

“IoF App” Privacy Statement

Version number: 1.0.0 (IOS), 1.0.0 (Android)

I. Use of our mobile app

1. Information about the collection of personal data

Schüco International KG provides the IoF App to enable you to manage your elements online and simplify the service request process. You can download the app onto your mobile device. Below we explain what personal data we collect when you use our mobile app. Personal data are all data which concern you personally, such as your name, address, email addresses and user behaviour.

2. Data controller responsible for data collection and processing

2.1. Schüco International KG collects and processes your data in its capacity as data controller.

If you have any questions, comments and/or criticisms concerning the app, please contact

Schüco International KG
Business Area IoF
IoF App
Karolinenstrasse 1-15
33609
Germany

Bielefeld

If you have any questions or comments concerning your privacy, please email us at: datenschutz@schueco.com.

- 2.2. If you contact us by email or using a contact form, your email address and, if you provide them, your name and telephone number will be stored to enable us to respond to your enquiry. We will erase data generated in this connection once we no longer need to store them or, if any statutory retention requirements apply, restrict their processing.
- 2.3. We use external service providers to provide some of the features of our website. We take great care when selecting these providers and we engage them in writing; they are bound by our instructions and are regularly checked. They will not share your data with third parties. Any processing of data by these service providers will be carried out exclusively in the EU.

3. Your rights

3.1. You have the following rights regarding your personal data:

- ⇒ right of access,
- ⇒ right to rectification or erasure,
- ⇒ right to object to processing,
- ⇒ right to data portability.

3.2. You also have the right to complain to the competent data protection supervisory authority regarding the processing of your personal data by us.

3.3. In order to exercise your rights, it is sufficient to send us a letter via post. Our contact details are given in point 2.1. of this Privacy Statement.

4. Collection and processing of personal data when you use our mobile app

4.1. When you download the mobile app, the information required to allow you to download the app will be transmitted to the app store. This information includes in particular your username, email address and the customer number associated with your account, the time of the download and the unique device identifier. We have no influence over the collection of these data and are not responsible for it. We process these data only to the extent required for the mobile app to be downloaded onto your mobile device.

4.2. In general, you do not need to register to use the mobile app. However, registration is required to use certain functions of the app. In that case, we will download the following data, which we need for performance of our contract in accordance with Article 6(1)(b) GDPR. Data may be collected for reasons of technical necessity or collection may be expressly requested by the user. (In that case the legal basis is Article 6(1)(f) GDPR):

- ⇒ company name
- ⇒ language
- ⇒ company address including country
- ⇒ surname and first name of account administrator
- ⇒ email address of account administrator

The following data are logged by our web services provider by default.

- ⇒ IP Address
- ⇒ date and time of request
- ⇒ time zone difference with Greenwich Mean Time (GMT)
- ⇒ content of request (specific page) – request URL
- ⇒ access status/HTTP status code
- ⇒ volume of data transferred
- ⇒ website the request originated from
- ⇒ browser
- ⇒ browser software version

For service requests we also collect the following data:

- ⇒ email address
- ⇒ surname, first name
- ⇒ telephone number (optional)

4.3. The mobile app does not use cookies.

5. Erasure

Personal data needed to use the app will be erased as soon as they are no longer required for the purpose for which they were obtained (e.g. for the purposes of the user relationship).

Data will be blocked rather than erased if there are legal or factual obstacles to their erasure (e.g. specific retention requirements).

6. Sharing of data

Your data will also not be shared with third parties. In particular, we will not share your data with third parties for the marketing purposes of those third parties.

The data you provide when registering elements will be shared within the Schüco Group to the extent necessary for internal administrative purposes, including for joint customer care activities.

Any sharing of personal data is justified by our legitimate interest in sharing data for administrative purposes within the corporate group unless this is overridden by your rights and interests in protection of your personal data within the meaning of Article 6(1)(f) GDPR.

We may also use service providers e.g. for technical maintenance services or services relating to expansion or operation of the app. We take great care when selecting and engaging these providers; they are bound by our instructions and are regularly checked. Data is not transferred outside the European Union.

II. Use of your camera and your photos

When you start to use the mobile app, a pop-up will ask you for permission to use your camera to take photos/videos. Your camera and photos will be accessed to create app photo attachments only. If you do not give permission, we will not use these data. This may mean that you will be unable to use the full functions of the app. You can give or withdraw this permission at a later time in the settings for the app or your operating system.

If you grant access to these data, the mobile app will access your data and transmit them to our server only to the extent necessary to provide the function concerned. We will handle your data confidentially and will erase them if you withdraw the right to use them or if they are no longer required to provide services to you, subject to any legal retention requirements. The legal basis for processing is Article 6(1)(f) GDPR.

Last updated: December 2021