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## Information we collect

We may collect the following types of information:

- Information you provide – When you sign up for access to UL Research Institutes’ online resources (including any customer applications), download documents or complete online forms, we may ask you for certain personal information. You may be asked to provide personal information such as: name, title, function, e-mail address, address and certain demographic information. When placing an order or carrying out a transaction on the Site, you may be asked for financial information such as credit card details. You may also voluntarily share other information such as feedback, opinions, or information shared via the Contact Us feature.
- Cookies – A cookie is a piece of data stored on a user’s computer that is tied to information about the user. When you visit the Site, we send one or more cookies to your computer or other browsing device. We use cookies to improve the quality of our service, including for storing user preferences, improving search results and ad selection, and tracking user trends. Most browsers are initially set up to accept cookies, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some UL Research Institutes features and services may not function properly if your cookies are disabled.
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- Log information – When you access the Site via a browser, application or other client, our servers automatically record certain information. This may include information such as your web request, your interaction with a service, Internet Protocol (IP) address, browser type, browser language, the date and time of your request, and one or more cookies that may uniquely identify your browser or your account.
- Please see our [Cookie Policy](#) for more detailed information regarding cookies and web beacons.



## **No sensitive personal information or personal information of minors**

UL Research Institutes does not need or want to collect any sensitive personal information (called special category data in the EU) through the Site. Similarly, minors under the age of 18 should not provide any personal information to UL Research Institutes through the Site. The Site does not knowingly accept sensitive personal information or personal information of minors from users of the Site and/or any third-party sites.

## **How we use this information**

We use information we collect:

- to help us improve the Site and deliver content and functionality that is best suited for you and your device;
- to analyze your use of the Site for trend monitoring and promotional purposes;
- to keep you posted on our latest announcements, events, and standards-related content that we believe may be of interest to you if this is in accordance with your marketing preferences;
- to send important notices or communications regarding standards content you have purchased from UL Research Institutes, even if you have opted out from our marketing communications;
- to respond to inquiries and comments and provide you with support via your preferred communication channels;
- to keep the Site safe and secure and comply with our legal requirements and obligations;
- to set up and manage your user account; and
- for any other new purpose for which we notify you before collecting any personal information.

## **How we share your information**

You can choose which, if any, of our online resources you wish to participate in. UL Research Institutes only shares personal information in the following limited circumstances:

- We provide such information to our affiliated companies where it is necessary to meet the purpose for which you have submitted your personal information and in particular if necessary for the provision of products, account administration, marketing and support. We take steps to ensure that any such companies follow our data protection policy, this privacy notice and applicable local law when handling personal information. This includes having in place proper data transfer mechanisms such as EU standard contractual clauses.
- To third party contractors and providers that perform certain functions on behalf of UL Research Institutes, such as sending email, removing repetitive information from customer lists, analyzing data and processing credit card payments, direct marketing services, and cloud hosting services. These parties only have access to such information as necessary to perform their functions and may not use it for any purpose other than to provide services to us.
- UL Research Institutes, like all companies, is required to respond to lawful requests from law enforcement bodies to access UL Research Institutes premises and systems for purposes



relating to national security. This will be strictly limited to the data relevant to the scope of a request and to data subjects covered by the legal jurisdiction of requests.

- UL Research Institutes may publish information regarding the membership of its Standards Technical Committees (TCs).
- We may also process personal information directly relevant to investigating and handling a criminal or civil lawsuit or to take action to prevent fraud, abuse or other violations of our Site Terms of Use.
- For other lawful purposes that may arise such as due to any merger, acquisition, financing, sale of company assets or interests in the company, or transition of service to another provider, or in the event of an insolvency, bankruptcy, or receivership.

### **Safeguarding your information**

UL Research Institutes uses commercially reasonable efforts to employ security measures designed to protect your personal information from loss, destruction, or access by unauthorized persons. These include, but are not limited to:

- Physical safeguards such as locked doors, controlled access to our facilities and secure destruction of media containing your personal information.
- Technology safeguards, like the use of anti-virus and endpoint protection software, and monitoring of our systems and data centers to ensure that they comply with our security policies.

### **Data Retention**

We will retain your information for as long as is necessary for the purposes for which it was collected. The criteria used to determine our retention periods include:

- How long is the data needed to provide you with our products or to operate our business?
- Do you have an account with us? In this case, we will keep your data while your account is active or for as long as needed to provide our products to you.
- Are we subject to a legal, contractual, or similar obligation to retain your data? Examples can include mandatory data retention laws in the applicable jurisdiction, government orders to preserve data relevant to an investigation, or data that must be retained for the purposes of contract or litigation.

### **Accessing and controlling your information**

You have the following rights in most circumstances:



- The right of access—The right to know whether data concerning you is being processed and if so, the right to gain access to it with a few exceptions.
- The right to rectification—The right to ensure data held about you is accurate, and if it is not, have it corrected.
- The right to erasure or right to be forgotten—Where UL Research Institutes does not have an overriding legal basis to retain your personal information.
- The right to restrict processing—In some circumstances, you have the right to limit how UL Research Institutes processes your personal information if UL Research Institutes does not have an overriding legal basis to continue processing.
- The right to be informed—UL Research Institutes has a responsibility to provide you with the information contained in this privacy notice and to answer questions if you ask for more detail about anything contained here.
- The right to data portability—The right to obtain a copy of the personal information you provided to UL Solutions, in a format you can easily take away and load onto another device.
- The right to object—You have the right to withdraw consent or object to processing when processing is based upon consent or legitimate interest as the lawful basis, with some exceptions.

For the provision of much of standards content, we provide mechanisms for you to electronically access and update your personal information by logging into your online accounts. You may opt out of promotional email communications from us by clicking on a link provided in our promotional email messages or sending us an email at [privacy@ul.org](mailto:privacy@ul.org). After opting out, you will no longer receive marketing or promotional communications but will continue to receive other messages, such as important notices or communications regarding products you have ordered from UL Standards & Engagement. For cookies/trackers, you can click the 'More Information' link on any UL Research Institutes cookie banner to check that preferences are correct. You can selectively provide consent and withdraw consent via that link. You may also send any requests to [privacy@ul.org](mailto:privacy@ul.org) or complete our online personal information access request form.

### **California residents: Your California privacy rights**

California law permits residents to receive: (1) a listing of categories of personal information UL Research Institutes has collected about them, (2) the identity of any third parties to whom UL Research Institutes has disclosed personal information for a business purpose or sold personal information within the previous calendar year and (3) the categories of personal information disclosed or sold to those third parties. California law requires us to request certain personal information to verify your identity prior to these disclosures and prohibits discrimination based on your exercise of these rights. You can submit a request for disclosure by contacting us at [privacy@ul.org](mailto:privacy@ul.org) or completing our online personal data access request form. Please note that UL Research Institutes does not sell personal information to third parties or disclose personal information to third parties for the third parties' direct marketing purposes.

### **China residents: Your additional privacy notice**



If you are located in mainland China (which excludes Hong Kong and Macau Special Administrative Regions and Taiwan for the purpose of this Privacy Notice), these additional jurisdiction specific terms will apply to the processing of your personal information.

We, UL Research Institutes, are the personal information processor of your personal information for the purposes of the Site and applicable data protection laws. As mentioned at the beginning of this Privacy Notice, you understand that the Site is hosted by us in the United States and you expressly consent to the cross-border transfer of your personal information to us.

Your rights. In addition to the rights set out in the above section (Accessing and controlling your information) (as applicable), to the extent permitted by applicable laws, you also have the following rights in connection with your personal information:

- The right to delete—The right to require us to delete your personal information under any of the following circumstances:
  - the processing purpose has been achieved or is unachievable or the personal information is no longer necessary to achieve the processing purpose;
  - we have ceased to offer the products or the retention period has expired;
  - you have withdrawn your consent;
  - we have processed personal information in violation of applicable laws or in breach of this Privacy Notice; or
  - other circumstances provided for in applicable laws.

If the applicable retention period provided for in the laws and regulations has not yet expired or it is technically difficult to delete your personal information, we will cease to process your personal information except for the purposes of storage and taking necessary security protection measures.

- The right of explanation—The right to require us to explain our rules of processing personal information.

### **Questions or concerns**

If you would like more information about any of the above, have concerns, or need information about viewing this Privacy Notice in alternate formats, you can contact UL Research Institutes at [privacy@ul.org](mailto:privacy@ul.org) and, if you reside within the EU, and feel there are grounds to do so, you have the right to lodge a complaint with the Irish Data Protection Commissioner: <https://www.dataprotection.ie/docs/complaints/1592.htm>.