

Data Privacy Statement for the PICHLELuft App and PichlerConnect

The "PICHLELuft app" and "PichlerConnect" services (hereinafter, the "app") are operated by J. PICHLER Gesellschaft m.b.H, Karlweg 5, 9021 Klagenfurt am Wörthersee (in the following referred to as "us" and "we"). The protection of your personal data is of special concern to us. We treat your personal data confidentially and we process your data exclusively on the basis of the statutory provisions. As part of this Data Privacy Statement, we would like to inform you about the most important aspects of data processing through the PICHLELuft app and the "PichlerConnect" service.

With the PICHLELuft app, you have access to your ventilation unit and heat pump combination unit from anywhere in the world and can retrieve the current operating values of your unit, the ventilation levels and the temperature, as well as adjust the settings.

1. What data are processed when you use the PICHLELuft app?

When you use the PICHLELuft app, our company processes your email address, password and device ID in order to authenticate your system. Technical data such as the operating mode, temperature, warm water temperature and ventilation levels of your system are then processed through the app.

In addition, for reasons of data security, the IP address of the end device that you are using (smartphone, tablet, etc.) is recorded for the purpose of identification by the PICHLELuft app.

2. Which data are processed when you use PichlerConnect?

PichlerConnect is a software program that makes it possible to access a ventilation unit or heat pump combination unit. Data points can be viewed, and parameters can be set. Once an internet connection is established, the ventilation unit or heat pump combination unit automatically logs in to the AWS server. The PichlerConnect client initiates a direct, encrypted connection to this device. Once the connection is established, the client and the device communicate directly with each other. The AWS server is located outside of the loop, and no data are stored on the AWS server. In every case, all data are stored only directly on the device. At periodic intervals, operating data (e.g. temperatures, operating status, set values, errors, hours of operation) is stored on the AWS server for a defined period and thereafter is automatically deleted.

3. For which purposes do we process the data?

We process the above-specified data to ensure that you can use the app to access your ventilation unit or heat pump combination unit from anywhere in the world and so that we can offer you faster support more cost-efficiently when malfunctions occur. The data collected will not be processed or sold by us in any way or in any form. It is used solely for the purposes of error analysis in cases of malfunction. The collected data is used in anonymous form for the continuous improvement of our devices.

4. Who do we pass your data onto?

A server infrastructure made available through our service provider that is operated by Amazon Web Services, Inc., 410 Terry Avenue North, Seattle WA 98109, United States (in the following referred to as "AWS") is used to connect/couple the app/Connect with your ventilation unit or heat pump combination unit and to process the data communicated through the app. AWS is certified in accordance with reliable security standards, including ISO 27001, SOC 1/2/3 and PCI DSS Level 1. AWS is responsible for the security of the underlying infrastructure. More detailed information about the terms and conditions of use and data protection policy of AWS can be found at <https://aws.amazon.com/de/compliance/eu-data-protection/>. We have concluded an appropriate data protection agreement with our service provider.

Your email address, device ID and password are transferred in encrypted form to an AWS server within the Member States of the European Union from where they are forwarded to the app. Additionally, to ensure data security the IP address of the device you are using (smartphone, tablet, etc.) is transferred to AWS for identification purposes, but it is neither stored nor combined with other data. The data is used for the authentication of the system and a peer-to-peer connection is established for the transfer of values (operating mode, temperature, warm water temperature, ventilation level, etc.).

The data you communicate during registration (user name and password) are stored directly in the app and by AWS. System values are also stored as the system reloads these each time you log into the app and at regular intervals (when the app is open in the foreground). System values are also temporarily stored during the operation of PichlerConnect and subsequently automatically deleted.

5. Legal bases for data processing:

When you use the app, your personal data is processed on the basis of the user contract concluded with you and thus for the purpose of contract performance. When you register in the app, you also consent to the processing of your data. The consent is granted when you click the "I agree to my personal data being processed in accordance with the Data Privacy Statement" when the app is started for the first time after it has been installed or, as the case may be, after establishment of a corresponding internet connection. Thus, the processing of your data in connection with the app is covered by your consent pursuant to Art. 6 (1) point (a) GDPR. You have the right to withdraw the consent you have granted at any time and to uninstall the app or terminate the internet connection.

6. For how long do we store your data?

Your personal data collected in connection with the app is stored by us during the ongoing contractual relationship. When the contractual relationship has been terminated, we will only store the data for as long as legal storage times prevent the deletion of the data.

7. Your rights:

If the statutory provisions are complied with, you have the following rights with regard to your personal data: To be provided with information, to rectification, to erasure and to the restriction of processing, as well as the right to object to processing and the right to data portability.

If you have any questions with regard to your data that we have processed, or if you wish to exercise the rights granted to you, please contact: J. PICHLER Gesellschaft m.b.H., Karlweg 5, 9021 Klagenfurt am Wörthersee or office@pichlerluft.at. J. PICHLER Gesellschaft m.b.H., Karlweg 5, 9021 Klagenfurt am Wörthersee is responsible for the utilization of your personal data in terms of the DSGVO (General Data Protection Regulation).

If you wish to object to the utilization of your personal data, you can furthermore contact the competent supervisory authority: Datenschutzbehörde (Data Protection Authority), Wickenburggasse 8, email: dsb@dsb.gv.at.