hosted either by a third party or directly on the Sites. Your interactions with social media sites are governed by the privacy policies of the companies that provide them. If you use any of the social media functions on our Sites, we strongly suggest you review the privacy policies of the companies that provide those functions and features.

For example:

For those website visitors that are LinkedIn members and who visit our Sites from LinkedIn, our Sites may use tracking pixels — transparent graphic images placed on web pages — which, in combination with cookies, collect information contained within your LinkedIn profile as well as your access of and interaction with the web pages that contain the pixels.

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Information We Share

We do not sell or otherwise disclose personal information we collect on our Sites, except as described here. We may share personal information we collect on the Sites with affiliates and service providers that perform services on our behalf. We do not authorize those service providers to use or disclose the information except as necessary to perform services on our behalf or comply with legal requirements. We may share personal information we collect on the Sites with our affiliates, which may use the information for marketing purposes.

In addition, we may disclose personal information about you (a) if we are required to do so by law or legal process (such as court order or subpoena), (b) to law enforcement authorities or other government officials, (c) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss, or (d) in connection with an investigation of suspected or actual fraudulent or illegal activity. We reserve the right to transfer personal information we have about you in the event we sell or transfer all or a portion of our business or assets (including in the event of a reorganization, dissolution, or liquidation). Should such a sale or transfer occur, we will use reasonable efforts to direct the transferee to use personal information you have provided to us in a manner consistent with our Online Privacy Notice.

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Your Rights

Requests regarding your Personal Data: access, correction, update and deletion

Subject to applicable law and certain exemptions, you may have the right to access, rectify, oppose the processing, or delete your Personal Data.

In order to exercise these rights so that updates, corrections and/or deletions can be made in accordance with applicable law, you can:

- either correct or delete your profile on our website;
- or contact the Air Products Privacy Office at privacy@airproducts.com

In many countries, you have a right to lodge a complaint with the appropriate data protection authority if you have concerns about how Air Products processes your personal data.

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Data Transfers

We may transfer the personal information we collect about you to recipients in countries other than the country in which the information originally was collected. Those countries may not have the same data protection laws as the country in which you initially provided the information. When we transfer your information to recipients in other countries (such as the U.S.), we will protect that information as described in this Online Privacy Notice.

If you are located in the European Economic Area (“EEA”) or Switzerland, we will comply with applicable legal requirements providing adequate protection for the transfer of personal information to recipients in countries outside of the EEA and Switzerland. With respect to transfers of personal information to the U.S., Air Products uses [Standard Model Contracts](#) framework developed by the European Commission.

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Data Storage and Retention

Your personal data is stored by Air Products on its servers, and on the servers of certain cloud-based database and data storage management services Air Products engages. Air Products retains data for the duration of the customer's or stakeholder's business relationship with Air Products and in compliance with other legal, tax and operating requirements retention obligations. For more information on where and how long your personal data is stored, please contact the Air Products Privacy Office at privacy@airproducts.com.

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How We Protect Personal Information

We maintain administrative, technical, and physical safeguards designed to protect the personal information you provide against accidental, unlawful, or unauthorized destruction, loss, alteration, access, disclosure, or use. We will update these measures as new technology becomes available, as appropriate.

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Other Air Products Websites

Through the Sites, you may link to other websites operated by Air Products and its affiliates (together, "Air Products Sites"). Not all the Air Products Sites use this Online Privacy Notice. Individual Air Products Sites may have different Online Privacy Notices that describe their own use and collection practices. To the extent that the Online Privacy Notice of an affiliate is different from the Online Privacy Notice for these Sites, the provisions in the affiliate's Online Privacy Notice control the practices identified for that Air Products Site.

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Links to Other Websites

The Sites may provide links to other sites. Companies other than Air Products may operate those websites. Linked websites may have their own privacy policies, which we strongly suggest you review if you visit any linked websites. We are not responsible for any use of websites we do not operate, the content of any of those websites, or the privacy practices of those websites.

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Updates to Our Online Privacy Notice

We may update our Online Privacy Notice periodically and without prior notice to you to reflect changes in our personal information practices or relevant laws. We will post the updated version and indicate at the top of the notice when it was most recently updated.

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How to Contact the Air Products Privacy Office

If you have any questions or comments about this Online Privacy Notice or any issue relating to how we collect, use, or disclose personal information, or if you would like us to update information we have about you or your preferences, please contact us as indicated below.

E-mail us at: privacy@airproducts.com