

MILLIKEN & COMPANY EXTERNAL PRIVACY NOTICE

Who are we?

We are Milliken & Company of 920 Milliken Road, Spartanburg, South Carolina 29303 U.S.A.

We provide expertise in research, design, and manufacturing spanning multiple markets including floor covering, performance and protective textiles, specialty chemicals, healthcare, and operational excellence consulting for industrial manufacturers.

We use your information as further explained in this privacy notice. For the purposes of the General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018 we will be the controllers of the information you provide to us.

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This privacy notice is issued on behalf of all the companies in the Milliken & Company group ("Milliken & Co group"). If you have any questions about this privacy notice, including details of the Group companies, or any requests to exercise your legal rights, please contact us using the details set out below or through email at [Privacy@milliken.com](mailto:Privacy@milliken.com).

What does this Privacy Notice cover?

We at Milliken take your personal data seriously. This policy:

- sets out the types of personal data that we collect about you;
- explains how and why we collect and use your personal data;
- explains how long we keep your personal data for;
- explains when, why and with who we will share your personal data;
- sets out the legal basis we have for using your personal data;
- explains the effect of refusing to provide the personal data requested;
- explains where we store your personal data and whether we transfer your data outside of the European Economic Area;
- explains the different rights and choices you have when it comes to your personal data; and
- explains how you can contact us.

What personal data do we collect about you?

We will collect certain personal information about you in the course of your relationship with us.

The information we collect includes:

Information you give to us:

- Information that you provide by filling in forms on our website and other marketing methods. The types of data we collect include items such as your name, company, title, address, phone number, fax number, email, industry, classification (end user, direct customer, distributor, etc.), comments/questions,
- Information that you provide in the context of sales. The types of data we collect include your name, company, address, phone number, fax number, and email.
- Information that you provide by registering on our website. The types of data we collect include your name, company, title, address, phone number, fax number, email, language preference, marketing region, occupation, Milliken ID, username, number of employees, product preference, and market.
- Information that you provide by registering on our website in order to download material. The types of data we collect include your name, phone number, e-mail, company, country, and identification of downloaded file(s).

Information We Collect About You:

As with many other websites, as you navigate through and interact with our website, we use automatic data collection technologies to collect certain information about your browsing actions and patterns, including:

- Details of your visits to our website, including resources that you access and use on our Website, browsing data (including data downloads), social media connectors, language preference, marketing region, location, time spent on page, date and time of access, and interests.
- Information about your computer or device and internet connection, including your IP address, operating system, host domain, domain name, network information, hardware type, and browser type.
- Details of referring websites (URL).

Where do we collect personal data about you from?

We may collect personal data about you from the following sources:

- Directly from you. This is information you provide to us through:
  - Our website (this includes Information that you provide by filling in forms on our website or through HubSpot. This includes information provided when you use the "Contact Us" Forms and contact us for customer support and when we process and respond to your enquiries related to products, technical support and customer service)
  - Sales Transactions (This includes information provided when you order from us, request samples of our products or merchandising items)

- Through publicly available sources such as social media, lead generation service companies, public registries and credit reference agencies. Using CCTV cameras. We have cameras on our premises and your image and movements will be recorded while you are on our sites or premises.

#### How and why do we use your personal data?

We use your personal data for the following purposes:

- Responding to “Contact Us” Forms queries & Customer Support
- Carrying out marketing
- Carrying out targeted advertising
- Storing visitor preferences
- Processing sales (e.g., customer orders) and administering customer relations
- Administering website registrations Monitoring Web Site Performance
- Administering and managing commercial relationships with current and potential clients (such as order fulfilment, payment and invoicing for goods & services, contacting customer, review creditworthiness, IT support);
- Compliance with Legal Obligations
- Fraud Detection & Prevention
- Security Access Control System and Video Surveillance System (e.g., security access badge)
- Administering and managing commercial relationships with current and potential suppliers and vendors;
- Responding to regulatory and technical services requests;
- Carrying out promotional operations, direct marketing;
- Conducting statistical surveys and marketing studies, etc.;
- Responding to website enquiries (as more adequately defined in our Website Data Protection Policy available at [www.milliken.com/privacy](http://www.milliken.com/privacy))

The information we collect automatically via our website, is statistical data that helps us improve our site and deliver a better and more personalized service, including by enabling us to:

- Determine web site traffic patterns.
- Count web visits.
- Store visitor preferences.
- Target advertising based on information collected when you visit our website.
- Determine traffic sources so we can measure and improve the performance of our website.
- Help us to know which pages and content are the most and least popular.
- Observe site search patterns to provide more intuitive navigation cues.
- Determine user frequency and time between user visits.
- Provide insight for future website enhancements.

- Telemetry data (such as page speed and load times) to ensure stability of the server farm environment.

We will not use your information for any other purposes unless we are required to do so by law.

#### How long do we keep your personal data?

How long we keep your information will depend on the purpose for which we use it.

We only keep your information for as long as is reasonably necessary for the purposes set out in this Privacy Notice and to fulfil our legal obligations. We will erase personal data when it is no longer necessary in relation to the purposes for which it was collected or otherwise processed; when you withdraw your consent (where lawfulness of processing was based on your consent) and there is no other legal ground for the processing; when you object to the processing and there are no overriding legitimate grounds for the processing; when your personal data has been unlawfully processed; and when it is necessary to comply with legal obligations.

We have internal rules that set out how long we retain information.

We will also keep hold of some of your information, if reasonably necessary or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.

#### Who do we share your personal data with?

Your personal data may be shared with third parties as further described below.

We share your personal information with third parties who perform functions on our behalf and who also provide services to us, such as professional advisors, IT consultants carrying out testing and development work on our business technology systems, research and mailing houses and function coordinators who are bound by contractual obligations to keep personal data confidential and use it only for the purposes for which we disclose it to.

We share your personal information with our other Company Group companies for internal reasons, primarily for business and operational purposes.

As we continue to develop our business, we may sell or purchase assets. If another entity acquires us or merges with us your personal information will be disclosed to such entity.

If any bankruptcy or reorganization proceeding is brought by or against us, all such information will be considered an asset of ours and as such it is possible, they will be sold or transferred to third parties.

Where required we share your personal information with third parties to comply with a legal obligation; when we believe in good faith that an applicable law requires it; at the request of governmental authorities conducting an investigation; to detect and protect against fraud, or any technical or security vulnerabilities; to respond to an emergency; or otherwise to protect the rights,

property, safety, or security of third parties, visitors to the our website, our business or the public. These third parties comply with similar and equally stringent undertakings of privacy and confidentiality. No other third parties have access to your information unless we specifically say so in this Privacy Notice, or the law requires this.

In the US, we may collect personal data of potential job applicants through SMS messaging services. This would include information such as a person's name and contact number. When we do this, text messaging originator opt-in data will not be shared with third parties for marketing purposes. We may share this information with companies within the Milliken group where this is reasonably necessary for the purpose for which the information has been provided.

### What legal basis do we have for using your personal data?

We process your information:

Purpose of processing	Legal basis
Responding to "Contact Us" Forms queries & Customer Support	Legitimate interest to run Company's business as appropriate and in its best interest
Carrying out marketing	Opt-in consent (unless the soft-opt-in exemption for similar product and services applies)
Processing sales (e.g., customer orders) and administering customer relations	Contractual obligation
Carrying out targeted advertising	Consent or, where applicable, legitimate interest to promote the Company's activities
Improving website performance and monitoring website analytics	Legitimate interest to promote Company's position on the market
Storing visitor preferences	Legitimate interest to run Company's business as appropriate and in its best interest
Administering website registrations	Consent
Monitoring Web Site Performance	Legitimate interest to ensure site and server stability.
CCTV Recordings	Legitimate Interest
Direct Marketing and promotional activities	Consent
Security Access Control System and Video Surveillance System (e.g., security access badge)	Legitimate Interest
Fraud Detection and Prevention	Legitimate Interest
Compliance with Legal Obligations	Legal Obligation
Administer and manage Customer Relation (e.g., Order Fulfilment, Payment & Invoicing for Goods & Services, Contacting Customer, Review Creditworthiness, IT Support, responding to technical and regulatory requests)	Contract

What happens if you do not provide us with the information we request or ask that we stop processing your information?

We sometimes have statutory or contractual obligations that require us to process your information. Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time.

Do we make automated decisions concerning you?

No, we do not carry out solely automated decision making or automated profiling.

Do we use Cookies to collect personal data on you?

Our Website uses single-session (temporary) and multi-session (persistent) cookies. Temporary cookies last only as long as your web browser is open, and are used for technical purposes such as enabling better navigation on our Website. Once you close your browser, the cookie disappears. Persistent cookies are stored on your computer for longer periods and are used for purposes including tracking the number of unique visitors to our site and information such as the number of views a page gets, how much time a user spends on a page, and other pertinent web statistics.

Cookies, by themselves, will not be used by the Company to disclose your individual identity. This information identifies your browser to our servers when you visit the Website. If you want to disable the use of cookies or remove them at any time from your computer, you can disable or delete them using your browser (consult your browser's "Help" menu to learn how to delete cookies); or through our cookie preference centre however, you must enable cookies to access certain information on our Website.

You will find a detailed list of the first-party cookies we use on our Website in the Cookie List.

What about marketing?

Milliken & Company will only send you marketing communications after receiving your explicit consent to do so or under the basis of legitimate interest as applicable. You can unsubscribe/opt out at any time by clicking the "Unsubscribe" link in any of our communication or by contacting us using the details at the end of this Privacy Notice.

**Where do we store your personal data? Do we transfer your personal data outside the EEA?**

The data that we collect from you will be transferred to, and stored in, a destination outside the European Economic Area ("EEA"). It will also be processed by staff operating outside the EEA who work for us or other entities acting as data processors processing data on behalf of us. This includes staff engaged in, among other things, the fulfilment of your request or order and the provision of support services. The Company has implemented international data transfer agreements on the basis of EU Standard Contractual Clauses in order to provide appropriate and suitable safeguards for personal data being transferred to countries outside the EEA where an adequate level of protection is not already guaranteed. A copy can be obtained by contacting the Milliken Data Protection Manager ("DPM") [Privacy@milliken.com](mailto:Privacy@milliken.com).

**How do we keep your personal data secure?**

We have implemented measures designed to secure your personal data from accidental loss and from unauthorized access, use, alteration, and disclosure (such as identity an access management, password rotation, access control monitoring, and leading firewall technologies). Personal data provided to us in accordance with this policy will be encrypted in transit.

We also take steps to ensure all our subsidiaries, agents, affiliates and suppliers employ adequate levels of security.

**What rights do you have in relation to the personal data we hold on you?**

By law, you have a number of rights when it comes to your personal data. Further information and advice about your rights can be obtained from the data protection regulator in your country.

Rights	What does this mean?
1. The right to be informed	You have the right to be provided with clear, transparent, and easily understandable information about how we use your information and your rights. This is why we're providing you with the information in this Privacy Notice.
2. The right of access	You have the right to obtain access to your information (if we're processing it), and certain other information (similar to that provided in this Privacy Notice).

	This is so you're aware and can check that we're using your information in accordance with data protection law.
3. The right to rectification	You are entitled to have your information corrected if it's inaccurate or incomplete.
4. The right to erasure	This is also known as 'the right to be forgotten' and, in simple terms, enables you to request the deletion or removal of your information where there's no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions.
5. The right to restrict processing	You have rights to 'block' or suppress further use of your information. When processing is restricted, we can still store your information, but may not use it further. We keep lists of people who have asked for further use of their information to be 'blocked' to make sure the restriction is respected in future.
6. The right to data portability	You have rights to obtain and reuse your personal data for your own purposes across different services. For example, if you decide to switch to a new provider, this enables you to move, copy or transfer your information easily between our IT systems and theirs safely and securely, without affecting its usability.
7. The right to object to processing	You have the right to object to certain types of processing, including processing based on our legitimate interests and processing for direct marketing (i.e. if you no longer want to be contacted with potential opportunities).
8. The right to lodge a complaint	You have the right to lodge a complaint about the way we handle or process your personal data with your national data protection regulator.
9. The right to withdraw consent	If you have given your consent to anything we do with your personal data, you have the right to withdraw your consent at any time (although if you do so, it does not mean that anything we have done with your personal data with your consent up to that point is unlawful). This includes your right to withdraw consent to us using your personal data for marketing purposes.



### How can you make a request to exercise your rights?

To exercise any of the rights above, or to ask a question, contact us using the details set out at the end of this Privacy Notice.

### How will we handle a request to exercise your rights?

We'll respond as soon as we can. Generally, this will be within one month from when we receive your request but, if the request is going to take longer to deal with, we'll come back to you and let you know.

We usually act on requests and provide information free of charge, but may charge a reasonable fee to cover our administrative costs of providing the information for:

- baseless or excessive/repeated requests, or
- further copies of the same information.

Alternatively, the law may allow us to refuse to act on the request.

### How can you contact us?

If you have questions on the processing of your personal data, would like to exercise any of your rights, or are unhappy with how we've handled your information, please contact us here:

- Milliken & Company of 920 Milliken Road, Spartanburg, South Carolina 29303 U.S.A.,

email: [Privacy@milliken.com](mailto:Privacy@milliken.com)

If you're not satisfied with our response to any complaint or believe our processing of your information does not comply with data protection law, you can make a complaint to the data protection regulator in your country.

Our Data Protection Manager can also be reached at [Privacy@milliken.com](mailto:Privacy@milliken.com)