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Information we collect and sources of information

We 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, job title, country, phone number, e-mail address, address and certain demographic information. You may also voluntarily share other information such as feedback, opinions, or information shared via the Contact Us feature.
- Cookies and Other Tracking Technologies – 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 and similar tracking technologies 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. You can also disable cookies by following instructions at www.youradchoices.com. Please note, some UL Research Institutes features and services may not function properly if your cookies are disabled.

No personal information of minors

UL Research Institutes Site and the products and services we offer are not directed to minors under the age of 13 and we do not knowingly collect the personal information of minors under 13.

How we use the personal information we collect

We use the personal 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.
- 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. Those measures include administrative, physical, and technical safeguards to protect the security, confidentiality, and integrity of Personal Information. However, data security incidents and breaches can occur due to a variety of factors that cannot reasonably be prevented; therefore, our safeguards may not always be adequate to prevent all breaches of security.

Other Websites and Social Media Buttons

Our Site may contain links to other websites or social media buttons. We are not responsible for the privacy practices or the content of those websites or social media platforms. This Privacy Notice applies only to our business and the personal information we collect.

Changes to This Notice

We may make changes to this Notice from time to time. If the changes are material, you will be notified via a notice on our Site.

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.