

Internet Privacy Policy

NACCO MATERIALS HANDLING GROUP, INC.

Your privacy concerns are important to NACCO Materials Handling Group, Inc. ("NMHG"), and we are committed to protecting your privacy. Please read this Privacy Policy to understand how your personal information will be treated if you choose to use this web site. When you use this web site, you consent to the use of your personal information by NMHG in the manner specified in this Privacy Policy. NMHG reserves the right to make changes to this Privacy Policy without notice. Since this policy may change periodically, please check back from time to time. For your information, the date of the last update to this Privacy Policy is stated at the bottom of this document.

This Policy Explains:

What types of information we collect and how we use it;

How we protect that information; and

How to contact us if you have questions about this Privacy Policy.

Information We Collect and How We Use It

1. General Information

NMHG does not collect any personally identifiable information from you (e.g., name, address, telephone number, e-mail address) unless you voluntarily choose to submit or otherwise disclose such information to us, including information submitted electronically or disclosed by mail, telephone or fax. We will not sell, trade or rent your personally identifiable information to third parties. We may disclose the information you provide to our subsidiaries, affiliates, agents or authorized dealers to help us manage our web site and our other business operations as permitted by law. Otherwise, NMHG will only use your information to respond to a request by you for information or, if appropriate, to consider your request for consideration of employment with NMHG, its subsidiaries or affiliates.

If requested, NMHG may have one of its subsidiaries, affiliates, agents or authorized dealers, or another person or entity, contact you, in which case your personal information will be provided to them to assist in providing customer service to you.

NMHG may store and process voluntarily submitted personally identifiable information to better understand your needs and how we may improve our products and services. Unless otherwise stated or requested by you, we may use your personally identifiable information to contact you. For example, we

may send you marketing materials or other information, respond to your comments or requests, or contact you if needed in the course of processing or shipping your order for products or services offered over our web sites, or may forward your information to one of our vendors for any Hyster® or Yale® branded merchandise you order.

In some cases, we may collect other information. Examples of this type of information include the type of Internet browser or computer operating system you are using, the domain of the web site from which you came to our site, demographic information in aggregate form, and user preferences in site content and advertising. We may also place a cookie on your computer at log in. NMHG may use this information to help us in web site research and development.

If you have submitted personally identifiable information through this web site or interactive advertisement for this web site, or if someone else has submitted your personally identifiable information, and you would like to have that information deleted from our marketing databases, please contact us via e-mail, or send a letter to our webmaster by mail at the addresses below. We will use reasonable efforts to remove your personally identifiable information from our marketing database.

Manager Digital Media
NACCO Materials Handling Group, Inc.
1400 Sullivan Drive
Greenville, NC 27834
Email: inquiries@nmhg.com

If you do not wish to be contacted further by an NMHG authorized dealer or other person or entity not related to NMHG, please contact that dealer or other party directly. NMHG does not own or control its independent authorized dealers and cannot control parties with whom it has no subsidiary or affiliate relationship. NMHG cannot require dealers or other non-related parties to delete your personal information.

2. Job Application Information

We may collect resumes from persons interested in applying for employment with NMHG, its subsidiaries or its affiliates. Resumes will not be used for marketing purposes, but may be disclosed within the NMHG group of companies, or to our parent company. NMHG is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation or status as a disabled veteran or veteran of the Vietnam era or any other war or conflict. Unlawful discrimination is prohibited. NMHG is an EEO/AAP/ADA employer.

3. Applicable Law

Although this web site may include offerings in multiple languages and may allow you to contact NMHG subsidiaries, affiliates and authorized dealers or other persons or entities throughout the world, we have created this site to comply with U.S. law. U.S. law may differ from privacy laws outside of the U.S. This Privacy Policy and any disputes arising under or related to it or this web site shall be governed by the laws of the U.S. and the state of Ohio without reference to conflict of law principles. Any disputes shall be resolved exclusively in the state or federal courts of Ohio located in the county in which NMHG does business.

4. External Disclosure

NMHG is a global business. Some of the uses and disclosures of your personal information mentioned in this Privacy Policy may involve the transfer of your personal information to various countries around the world. By submitting your personal information to NMHG via this website or in response to our e-mails, you consent to such transfers and to the processing of this information in various countries around the world.

5. External Links

This web site may provide links to sites of other businesses throughout the world. This Privacy Policy applies only to the personal information collected on this web site. It does not apply to personal information data handling by any person or entity other than NMHG. To the extent that you disclose personal information on another website, you are subject to the privacy policies and practices of that site and the privacy laws applicable to that site, even if this web site provides a link to that site. NMHG does not control and shall not be responsible for the privacy policies or practices of those sites or their compliance with applicable privacy laws.

6. Governing Translation

This English-language Privacy Policy describes how we will handle personal information obtained through this web site. In case of any inconsistency between the English-language Privacy Policy and its translation into another language (if any), the English-language document shall control.

7. Information from Children

NMHG does not direct its web site to children under thirteen (13) years of age. We do not knowingly solicit data online from, or market online to, children under the age of 13. If we knowingly obtain personal

information in error on a child under the age of 13, we will delete that information from our systems.

8. Monitoring, Enforcement and Legal Requests

NMHG has no obligation to monitor this web site or the use of the web site, or to retain the content of any user session. However, NMHG reserves the right at all times to monitor, review, retain and/or disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request or to cooperate with law enforcement and other authorities in investigating a claim of illegal activity. We may use IP addresses to identify a user when we feel it is necessary to protect our service, web site, customers or others.

9. Change of Ownership or Control

In the event that NMHG becomes owned or controlled by other individuals or entities, the information we have collected may be transferred to such party or parties.

How We Protect Your Information

10. Transmission Errors or Unauthorized Acts

NMHG will not be liable for disclosures of your personal information due to errors in transmission or unauthorized acts of third parties.

11. Security

We use reasonable administrative, technical, and physical security measures to protect your personal information from unauthorized access and use.

Questions About This Privacy Policy

If you have any questions about this Privacy Policy, the practices of this web site, or your dealings with the web site, or would like to provide comments, you may send us an email message or contact us by mail or at:

Manager Digital Media
NACCO Materials Handling Group, Inc.

1400 Sullivan Drive
Greenville, NC 27834
Email: inquiries@nmhg.com

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