

# PRIVACY POLICY FOR CONDAIR REMOTE PORTAL AND MOBILE APP

We are delighted with your interest in our company. Data privacy has a high priority for the management of the Condair Group. This data privacy policy is intended to inform of the nature, scope, and purpose of the personal data Condair devices collect, use and process. Furthermore, this data privacy policy informs of the rights to which data subjects are entitled.

This privacy policy applies to our PureHum mobile application ("Mobile App"), to Condair devices ("Equipment") that you register in our Mobile App and/or in our Service Website, including all related sites and subdomains ("Condair Remote Portal") which support the registered Equipment, and our services through Condair Remote Portal.

By your consent to the following data protection provisions you agree to allow the Condair Group to collect, process and use personal data, having regard to the applicable legal regulations and the provisions below.

## A. Controller

The responsible for the processing of personal data and, therefore, the controllers according to this privacy policy are:

Condair Group AG  
Gwattstrasse 17  
8808 Pfäffikon SZ  
Switzerland («Condair Group»)

Website: [www.condairgroup.com](http://www.condairgroup.com)

and, if you have a service agreement with a service company of Condair Group or a distributor the relevant entity (individually or collectively referred to as "Condair Affiliate" or "Condair Affiliates"). Please find a list of the entities and their respective contact data under the following link: [www.condair-group.com/company-information](http://www.condair-group.com/company-information).

The person responsible for data protection at our Condair Group can be reached at the aforementioned postal address, by e-mail to [data-protection@condair.com](mailto:data-protection@condair.com) or by telephone at +41 55 416 61 11.

## B. Personal Data and Terminology

Personal data is any information relating to an identified or identifiable natural person such as name, address, telephone number, e-mail address, etc. ("personal data").

Processing means any operation with personal data, irrespective of the means and the procedure applied, in particular, the collection, storage, use, revision, disclosure, archiving or destruction of data ("processing" or processed").

Controller means a natural or legal person, public authority, agency or other entity which, alone or jointly with others, determines the purpose and the means of processing personal data ("controller").

Any natural or legal person, public authority, agency or other entity which processes personal data on behalf of the controller is a processor ("processor").

Data Subject is any natural person whose personal data is processed ("data subject").

## C. Collection of personal data

Condair collects personal data directly from you, for example when you use the Codair Mobile App and/or the Condair Remote Portal and their associated services, buy products from us, complete forms and communicate directly with us by e-mail or other method. This includes for example:

**User account data:** In order to use the Mobile App and/or the Condair Remote Portal, you are invited to register with us. Your user account data comprises name, e-mail address, username and password.

**Contact data:** Data enabling us to contact you directly, such as your name, e-mail address and telephone number.

**Installation and servicing history:** Records of the installation of our products at your address or in your property and data about the servicing of this product.

**Device data, remote access:** Data about the electronic devices (computer, mobile phone, smartphone) you use to connect to your Condair Mobile App and/or the Condair Remote Portal, such as data about the device type, your IP address, the browser you use and other applications on your device connected to our services and products.

**How you use your Equipment:** Data about the Condair products and services you use at home or other premises, which devices are connected with Mobile App and Condair Remote Portal and how these devices are used together with Equipment. This includes, for example, data about room air humidification, room air temperatures and humidifier settings and time schedules for controlling your Equipment, warnings or error messages.

**How you use your Condair Mobile App and/or Condair Remote Portal:** When you use the Condair Mobile App and/or the Condair Remote Portal, we record data about the pages viewed by you and how you used them.

**Location data:** Data about the exact location of your Equipment, if you share this with us. This will allow you to optimize control of room air humidity by reference to weather data.

We may also obtain data from publicly accessible sources (e.g. debt enforcement registers, land registers, commercial registers, press, internet, media, social media). Furthermore, we may collect data from other companies (including those within the Condair Group and Condair Affiliates), from authorities and other third parties (credit agencies, address dealers, installers and service technicians about the installation and maintenance of Equipment in your home or other premises, information from media and internet, credit information, your addresses and possibly interests and other socio-demographic data). We collect this data for the purposes laid down in section D, unless otherwise referred to.

If you have given us consent to process your personal data for specific purposes (for example, when you register to receive newsletters), we will collect your personal data within the scope set and based on this consent. We may also base the collecting and processing of personal data on other legal grounds, if at all necessary. These include the fulfillment of a contract, the implementation of pre-contractual measures or the protection of other legitimate interests (see section D).

If you are acting on behalf of a third party or providing us with information about a third party, you declare that you are an authorized representative or agent of that third party and/or that you have obtained all necessary consents from that third party to the collection, processing, use and disclosure of their personal information to us or by us in accordance with the terms of this privacy statement.

## **D. Purposes of processing**

We use personal data in particular to fulfill the purposes of our organization, to provide our services and to initiate and execute agreements with our customers and business partners, as well as to comply with our legal obligations. If you work for our members, customers or business partners, your personal data may also be affected in this function.

In addition, we also process personal data about you and other individuals, to the extent permitted and as we deem appropriate, for the following purposes:

- providing and developing our products, services and websites, apps and other platforms, on which we are active;
- administration of your account; installation and customer services;
- investigation of misuse of your account, fraud and debt collection;
- data analysis and statistical records for better understanding of how you use our products at your facility/site/home and for providing you with advice and recommendations for the use of our products:
  1. How you use our products
  2. How you use our Mobile App and Condair Remote Portal
  3. Device data, remote access
  4. Device data, product
  5. Transaction data
  6. Installation and servicing history
  7. Records of your correspondence with our customer service teams;
- identification of products and services which might be of interest to you;
- validation of recommended applications;
- continuous personnel training;
- market and opinion research, media monitoring;
- assertion of legal claims and defense in connection with legal disputes and official proceedings;
- prevention and investigation of crime and other misconduct (e.g., conducting internal investigations, data analysis to combat fraud);
- guarantees of our operations, in particular IT, our websites, apps and other platforms.

Condair Affiliates (see section A) use personal data to provide their services (maintenance) and to initiate and execute service agreements with you, as well as to comply with their legal obligations.

We may anonymise and summarise any personal data we hold (so that the data cannot be traced back to you). We may use

anonymised and aggregated data for purposes including the testing of our IT systems, research, data analysis, improvement of our website, apps and products and the development of new products and services.

## **E. Duration of retention**

Unless an explicit retention period is specified at the time of collection or in this privacy statement, we process and store personal data until it is no longer required to fulfill the purpose for which it was collected, unless legal retention obligations (e.g., commercial and tax retention obligations) do not allow deletion. It is possible that personal data will also be retained for the period in which claims can be asserted and insofar as we are otherwise legally obligated to do so, or legitimate business interests require this (e.g., for evidence and documentation purposes).

## **F. Rights of the data subject**

Consent given can be revoked at any time, without affecting the lawfulness of the data processing carried out already. In addition, depending on the circumstances and the applicable data protection law you may have the right to Information, correction, deletion, or restriction of the processing of your personal data, the right to object to the processing and the right to data portability. Please note that the exercise of these rights may conflict with contractual agreements and may have consequences such as the premature termination of the contract or cost consequences. We will inform you in advance if this is not already contractually regulated. We are also entitled to make use of the statutory restrictions on your rights, for example if we are obliged to retain or process certain data, have an overriding interest in doing so, or require it for the assertion of claims.

In addition, every data subject has the right to enforce his or her claims in court or to file a complaint with the competent data protection authority. The competent data protection authority in Switzerland is the Federal Data Protection and Information Commissioner (FDPIC/EDÖB).

Regarding your rights as well as further questions, suggestions, and comments on the subject of data protection, please contact the person responsible for data protection at the contact data mentioned at the beginning (see section A).

## **G. Data security**

We take appropriate measures to protect personal data from loss, misuse, unauthorized access, disclosure, alteration, or destruction. For this purpose, we use appropriate technical and organizational measures. However, we cannot guarantee the absolute security of the data.

We do not guarantee that our service will be available at specific times: malfunctions, interruptions or downtimes may occur. The servers we use are regularly and carefully secured.

## **H. Data Transfer**

Within the scope of our business activities and the purposes mentioned in section D, we also disclose personal data to third parties, insofar as this is permissible and appears to us to be appropriate, either because they process data for us or because they use the data for their own purposes. This concerns in particular the following entities:

- service providers of us (e.g., installers and service technicians, development partners), including other processors (such as newsletter, cloud or IT providers) and other controllers (Condair Affiliates, see section A and D);
- suppliers, subcontractors and other business partners;
- logistics enterprises;
- domestic and foreign authorities, agencies or courts;
- other parties in possible or actual legal proceedings;
- other companies of the Condair Group.

We never pass on data to third parties for advertising purposes.

In this context, your personal data may be stored in Switzerland as well as in other countries in Europe and the United States where the service providers we use are located (such as Microsoft). If personal Data is processed outside of Switzerland or the European Economic Area, we will take the steps required by applicable data protection law to ensure that your personal Data is treated as securely and safely as it is in Switzerland or within the European Economic Area, unless we can rely on an exception clause. An exception may apply in the case of legal proceedings abroad, but also in cases of prevailing public interests, if the performance of a contract requires such disclosure or if you have consented.

## **I. Service messages**

If you choose so in the Condair Remote Portal settings, the Condair Remote Portal sends service messages by e-mail or SMS to your smartphone whenever we have something important or interesting, we need to draw to your attention or whenever you ask to be informed about various events. You can unsubscribe this notification service in the settings of the Condair Remote Portal.

## **J. Data processing through use of the Mobile App and the Condair Remote Portal**

During your visit in the Mobile App and in the Condair Remote Portal, general information is automatically collected (e.g., date of your visit, time zone, type of web browser and its settings, version and language, your IP address, MAC address of the terminal device (e.g., computer or cell phone), the operating system used, content retrieved and the domain name of your internet service provider).

### **1. SSL-encryption**

Condair Remote Portal uses SSL encryption for security reasons and to protect the transmission of confidential content. You can recognize an encrypted connection by the fact that the address line of the browser changes from „http://“ to „https://“.

### **2. Server-Log-Files**

The Mobile App and the Condair Remote Portal automatically collect and store information in so-called „server log files“, which your browser automatically transmits to us. In particular, the information listed at the beginning under section J is transmitted.

## **K. Final provisions**

This privacy policy is an information and not part of any contract with you. We reserve the right to change the content of this privacy policy at any time and without notice. The current version published on our website and in the Mobile App applies. We therefore recommend that you consult this privacy policy regularly. In addition to this data protection statement, we may inform you separately about the processing of your data, for example by means of further separate data protection statements relating to specific relationships (e.g., customer, client, or applicant relationships).

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