Pre-contractual information pursuant to Article 3(3) EU Data Act for related services

RELATED SERVICES

iDM provides related services as defined in the EU Data Act. This is a tool for optimization and visualization that enables the user to optimize the operation of the heat pump.

Under the EU Data Act, we are required to provide you, as a user of our related services, with certain pre-contractual information. We are fulfilling this obligation with this document.

This document informs you about data-related aspects of using our related services.

1. **Information about the data used by the related service**

The related service uses the following readily available product data of the heat pump, in particular, data regarding operation, status, and usage:

- Operational and environmental values such as temperatures, performance data, and comparable measurements.
- In many cases, the heat pump can also be connected to other components, such as electricity storage systems, inverters, photovoltaic systems, energy management systems, or building automation systems (BAS). If such connections are established and activated by the user, data from these devices or systems can also be collected and transmitted to us.
- Data about your interactions as a user with the heat pump or connected devices.

The data catalog and the data itself are available in the dedicated download area in the machine-readable JSON format. We, as the data owner, use this data from the heat pump as a connected product to provide you with the related services presented here, in particular for

- Visualization of system and operating states,
- Optimization of operating times,
- Increased efficiency through automated planning of operational processes as well as
- Integration of external data (e.g. weather or tariff information) to optimize system operation.

The scope of the data used is limited and restricted to the information required for the respective functions of the related service. Roughly between 100 and 150 MB are generated, transmitted, and stored by the connected product on a single day. Data are only used by third parties within the framework of legal requirements, in particular, by

commissioned service providers or recipients authorized by the user. Data are processed exclusively for the purposes described above and for other legally permissible purposes, in particular, to ensure the operation and further development of our products and services, and to guarantee system security.

Data generated by the connected product and service includes data subject to the protection of trade secrets.

2. **Data storage**

The product data used for the related service are stored in a server backend operated by contracted technical service providers.
Data are stored in structured, machine-processable formats, insofar as necessary to provide the related services.

Data will be stored for the duration of use of the related service unless further storage is required to fulfill legal obligations or to ensure the described functions.

3. **Data access, deletion, and terms of use**

The user can access the product data relevant to the related service via a provided portal. Access is provided via the user interface for the related service. The data can be downloaded from the dedicated download area in the machine-readable JSON format. A data catalog is also provided and serves as a tool for understanding the data in the catalog.

When using the related service on an ongoing basis, the stored operational or usage data are not actively deleted, as the data are required to provide the functions described, for traceability of processes, and for error analysis.

The user can terminate the related service at any time in accordance with the relevant terms and conditions.

After termination of the related service, the data will no longer be used to provide the linked service; further processing of the data will be governed by the relevant contractual terms. The contract for the related service is concluded for an indefinite period and can be terminated by either party at any time with effect from the end of the current billing period by written notice, for which an e-mail is sufficient.

If the heat pump is taken out of service or no longer used, no further product data will be collected or used for the related service.

The user has the right, pursuant to Article 37 of the EU Data Act, to lodge a complaint with the competent national supervisory authority.

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