Information on the processing of personal data

NIBE Energy Systems, company no. 5764775 (“NIBE”), processes your data in connection with services provided to you by NIBE. We respect your privacy and want to inform you therefore about how we process your data.

NIBE is the controller for the processing of your data. You can contact us by following this link to our contact page - https://www.nibe.eu/en-gb/about-nibe/contact-us

NIBE HOME CUSTOMERS

PURPOSE AND LAWFUL BASIS

We process your personal data to contact and correspond with you in order to supply products and provide associated installation and warranty services.

The legal basis for this processing is that it is necessary for the performance of a contract with you. Where relevant, we may also process your data based on our legitimate interests in improving our products and services and maintaining the quality of our customer support, provided these interests are not overridden by your rights.

PROCESSING OPERATIONS

Storage
Collection
Recording
Organisation and structuring
Retrieval and reading
Updating
Erasure

CATEGORIES OF DATA

Name
Email
Telephone number
Address
Payment details (where necessary for processing purchases)

HOW LONG DO WE KEEP YOUR DATA?

We retain your personal data for the duration of the warranty period. Following the end of the warranty period, we will retain certain personal data for an additional period of 6 months, where necessary to respond to enquiries and direct you to appropriate service partners for support. This processing is based on our legitimate interests in supporting the continued use of our products, provided these interests are not overridden by your rights.

YOUR RIGHTS

You have rights under data protection law in relation to your personal data. These include the right to request access to your personal data, to request correction of inaccurate data, and to request the deletion of your personal data in certain circumstances.

To exercise any of your rights, please contact us using the details provided in this notice. We will consider and respond to all requests in accordance with applicable data protection laws.

Please note that some rights may be subject to limitations, for example where we are required to retain certain information to comply with legal obligations or to establish, exercise, or defend legal claims.

WHO HAS ACCESS TO YOUR DATA?

We will share your data with our design and installation partners and service representatives to contact you regarding installing and servicing your product. We also share your data with our IT providers within the NIBE Group.

PERSONAL DATA PROCESSING OPERATIONS

CONTACTS FOR BUSINESS, SUPPLIERS AND THIRD PARTIES

PURPOSE AND LAWFUL BASIS	PROCESSING OPERATIONS	CATEGORIES OF DATA
We process your data so we can contact and correspond with you in your capacity as a contact for a company. The legal basis for processing is our legitimate interest, which consists in establishing effective partnerships in a business context.	• Storage • Recording • Reading • Erasure • Updating	• Name • Address • Telephone number • Email

HOW LONG DO WE KEEP YOUR DATA?

We keep your data for as long as we have a current business relationship with you. By current business relationship, we mean that there has been active correspondence between the parties or a transaction, such as, for example, a payment, within two years of the last activity.

WHO HAS ACCESS TO YOUR DATA?

We share your data with IT providers and potential business partners within the NIBE group.

PURPOSE AND LAWFUL BASIS	PROCESSING OPERATIONS	CATEGORIES OF DATA
We process your data to enable us to provide you with the NIBE myUplink service. The legal basis for processing is fulfilment of the agreement between you and NIBE. Where the smartphone app is used, we check the storage space on your device so we can download images from NIBE myUplink locally. We can then modify and erase the images we have downloaded. The images we use are the images that are displayed in NIBE myUplink's interface (e.g. icons and background images). The images that are used belong to NIBE. NIBE doesn't use images that are owned by you or that access your camera. The purpose of the use of images is to make the application more effective. We need to collect the data to be able to enter into a contract with you. You don't have to provide your data. However, if you don't provide your data, we may not be able to provide you with the services you require.	• Storage • Recording • Reading • Erasure • Updating • Transfer	• Name • Address • IP address • Email Where the smartphone app is used, the following data is also processed. • The ID number of the device • Information about the device's Google account (not applicable to Apple phones) • The android version of the device (not applicable to Apple phones)

HOW LONG DO WE KEEP YOUR DATA?

If you use the free version of NIBE myUplink, we will store your personal data while you are a NIBE customer. If you use the paid version of NIBE myUplink, your data will be stored while you are a NIBE customer.

WHO HAS ACCESS TO YOUR DATA?

We share your data with IT providers. Your data is also shared with those individuals you have invited to have access to it. You can control the level of authority of invited individuals and you can stop them accessing your profile at any time. Data from NIBE myUplink may also be disclosed to other providers of applications that you choose, such as different types of smart home solutions. Your data is disclosed in this way by you yourself choosing to use an application and then linking it to NIBE myUplink. NIBE can't control how the recipient uses your data. You are recommended to review the privacy policy of the recipient before connecting the application to NIBE myUplink. If you as a user have consented to a service partner having access to NIBE myUplink, your data will be disclosed to this service partner.

CONTACTS FOR END CUSTOMER WARRANTY SERVICE

PURPOSE AND LAWFUL BASIS	PROCESSING OPERATIONS	CATEGORIES OF DATA
We process your data so we can contact and correspond with you in order to provide the warranty service. The legal basis for processing is our legitimate interest, which consists in guaranteeing the functionality and reliability of the product.	• Storage • Recording • Reading • Erasure • Updating	• Name • Address • Telephone number • Email

HOW LONG DO WE KEEP YOUR DATA?

We store your data for the period during which we are responsible for the product's warranty, and for one year after the warranty has expired.

WHO HAS ACCESS TO YOUR DATA?

We share your data with installers and service representatives who will service your product.

NEWSLETTERS

PURPOSE AND LAWFUL BASIS	PROCESSING OPERATIONS	CATEGORIES OF DATA
We process your data so we can send you newsletters. The legal basis for processing is your consent.	• Storage • Recording • Reading • Erasure • Updating	• Name • Email

HOW LONG DO WE KEEP YOUR DATA?

We store your data while you are subscribed to our newsletters. You can choose to unsubscribe from mailings at any time by following the instructions in each mailing.

WHO HAS ACCESS TO YOUR DATA?

We share your personal data with IT providers.

CONTACT WITH INSTALLER AND CONTACT WITH SERVICE REPRESENTATIVE

PURPOSE AND LAWFUL BASIS	PROCESSING OPERATIONS	CATEGORIES OF DATA
We process your data so you can be contacted by an installer at your request. We may also process your data so we can contact you to follow up after you have been visited by an installer or a service representative.	• Storage • Recording • Reading • Erasure • Updating	• Name • Email • Telephone number • Address • Your chosen message

HOW LONG DO WE KEEP YOUR DATA?

We store your data until such time as it has been shared with the right installer or service representative. If we choose to follow up after a visit by an installer or a service representative, your data will be stored for six months after completion.

WHO HAS ACCESS TO YOUR DATA?

We will share your data with the installer or service representative who will contact you.

YOUR RIGHTS

You also have the right to object to the processing of your personal data, to request that processing of your personal data be restricted, and to request that your personal data be erased. You can also lodge a complaint with the relevant supervisory authority (the Data Protection Authority).

In certain circumstances, you have the right to receive the personal data that relates to you in a structured, commonly used and machine-readable format and to transmit this data to another controller (data portability)

AUDIENCE MODELLING, PROFILING AND ADVERTISING OPTIMISATION

PURPOSE AND LAWFUL BASIS	PROCESSING OPERATIONS	CATEGORIES OF DATA
NIBE Energy Systems Ltd may use personal information to better understand our customers, measure and improve the effectiveness of our advertising and marketing activities, and identify individuals who may have an interest in our products and services. To support these activities, we may share limited customer information with advertising and analytics providers, Alphabet, Google, Meta, LinkedIn and Microsoft Advertising. These providers may use the information to match existing customers with users of their platforms; create audience segments; develop audience models and customer insights; identify groups of individuals with characteristics similar to our existing customers; and measure and improve advertising campaign performance. This processing may involve profiling for marketing and audience analysis purposes. However, it is not used to make decisions that have legal effects or similarly significant effects on individuals. We only share the minimum amount of information necessary to achieve these purposes and do not use special category personal data, criminal offence data, financial information, or health information for audience modelling activities. The lawful basis for this processing is Article 6(1)(f) UK GDPR (Legitimate Interests).	• Storage • Sharing and transfer • Matching • Audience segmentation • Profiling and modelling • Analysis and measurement • Secure deletion or anonymisation	• Email address • First name • Last name • Telephone number • Country • Postcode

HOW LONG DO WE KEEP YOUR DATA?

We retain personal data used for audience creation, profiling, advertising analytics and advertising optimisation activities for up to six years following your last meaningful interaction with NIBE Energy Systems Ltd, unless a longer retention period is required by law or necessary for the establishment, exercise or defence of legal claims. We regularly review the personal data we hold and securely delete or anonymise

information that is no longer required.

WHO HAS ACCESS TO YOUR DATA?

All advertising and analytics providers that receive personal data are required to comply with applicable data protection legislation and contractual obligations. These providers include Alphabet, Google, Meta, LinkedIn and Microsoft Advertising.

YOUR RIGHTS

You have the right to object to the processing of your personal data where we rely on legitimate interests as our lawful basis. If you wish to exercise this right, please contact us using the details provided within this Privacy Notice.