

## 1. Introduction

The protection and security of your personal information are important to Timber Specialties. The purpose of this Privacy Policy is to outline how we handle personal information you provide to us which is either collected by us through this website (timberspecialties.com) (“**Website**”), through any other form of communication with us, Koppers group affiliates, our agents or our contractors or via the services we provide to you.

Our Website has been developed and is operated by Timber Specialties Limited located at 35 Crawford Crescent, PO Box 520, Campbellville, Ontario, L0P 1B0 (“**Timber Specialties**”, “**we**”, “**our**” or “**us**”), who is the controller of your personal information processed via this Website. Timber Specialties is a subsidiary of Koppers Holdings Inc. (“Koppers”) of the United States of America.

**Please read this Privacy Policy to understand how we may process your personal information we collect about you.**

By visiting our Website, or otherwise providing us directly or others, with your personal information, you accept and consent to the practices described in the Privacy Policy.

## 2. Collection of Your Personal Information

We may collect and process your personal information when you submit it to us in the following ways:

- **Communications via our Website or through other forms of communication with us:** We collect personal information when you provide it to us through communications via our Website (such as, your name, email address, company name, title, and/or phone number). This includes where you have contacted us through the “Contact Us” page on our Website and similar situations in which you have chosen to provide the information to us, including for customer services support, over the phone, via email or in person.
- **Products or Services you request:** Where you request a product or service from us, we will collect your personal information to process and/or action your request and otherwise contact you following a purchase. We may ask you to provide personal information, such as your e-mail address, name, company name, title, work address, or telephone number.
- **Using our Website:** We also collect and process information related to your use of the Website, such as your IP address, device identifiers, country of origin, dates and times our Website was used by the IP address and duration of use.

We do not knowingly collect or store personally identifiable information from anyone under the age of 13 unless or except as permitted by law. ANY PERSON WHO VISITS ANY OF THE WEBSITE REPRESENTS TO US THAT HE OR SHE IS 13 YEARS OF AGE OR OLDER.

### **3. Use of Your Personal Information**

We only collect and use your personal information with your consent to enable us to perform the contract entered into between you and us, with your consent, to ensure compliance with local legal and regulatory requirements, or for the purposes of our legitimate business interests, which may include the following:

- to verify your identity;
- to enable us to carry out our obligations arising from any contracts and to provide you with the information, products and services that you request from us;
- to operate, improve and maintain our Website;
- to enable us to respond to an enquiry or other request you make when you contact us via our Website or through other forms of communication with us;
- to provide you with more effective customer service;
- performing research and analysis aimed at improving our products, services and technologies; and
- to communicate with you to provide you information about other products and services we offer that are similar to those that you have already purchased or enquired about as we feel may interest you, as described in the “Marketing” section below.

### **4. Marketing**

We may contact you to provide you with information about products and services similar to those which were the subject of a previous sale or negotiations of a sale to you. You may be contacted by us, Koppers group affiliates, or by one of our selected third parties, in each case where you have consented to receive these communications.

You may opt out of receiving our marketing communications at any time by contacting us at [privacy@koppers.com](mailto:privacy@koppers.com) or by using the unsubscribe link in any of our communications.

Even if you have opted-out from our marketing communications, and in accordance with applicable law, we may continue to contact you for non-marketing related purposes.

### **5. Sharing of Your Personal Information**

We may share your personal information with the following third parties:

- Koppers group affiliates;
- our service providers that we engage to provide services for us. Where we provide your personal information to third party services providers, they are required to keep your personal information confidential and secure, and must only use your personal information as instructed by us;

- a prospective seller or buyer in the event of a proposed sale or purchase of any part of our business or assets, and to any eventual buyer so that the buyer can continue to provide you with information and services; and
- our distributors, business partners, or other service providers, including for marketing purposes or where you have chosen to share your personal data through our Website.

We may transfer your personal information to third parties located outside of your country of residence, including in the United States. As a result, your personal information may be accessed by the courts, law enforcement and public authorities of such countries pursuant to local legislation.

We may also disclose your personal information (a) in accordance with a request made by you; (b) where required to respond to authorized requests from government authorities or where required or authorized by law; (c) where we are required or authorized by law, we may also disclose your personal information where it is necessary to protect the rights, property or safety of Timber Specialties, our products and services and our customers, distributors or business partners including the enforcement of our agreements, this Privacy Policy or other agreements or to prevent or take action regarding illegal activities or fraud, situations involving potential threats to the safety of any person or as evidence in litigation.

## **6. Security of Your Personal Information**

Timber Specialties takes all steps reasonably necessary to ensure that there are appropriate technical, physical and organizational security measures in place to safeguard your personal information. The security measures implemented by Timber Specialties are reasonable and appropriate to the risks presented by the processing of your personal information, as described in this Privacy Policy. Despite this, the nature of the internet is such that we cannot guarantee or warrant the security of any information you transmit to us via the internet and any transmission is at your own risk.

If a password is used to help protect any account you hold with us, it is your responsibility to keep your password confidential. You should update your password periodically to help reduce the risk of unauthorized access to your account with us. When you do, you should strengthen your password with the combination of uppercase and lowercase letters, numbers, punctuation and other symbols. Do not share this information with anyone. If you are sharing a computer with anyone you should always log out before leaving a site or service to protect access to your information from subsequent users.

We have also implemented appropriate safeguards, to protect your personal information when we transfer it to third parties, including the execution of data transfer agreements with recipients of the information. For further information please contact us using the contact details provided at the end of this Privacy Policy. We will process any request in line with any local laws and our policies and procedures.

## **7. Storing Your Personal Information**

Personal information collected through our Website will be stored on servers located in Canada.

We will only store your information for as long as necessary to fulfill the purpose for which it was lawfully collected or as required by law.

## **8. Your Rights**

You should inform us of any relevant changes in your personal information, and in accordance with our obligations under applicable law we will update or delete your personal information accordingly. To access your personal information or to have your personal information rectified, please send your request to [privacy@koppers.com](mailto:privacy@koppers.com). We will respond to requests within the time allowed by applicable law and will endeavor to respond as accurately and completely as possible.

In certain circumstances, we may not be able to provide access to certain personal information we hold about you. If access cannot be provided, we will notify you in writing of the reasons for the refusal.

We may ask you for additional information to confirm your identity and for security purposes, before disclosing information requested to you.

To exercise any of your rights in connection with your personal information, please contact us at [privacy@koppers.com](mailto:privacy@koppers.com). We will process any request in line with any local laws and our policies and procedures.

## **9. Changes to this Privacy Policy**

Please check this page periodically for changes to this Privacy Policy. If Timber Specialties decides to modify this Privacy Policy in a material manner, Timber Specialties will notify you of such modifications by posting a prominent notice on its home page. Please check back frequently to see any updates or changes to this Privacy Policy.

## **10. Contact Us**

For additional information or questions about our Privacy Policy, or about the processing of personal data, please contact [privacy@koppers.com](mailto:privacy@koppers.com).

This Privacy Policy was last updated October 25, 2018.