

PRIVACY POLICY

Last modified: June 9, 2016

This statement discloses the privacy guidelines for the domestic Air Liquide Canada (“Air Liquide”) web sites, customer community portal website and mobile application. All other Air Liquide entity provides for its own separate privacy policies. Therefore, the content of this policy does not bind or relate to any of the other Air Liquide entities. If your questions are not addressed in this document, feel free to contact us about Air Liquide's privacy or information usage guidelines at web.office@airliquide.com and put "privacy" in the subject line.

Air Liquide's policy is to respect and protect the privacy of the users of the community portal website and mobile application (the “Services”). Subject to the Terms of Use and sections mentioned in this policy, we will not willfully disclose individually identifiable information about our customers to any third party without receiving that user's permission.

Information we collect

We collect information to provide better services to all our users from basic information such as the language you speak, to more advanced information like your billing information, order fulfillment or online customer support. Unless the information is required to provide the Services, your participation is optional.

For example, we request information from you when you:

1. **Register on Air Liquide mobile application.** Some of our Services require to sign up. When you do, we will ask for personal information, such as your name, the name of the employer, address, email address, phone number or credit card number to store with your account. The name and province of each user is posted and visible in the customer community portal as well as the messages, questions and answers you provide.
2. **Place an order and manage your account and orders.** This information may include billing information, delivery sites and preferences, the type and quantity products purchased, cylinder balance and location, payment details.
3. **Scan bar codes on Air Liquide products.** The Services include the option to scan and localize cylinder products using a mobile device. We therefore collect device-specific information (hardware model, operating system, unique device identifiers and mobile network information including phone number). We will associate your device identifiers or phone number with your Air Liquide account. We may also collect and process information about your actual location. Technologies to determine locations or localization of our products, such as IP address, GPS and other sensors, may be used by us.
4. **Subscribe to a newsletter or a mailing list.** Name, address, email address, product preferences may be collected by us.

In each of the instances above, additional personal information may be collected from you. If we ever ask for significantly different information, we will inform you. In the case of newsletters (printed or via email) or mailing lists, you will be able to "unsubscribe" to these mailings at any time, leave a community group or define how frequently you want to receive email notifications from the community groups you are a member of.

How do we define “personal information”?

We consider “personal information” to be information provided to us about individual users that relates directly to them and their personal uses and purchase of our products and services. For example, we do not consider information related to an organization or information relating to a business purchase or use of our products, as opposed to information relating to individual employees, as “personal information”.

Air Liquide only uses your personal information for specific purposes

We use the information we collect from our users to provide, maintain, protect and improve our Services and to protect Air Liquide and its users. The information you provide will be kept confidential and used to support your customer relationship with Air Liquide and with Air Liquide's affiliated companies. Among other things, we want to help you efficiently find information on the website and application and alert you to Services and product upgrades, special offers, updated information and other new products and services from Air Liquide. Air Liquide may enhance or merge your information collected at its site with data from its affiliated companies or other third parties for purposes of marketing products or services to you. We may use your personal information to determine the demographics of our users and to distribute statistics and general marketplace information about Air Liquide. These demographics will always represent aggregate information and never identify specific users.

Also, we may disclose aggregate non-personally identifiable user information to describe our services and products to current and prospective partners, advertisers, and other third parties and for other lawful purposes, including planning for and implementing advertising or promotional campaigns. Additionally, Air Liquide and its affiliates may utilize direct mailings (including email mailings) to make direct product offers to you if you provide your "opt-in" consent.

Information that may be shared with others

We provide personal information to our trusted businesses or persons to process it for us based on our instructions and in compliance with our Privacy Policy and confidentiality and security measures. Your information may be shared with agents or contractors of Air Liquide and its affiliated companies for the purpose of performing the Services for Air Liquide. We may also share personal information with companies, organizations or individuals outside Air Liquide if we have good faith belief that access, use, preservation or disclosure of the information is reasonably necessary to meet any applicable law, regulation, order or governmental request or to enforce Terms of Use, including investigation of potential violations. Also, we may disclose such information to detect, prevent or address fraud, security measures or technical issues as well as protect against harm to the rights, property or safety of Air Liquide, its users or the public as permitted by law.

Customers for our product and services

Products and services offered by Air Liquide are solely for commercial use. Use of this website and/or application by children or the purchase by children of any of our products or services is not intended. As a matter of our policy, those under the age of 16 should ask their parents before sending personal information to us or anyone else on the Internet. We expect, however, that none of our users will be children.

You can opt out of receiving further marketing from Air Liquide at any time

We will send you information about our various products and services, or other products and services we feel may be of interest to you. Only Air Liquide (or agents working on behalf of Air Liquide and under confidentiality agreements) will send you these direct mailings. You can opt-out of receiving further marketing from Air Liquide at any time.

Internet Commerce and Security

Air Liquide is committed to data security with respect to information collected on our site or through our mobile application. We offer the industry standard security measures available through your browser called Security Socket Layer ("SSL") encryption. The SSL server that we utilize encrypts information before sending it to us. Unfortunately, no data transmission over the internet or any wireless network can be guaranteed to be absolutely secure. We strive to protect your personal information by implementing these security precautions, but we cannot ensure or warrant the security of any information you transmit to us or from our online or mobile application Services. You do so at your own risk.

Customized experience: Cookies, Encrypted URLs, etc.

New technologies are emerging on the internet that help us deliver customized visitor experiences. At Air Liquide, we use "cookies" and "Encrypted URLs" to help us provide you with high quality Services. A "cookie" is a set of data routines sent from our server to your browser and stored on your hard drive. Such cookies and other devices allow us to store and track information about you. Among other things, such devices allow us to be reminded of who you are and to access your account information, to measure the audience and usage of our Services, allow us to target advertisers and to track visitors to, and business conducted on, the website or mobile application, and measure certain traffic patterns in order to customize the content, banner ads, promotions and other advertisement delivered to you. However, please be assured that advertisers not affiliated with Air Liquide will not have access to your individual account information.

Third-Party Sites

Please be aware that other web sites that may be accessed through our web site may collect personal identifiable information about you. The information practices of those third party web sites linked to our website or application are not covered by this Privacy Policy. Air Liquide is not responsible for the privacy practices of the web sites that it does not operate, and this Privacy Policy does not apply to those web sites.

Password and Personal Information

You are solely responsible for maintaining the secrecy of your passwords or any account information. Be careful and responsible whenever you are online. If you post personal information online that is accessible to the public, you may receive unsolicited messages from other parties in return.

Modification

Air Liquide reserves the right to modify or supplement this Privacy Policy at any time. Because of this, you should watch for any notes indicating that this Privacy Statement has been changed every time you access the Air Liquide web site. All modifications or supplements to this Privacy Statement are effective when posted.