

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 form.

PERSONAL DATA PROCESSING OPERATIONS

CONTACTS FOR CUSTOMERS, 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. | <ul style="list-style-type: none">• Storage• Recording• Reading• Erasure• Updating | <ul style="list-style-type: none">• 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 a year 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. If a company in the NIBE group is based outside the EU or the EEA, we will obtain consent from you before disclosing your data. | | |

NIBE UPLINK

| PURPOSE AND LAWFUL BASIS | PROCESSING OPERATIONS | CATEGORIES OF DATA |
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| <p>We process your data to enable us to provide you with the NIBE Uplink service. The legal basis for processing is fulfilment of the agreement between you and NIBE.</p> <p>Where the smartphone app is used, we check the storage space on your device so we can download images from NIBE Uplink locally. We can then modify and erase the images we have downloaded. The images we use are the images that are displayed in NIBE Uplink'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.</p> <p>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.</p> | <ul style="list-style-type: none"> • Storage • Recording • Reading • Erasure • Updating • Transfer | <ul style="list-style-type: none"> • Name • Address • IP address • Email <p>Where the smartphone app is used, the following data is also processed.</p> <ul style="list-style-type: none"> • 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 Uplink, we will store your personal data while you are a NIBE customer. If you use the paid version of NIBE Uplink, 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 Uplink 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 Uplink. 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 Uplink. If you as a user have consented to a service partner having access to NIBE Uplink, your data will be disclosed to this service partner.

CONTACTS FOR END CUSTOMER WARRANTY SERVICE

| PURPOSE AND LAWFUL BASIS | PROCESSING OPERATIONS | CATEGORIES OF DATA |
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| 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. | <ul style="list-style-type: none"> • Storage • Recording • Reading • Erasure • Updating | <ul style="list-style-type: none"> • 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 six months 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 |
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| We process your data so we can send you newsletters. The legal basis for processing is your consent. | <ul style="list-style-type: none"> • Storage • Recording • Reading • Erasure • Updating | <ul style="list-style-type: none"> • 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. | | |

PRODUCT CHOICE GUIDE

| PURPOSE AND LAWFUL BASIS | PROCESSING OPERATIONS | CATEGORIES OF DATA |
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| We process your data so we can suggest a range of products for your home based on your responses. At your request, the result containing the various options is emailed to you. | <ul style="list-style-type: none"> • Storage • Recording • Reading • Erasure • Updating | <ul style="list-style-type: none"> • Email |
| HOW LONG DO WE KEEP YOUR DATA? We store your data until the result has been sent to you. | | |
| WHO HAS ACCESS TO YOUR DATA? We don't share your personal data with anyone. | | |

CONTACT WITH INSTALLER AND CONTACT WITH SERVICE REPRESENTATIVE

| PURPOSE AND LAWFUL BASIS | PROCESSING OPERATIONS | CATEGORIES OF DATA |
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| 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. | <ul style="list-style-type: none"> • Storage • Recording • Reading • Erasure • Updating | <ul style="list-style-type: none"> • 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 two months after completion. | | |
| WHO HAS ACCESS TO YOUR DATA? We will share your data with the installer or service representative who will contact you. | | |

INSURANCE

| PURPOSE AND LAWFUL BASIS | PROCESSING OPERATIONS | CATEGORIES OF DATA |
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| We process your data so your product is insured for six years. | <ul style="list-style-type: none">• Storage• Recording• Reading• Erasure• Updating | <ul style="list-style-type: none">• Name• Email• Telephone number• Address |
| HOW LONG DO WE KEEP YOUR DATA? We store your data for six years from the date you purchased the product. | | |
| WHO HAS ACCESS TO YOUR DATA? We will share your personal data with the insurer. | | |

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).