

# Privacy

PLEASE READ THIS PRIVACY POLICY CAREFULLY BEFORE USING THIS SITE

Date updated: September 22, 2023

O-I Glass, Inc. (“O-I”) respects the privacy of every individual who visits its Internet Web Site (“Site”). This Privacy Policy (the “Policy”) states how O-I will collect, use, and disclose information it collects from you. By visiting the Site, you agree to the practices described in this Privacy Policy, and those in our Terms and Conditions of Use (“Terms and Conditions”), which are also posted on this Site.

As our business changes and as technology and Internet use and practices change, O-I may, from time to time, change our practices, Terms and Conditions, or this Policy. Therefore, O-I reserves the right, in its sole discretion, to modify, change, add to, or delete from this Policy and other policies posted on this Site at any time and without notice to users of this Site. Thus, we encourage you to review this Policy and other policies posted on this Site for possible changes, and to do so each time you return to the Site, to be certain you are aware of any alterations. Your continued use of this Site after any such alteration has been made constitutes acceptance by you of the terms of this Policy and any other policies posted on this Site as they then exist, including any such alteration.

## Collection, Storage and Use of Personal Information

We may collect, store and use different categories of personal information:

CATEGORY OF PERSONAL INFORMATION	SOURCE OF INFORMATION	PURPOSE FOR COLLECTION	CATEGORIES OF RECIPIENTS	LEGAL BASIS FOR PROCESSING
<b>Identification and contact information:</b> such as your name and surname, title, location, User ID (e-mail address), postal address, email address,	From you (online and offline, including when you create an account, contact customer service or sign	Allocate your inquiries to the right person to respond to your inquiries and fulfill your requests, communicate with you and send you news and	With related entities and authorized third parties for the purpose of providing specialized services to us (such as helping	Our legitimate interest, consent (where required by law), and/or to fulfill contractual obligations

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<p>telephone numbers, or other contact details information you may provide to us when you register or update an account, sign up for email communications, join our mailing list, request catalogs or other materials from us</p>	<p>up for marketing)</p>	<p>marketing information about the Company, consumer trends, our products and services; if creating an account on e-catalog, make the site more usable by customizing product content to your preferences; to assist us in identifying existing and potential customers for our products and services; to interact with existing and potential vendors; enable us to contact you with personalized, relevant communications about O-I, glass and our products and services; and to help enhance the Site and make it more usable for each user.</p>	<p>us to maintain and manage our customer information, communicate with our customers, service our website, fulfill orders, etc.)</p>	
<p><b>Information you provide about a third party:</b> name, surname, address, and contact details</p>	<p>From you</p>	<p>To complete a particular transaction or fulfill a service.</p>	<p>With related entities and authorized third parties for the</p>	<p>Our legitimate interest, consent (where required by law) and/or to</p>

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<p>of recipient for delivery of goods or services, if different from yours</p>			<p>purpose of providing specialized services to us (such as helping us to maintain and manage our customer information, communicate with our customers, service our website, fulfill orders, etc.)</p>	<p>fulfill contractual obligations. Where consent is required by law, by providing us with third party information you represent and warrant to us that you have obtained any necessary consents to share the third party information with us for the purposes described here.</p>
<p><b>Other voluntary information:</b> any voluntary information you may provide us in the course of your interactions with us (such as by sending an e-mail through our website and/or to the addresses indicated in our website or by calling, e-mailing, or texting with our customer service</p>	<p>From you</p>	<p>To assist us in identifying existing and potential customers for our products and services; to interact with existing and potential vendors; to communicate with you; to respond to your inquiries and fulfill your requests; and to help enhance the Site and make</p>	<p>With related entities and authorized third parties for the purpose of providing specialized services to us (such as helping us to maintain and manage our customer information, communicate with our customers,</p>	<p>Our legitimate interest, with your consent (where required by law), and/or to fulfill contractual obligations</p>

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team and/or other employees or by responding to surveys or competitions)		it more usable for each user.	service our website, fulfill orders, etc.)	
<p><b>Information automatically collected from your browser:</b> your browser type, operating system type or mobile device model, viewed webpages, links that are clicked, keystrokes typed, movement of the mouse or pointer, IP address, mobile device identifier or other unique identifier, sites or apps visited before coming to our Sites, the amount of time you spend viewing or using the Site, the number of times you return, or other click-stream or site usage data, emails we send that you open, forward, or click through to our Sites</p>	From you, from our Sites or app technology’s interaction with your browser or devices when you choose to connect your e-mail account with our system	To improve our Sites, customer service, user experience, products and services; to protect the security or integrity of the Site and our business, such as by protecting against and preventing fraud, unauthorized transactions, and managing risk exposure, including by identifying potential hackers and other unauthorized users; and, in an aggregated non-specific format, for analytical and demographic purposes.	With related entities and authorized third parties for the purpose of providing specialized services to us (such as helping us to maintain and manage our customer information, communicate with our customers, service our website, fulfill orders, etc.)	Our legitimate interest and/or with your consent (where required by law)

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<p><b>Information automatically collected from your device and internet network:</b> your internet service provider, your internet protocol or IP address domain names of the computers you use to visit our Sites, your operating system and browser used; and the type of handheld or mobile device used, such as laptop or smart phone, log files, URIs (Uniform Resource Identifiers) of the resources requested, the time of the request, the method used to submit the request to the server, the size of the file obtained in reply, the numerical status code of the server reply (successful, error, etc.) and other parameters concerning the user's operating</p>	<p>From you and from our Sites or app technology's interaction with your browser or devices, from third-party pixels and from service providers who support our fraud detection efforts</p>	<p>To improve our Sites, customer service, and user experience; to provide customer service; to make sure our Sites and app technology works properly with your device and make sure you can see and use our intended Sites and apps on the device you are using; for analytical and demographic purposes and to provide offers that may be of interest to you; to protect the security or integrity of the Site and our business, such as by protecting against and preventing fraud, unauthorized transactions, and managing risk exposure, including by identifying potential hackers and other unauthorized users.</p>	<p>With related entities and authorized third parties for the purpose of providing specialized services to us (such as helping us to maintain and manage our customer information, communicate with our customers, service our website, fulfill orders, etc.)</p>	<p>Our legitimate interest and/or with your consent (where required by law)</p>

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<p>system and computer environment, and/or device cookie settings and other device details, such as MAC address</p>				
<p><b>Purchase and order information:</b> billing address, shipping address, together with purchase details (products, color, size, quantity, price), methods of payment, and/or any communications we have received about your order or purchase</p>	<p>From you or from a customer who places an order to be delivered to you</p>	<p>To complete a particular transaction or fulfill a service; to validate, confirm, verify, deliver, install, and track your order, including to arrange for shipping, handle returns and refunds, to provide customer service, to maintain a record of the purchases you make, to service products you purchased from us, and to provide you offers that may be of interest to you or to assist with account credit or fraud decisioning</p>	<p>With related entities and authorized third parties for the purpose of providing specialized services to us (such as helping us to maintain and manage our customer information, communicate with our customers, service our website, fulfill orders, etc.)</p>	<p>Our legitimate interest, consent (where required by law) and/or to fulfill contractual obligations</p>

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<p><b>Payment card information:</b> such as name, card issuer and card type, credit or debit card number, expiration date, CVV code, billing addresses, and other financial information shared when making a purchase</p>	<p>From you</p>	<p>To complete a particular transaction or fulfill a service; to check that the right person is using the right card or account; to meet the requirements of the card brands or account issuers; to make sure we are paid for what you purchase</p>	<p>With related entities and authorized third parties for the purpose of providing specialized services to us (such as helping us to maintain and manage our customer information, communicate with our customers, service our website, fulfill orders, etc.)</p>	<p>Our legitimate interest, with your consent (where required), and/or to fulfill contractual obligations</p>
<p><b>Preference information,</b> such as your account settings including preferred store, contact channel and types of services/offers that interest you</p>	<p>From you, from our Sites or app technology’s interaction with your browser or devices and cookies tracking the pages you visit</p>	<p>To enhance your online shopping experience, including as a way to recognize you and welcome you to the Sites; to personalize your experience; and to provide you with customized content</p>	<p>With related entities and authorized third parties for the purpose of providing specialized services to us (such as helping us to maintain and manage our customer information, communicate with our customers, service our</p>	<p>Our legitimate interest, your consent (where required) and/or with your consent (where required)</p>

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			website, fulfill orders, etc.)	
<p><b>Social media information:</b> if you interact with us through a social media service or log in using social media credentials, or an IP associated to one, depending on your social media settings, we may have access to tracking via a hashed digital user ID associated with your engagement.</p>	<p>From third parties, such as co-branded partners and websites (for example, on our Facebook pages), and 3rd-party pixels from social media (such as Meta, Google, TikTok, LinkedIn, Twitter, Pinterest and Snapchat)</p>	<p>For research, analytical and other business purposes; to enable retargeting of digital ads on various social/digital platforms; to enhance your online shopping experience, including as a way to recognize you and welcome you to the Sites and to provide you with customized content</p>	<p>With related entities and authorized third parties for the purpose of providing specialized services to us (such as helping us to maintain and manage our customer information, communicate with our customers, service our website, fulfill orders, etc.)</p>	<p>Our legitimate interest and/or with your consent (where required)</p>
<p><b>Sensitive personal information:</b> such as your driver's license number, state identification card, precise geolocation (if you permit us to obtain your precise geolocation), your ethnic origin, and biometric data; combination of email address,</p>	<p>From you (online and offline, in the course of using or processing online services or remote order/sales services, including contacting customer service)</p>	<p>To complete a particular transaction or fulfill a service; to check that the right person is using the right card or account.</p> <p>To provide offers that may be of interest to you, for analytical and demographic</p>	<p>With related entities and authorized third parties for the purpose of providing specialized services to us (such as helping us to maintain and manage our customer information, communicate</p>	<p>Our legitimate interest, with your consent (where required), and/or to fulfill contractual obligations</p>



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<p>financial account, debit card, or credit card with security or access code, password, or other credentials allowing access to your account</p>		<p>purposes, and to protect the security or integrity of the Sites and our business, such as by protecting against and preventing fraud, unauthorized transactions, and managing risk exposure, including by identifying potential hackers and other unauthorized users.</p>	<p>with our customers, service our website, fulfill orders, etc.)</p>	
<p><b>Legal information:</b> fraud checks or flags raised about your transactions, the payment card you want to use, payment card refusals, suspected crimes, complaints, claims, and accidents</p>	<p>From you, the police, crime and fraud prevention agencies, payment card providers, the public, regulators, and your and our professional advisors and representatives</p>	<p>To protect you, other customers and our business against criminal activities and risks; to make sure we understand and can meet our legal obligations to you and others, and can defend ourselves; and if required by law, governmental request or court order or based on our good faith belief that it is necessary to conform or comply</p>	<p>With related entities and with our service providers who help us with fraud protection and credit risk reduction; with law enforcement and other governmental authorities in accordance with applicable law</p>	<p>Our legitimate interest, with your consent (where required), and/or to fulfill contractual obligations</p>

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		with such law, request or court order or to protect the users of our website or the public		

**Additional Disclosures**

We may transfer such information if there ever were to occur a change of ownership of O-I or its assets, and we may also disclose such information as described below in this Policy under the heading “Security and Retention.”

**Cookies and Pixel Tags**

When you visit our Site, you will have the option to affirmatively allow us to collect information about you. You will allow this by accepting “cookies.” If you reject cookies, or do nothing (meaning that you neither accept nor reject cookies), then no cookies or pixel tags will be collected from you other than “Necessary” cookies (as described below and which do not collect any personal information).

If you accept cookies, we use a variety of methods to collect information from you. These methods include either pixel tags or placing one or more small computer files called cookies on your computer. These files provide us with information about your computer and your visits, such as (but not limited to) your on-line identification and on-line address, other information about your computer and browser software, and information about your use of the various portions of this Site. Cookies do not collect any information stored on your computer or device. The types of cookies that we may use include:

    Session Cookies. These cookies remember you as you go from page to page on the Site so that you are not asked to provide the same information that you may have already provided on the Site. These cookies are deleted when you leave the Site or close your browser.

Persistent Cookies. These cookies enable the Site to remember your preferences when you return to the Site. For example, if you choose to read the Site in French during one visit, the next time you visit the Site will automatically appear in French.

Those cookies are classified, according to their purpose, in the following categories:

### **Necessary**

Necessary cookies are essential for the Site to function properly. This category includes cookies that ensure basic functionalities and security features of the website.

### **Functional**

Functional cookies help perform certain functions like sharing the content of the Site on social media platforms, collecting feedback, and facilitating third-party features. Some functional cookies are set by third parties, including Mailmunch and Snapchat. You can read the Mailmunch privacy policy here: <https://legal.mailmunch.com/privacy/> and the Snapchat privacy policy here: <https://values.snap.com/privacy/privacy-center>.

### **Performance**

Performance cookies are used to understand and analyze the key performance indices of the Site, which helps in delivering a better user experience for visitors.

### **Analytics**

These cookies allow us to determine how the Site is functioning and how users use the Site. For example, these cookies can tell us which pages visitors view the most, if users get any error messages while visiting, and how we can improve the Site. We use Google Analytics for analytics purpose. For more information on how Google Analytics handles the information it collects, please see Google's privacy policy at <https://policies.google.com/privacy>. You can control these tools using our cookie consent tool. You can also opt-out of making your online activity available to Google Analytics, by installing the Google Analytics opt-out browser add-on available at <https://support.google.com/analytics/answer/181881>. We also use analytics services provided by Vimeo. You can read Vimeo's privacy policy here: <https://vimeo.com/privacy>.

## Advertising

Advertising cookies are used to provide visitors with relevant ads and marketing campaigns. These cookies, which may be set by us or third parties, track visitors across our Site and other websites and collect information to provide customized ads. We use the following third-party advertising services:

- Google, <https://policies.google.com/privacy>
- Facebook, [https://www.facebook.com/privacy/policy/?entry\\_point=facebook\\_page\\_footer](https://www.facebook.com/privacy/policy/?entry_point=facebook_page_footer)
- LinkedIn, [https://www.linkedin.com/legal/privacy-policy?trk=homepage-basic\\_footer-privacy-policy](https://www.linkedin.com/legal/privacy-policy?trk=homepage-basic_footer-privacy-policy)
- X, <https://twitter.com/en/privacy>
- Snapchat, <https://values.snap.com/privacy/privacy-center>

You can control advertising cookies through our cookie consent tool.

The information we gather through the use of cookies and pixel tags enables us to track usage of the Site and to better understand the preferences of users of the Site. Cookies and pixel tags are used by us to aggregate data about Site traffic and Site interaction so that we can identify trends and obtain statistics so that we can improve the Site. We may transfer such information if there ever were to occur a change of ownership of O-I or its assets, and we may also disclose such information as described in this Policy under the heading “Security and Retention.” You can control cookies through our cookie consent tool. Your browser can also help you manage cookies. You can set your browser to refuse all cookies or to warn you when a cookie is being sent to your computer. You can also set your browser to turn off all cookies. You can do this through your browser settings on each browser and device that you use. If you turn cookies off, this may prevent the Site from working properly or prevent you from accessing some of the features on the Site. You can also set your browser to delete cookies every time you finish browsing.

## Your Privacy Rights and Access to Personal Information

You have the right to request access and to review, make corrections or updates to, receive information about our processing of, or erase any of your personal information under our control, and to withdraw your consent or object, on legitimate grounds, to the processing of your personal information. You may also ask us to send to you a portable copy of that information. You may exercise these rights by contacting us using the contact information

provided at the end of this Policy. These rights are subject to applicable legal restrictions and we may take steps to verify your identity before honoring your request.

## **California Business Contact Information**

If you are a California resident and we receive your Personal Information in the form of contact details from business events, for example as part of a business appointment (*e.g.*, by exchanging business cards) or as part of any other form of collaboration, we may use your contact and business details to maintain our business contacts. For this purpose, we may transfer your contact details to our internal database. Pursuant to the California Consumer Privacy Act, as amended by the California Privacy Rights Act (collectively, “CCPA”), you have privacy rights with respect to your business contact Personal Information.

The processing activity may include the following data categories:

- Your contact information (*e.g.*, name, title, form of address or salutation, address, gender, telephone numbers, email address); and
- Details on your profession (*e.g.*, job title, position, personnel number, place of work, branch office, department, qualifications).

This data processing is based on our legitimate business interests. We have a legitimate economic interest in maintaining contacts beyond the initial context and in using them to establish and develop a business relationship and to remain in contact with the parties concerned. Such business contacts could also be processed in our email communications with you and then kept in typical business software, either centrally or on the electronic devices of our employees.

California law provides you with the following rights with respect to your Personal Information:

- The right to know what Personal Information we have collected, used, or disclosed about you.
- The right to request that we delete any Personal Information we have collected about you.
- The right to correct inaccurate Personal Information about you.

California residents have the right to opt out of the selling and sharing of their Personal Information and to limit the use of their Sensitive Personal Information. However, we do not

“sell” or “share” Personal Information, as defined by the CCPA, and we do not use Sensitive Personal Information for any additional purposes that are incompatible with the purposes listed above, unless we provide you with notice of those additional purposes.

California residents may submit requests to correct, delete, and know specific Personal Information and/or categories of Personal Information we have collected about you using this form: [www.o-i.com/manage-personal-information-form/](http://www.o-i.com/manage-personal-information-form/) or by contacting us using our Toll-Free Number at [1-877-435-2104](tel:1-877-435-2104).

When you exercise these rights and submit a request to us, we or our partners may verify your identity via standard authentication procedures. For example, we may ask for your email address, phone number, or other identifying information. We also may use a third-party verification provider to verify your identity.

If you make a request under the CCPA, we will not discriminate against you in any way. For example, we will not deny you goods or services, charge you different prices or rates for goods or services, deny you discounts or other benefits or impose penalties on you, or provide you with or suggest that you will receive a different level or quality of goods or services.

### **Automated Decision-Making**

We generally do not use automated decision-making technology, as that term is defined by privacy laws. If we make use of automated decision-making technology, you will be informed through a separate privacy notice.

### **Security and Retention**

We use commercially reasonable practices, including encryption technologies, to protect the confidentiality and security of your Personal Information and to see that your information is treated in compliance with this Policy. However, given the nature of the Internet, we cannot ensure complete security and we are not responsible for any breach of security or for the action of any person or entity other than O-I. Notwithstanding our measures to safeguard the confidentiality of Personal Information as it travels over the Internet, “perfect security” does not exist on the Internet and we cannot guarantee the safety of transmitting Personal Information over the Internet. We, therefore, urge users to be careful with Personal Information while using the Internet. In addition, O-I cooperates with law enforcement inquiries, we obey court orders, and we honor subpoenas and other legal process. As a result, your information may be disclosed if we are compelled by law or legal process to disclose it. We may also disclose such information if we are to determine in our sole discretion that such disclosure would be useful in connection

with investigating possible non-compliance with the law, with any O-I policy, including our Terms and Conditions and this Policy, with any other agreement we might have with you, or if we reasonably believed that a user was attempting to cause damage to the functionality of this Site or its content. Hackers pose a threat to an Internet user, and the legal and regulatory status of matters on the Internet is uncertain both in the United States and in other countries. For these reasons, we cannot guarantee that all of your communications and other information will never be disclosed in ways you do not expect, or which are not described in this Policy.

Personal information is stored on our servers or those of our affiliates or service providers and is accessible to authorized personnel who require access for the purposes described in this privacy policy. We will retain your information for no longer than reasonably needed or permitted in light of the purpose(s) for which it was obtained and in accordance with applicable law. The criteria used to determine our retention periods include: (i) the length of time we have an ongoing relationship with you; (ii) whether there is a legal obligation to which we are subject; or (iii) whether retention is advisable in light of our legal position (such as in regard to applicable statutes of limitations, litigation or regulatory investigations).

### **Cross Border Transfer**

Your Personal Information may be stored and processed in any country where we or our affiliated companies or service providers have facilities and may be transferred to countries outside of your country of residence (including to the United States, the EU, Switzerland, Colombia, India, and anywhere we have operations), which may provide for different data protection rules than in your country. Personal information may also be processed outside of your province or state of residence. Appropriate contractual and other measures are in place to protect Personal Information when it is transferred to our affiliates or third parties in other jurisdictions.

Some non-European Economic Area (EEA) countries are recognized by the European Commission as providing an adequate level of data protection according to EEA standards. For transfers from the EEA to countries not considered adequate by the European Commission, we have ensured that adequate measures are in place, including by ensuring that, by way of example, the recipient is bound by EU Standard Contractual Clauses or an EU-approved code of conduct or certification, to protect your Personal Information.

### **Children's Privacy**

The Site is not intended for children under 18 years of age and O-I does not knowingly collect any personally identifiable information from individuals under 18 years of age. No one under the age

of 18 may provide information to O-I on or through the Site, and if we learn that we have received information from a child under the age 18, we will delete that information. If you believe that a child under the age of 18 has sent personal contact information to us, please contact us immediately and we will use reasonable efforts to promptly remove that information from our systems.

### **Third-Party Sites and Services**

This Policy does not address, and we are not responsible for, the privacy, information, or other practices of any third parties, including any third party operating any site or online service (including, without limitation, any social media) that is available through the Site or to which the Site contains a link. The availability of, or inclusion of a link to, any third-party site on the Site is for the user's convenience only and does not imply endorsement, approval or sponsorship by O-I of the third-party site, the content displayed, or the persons or entities associated with them. Once you have left the Site via any such third-party link, you are solely responsible for reviewing and determining your acceptability of any applicable terms of use and privacy policies applicable to such third-party sites.

### **Contacting Us**

If you have any questions about this Policy, please contact O-I Glass, Inc. (Data Controller for the personal information collected in connection with your visit to the Site) as follows:

By Mail: O-I Glass, Inc., One Michael Owens Way, Plaza 1, Perrysburg, Ohio 43551

By Email: You may go to [www.o-i.com](http://www.o-i.com) and click on the "Contact Us" link at the top of the page.

For residents of Canada, please contact our Canadian Privacy Officer at [canada.privacy.officer@o-i.com](mailto:canada.privacy.officer@o-i.com).