PRIVACY NOTICE

Hotpoint UK Appliances Limited ("[Hotpoint]", "we", "us" and "our"), in its capacity as data controller, intends to provide individuals, including but not limited to the users ("you") of the following websites (https://washingmachinerecall.whirlpool.co.uk) , with information concerning the methods used for collecting and processing personal data, in accordance, with the European General Data Protection Regulation no. 679/2016 ("Regulation") and any other applicable local laws and regulations.

This privacy policy explains how Hotpoint will collect, use, disclose and transfer your personal information when you register your washing machine as part of the recall campaign of certain *Hotpoint* and *Indesit* washing machines manufactured between October 2014 and February 2018 on our websites available at https://washingmachinerecall.whirlpool.co.uk (together, the "recall campaign").

Note that if you have registered to use another Hotpoint service or website (such as to register a connected appliance or use our other services which are unrelated to the recall campaign) then this privacy policy will not apply and you should refer to the privacy policy of the relevant website or service which will provide information about how we handle your personal information in those circumstances.
The recall campaign are operated and managed by Hotpoint UK Appliances Limited, which is part of the global Hotpoint group of companies that sells products under the Indesit, Ariston, Hotpoint, Hotpoint-Ariston and Creda brand names (referred to in this policy as the "Hotpoint Group").

INFORMATION WE COLLECT FROM YOU

We may collect and process the following information about you when you use the recall campaign services:

- Information that you provide when you contact us, such as to register your washing machine or report a problem with the recall campaign services. This information includes (but is not limited to) your title (Miss, Mrs, Mr, etc.), first and last names, address and contact information such as your email and telephone number.

- Details of transactions you carry out as part of the recall campaign and of the fulfilment of that transaction, such as replacement options as well as repair of your affected washing machine .

- Information we may automatically collect about you. We may automatically collect information about your computer when you access our websites, including your IP address, operating system and browser type.

HOW WE USE YOUR INFORMATION

We may use the information we collect from you for the following purposes:

- To fulfill the replacement options and service campaign to repair the defective products that have been sold;

- To offer you alternative solutions provided as part of the recall campaign;

To communicate with you about your account or your appliance, to respond with your enquiries or complaints and to send you communications related to the recall campaign;

- To provide you with the products or services that you request from us;

- To carry out our obligations arising from contracts entered into between you and us, if any;

- To notify you about changes to our services;

Sharing it with other Hotpoint Group entities for the same purposes above.
Hotpoint will process the personal data for as long as it is necessary to achieve the intended purposes.

We may also generate, use and disclose aggregated and/or anonymised information and statistics about the recall campaign for advertising and strategic purposes and share these with third parties.

STORAGE AND SHARING OF YOUR INFORMATION

Your information will be stored on Hotpoint Group databases (this means it will be shared by Hotpoint with other members of the Hotpoint Group). In addition, it may be stored on databases managed through external third party providers of hosting services, with which the relevant member(s) of Hotpoint Group has signed an agreement in compliance with the applicable data protection laws.
We will not rent, sell or share information collected in relation to the recall campaign with other people or non-affiliated companies except as described in this privacy policy. We may share your information;

- with external third parties acting or performing functions on our behalf, such as call centre operators, shippers, service providers or field call engineers.

- with public authorities, including but not limited to safety authorities, which may be relevant in relation to the recall campaign and related activities.

- when we believe such disclosure is necessary to identify, investigate or pursue action with regard to any injury or interference with the rights and property of the Hotpoint Group;

- to respond to judicial process and in cooperation with law enforcement agencies, or as otherwise required by law;

- to assist us in the prevention or investigation of fraud, any violation, or other legal compliance breaches;

- in the event that Hotpoint sells or transfers a part of its business, but only as necessary in connection with the sale. Should such a sale or transfer occur, we will use reasonable efforts to try to ensure that the entity to which we transfer your personal information uses it in a manner that is consistent with this privacy policy.

TRANSFERS ABROAD

Please note that some of the Hotpoint Group companies and third parties that we store or share your data with for the purposes described in this privacy policy may be based in territories that are outside your country of residence and may not be subject to the laws of your country of residence. Where this is the case, we will take measures to ensure that your personal information is protected in accordance with this Privacy Policy and with the Privacy Shield Framework, as Hotpoint Corporation participates in and has certified its compliance with the EU-U.S. and Swiss-U.S. Privacy Shield Frameworks.

HOW WE PROTECT YOUR INFORMATION

We want you to feel confident about using the recall campaign services and we are committed to protecting the personal information that we collect. Accordingly, Hotpoint and the Hotpoint Group take all reasonable administrative, technical and physical steps with a view to maintaining the security of the

information you provide us, and to maintaining appropriate security measures to protect your information, in compliance with applicable laws and standards.

YOUR RIGHTS

You have the right to access your data at any time as well as to request, at any time: (a) confirmation as to whether or not data concerning you exists, is being processed and/or transferred, and information as to the data being processed; (b) details of any entity to which your data may be communicated and who may get access to your data; (c) that your data be updated or corrected, or erased, anonymized, or blocked if it has been processed unlawfully; (d) certification that the operations indicated in point (c) above were notified to any person or entity to which your data has been communicated.

You also have the right to object to the processing of your data for communications relating to your registration. If you wish to exercise the rights mentioned above, or raise any questions about the personal data we hold about you, please send us an email at data_protection_emea@europeanappliances.com (or write to us at: Hotpoint UK Appliances Limited, Morley Way, Peterborough, Cambridgeshire, PE2 9JB, for the attention of the Data Protection Office).

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to this privacy policy.