

Digital Products for Professional Users - Privacy Notice

We commit to serve you, our customers, with care, consideration, and respect and to protect your privacy and personal information.

The [Data Privacy Policy](#) of Schneider Electric explains how and why we use personal information. This supplemental notice provides additional information about Digital Products for Professional and Private Users.

1. Who is in charge of data processing?

The processing of personal information is carried out by Feller AG, an affiliate of Schneider Electric (“we”) as data controller.

As a global company, we commit to ensure an adequate level of protection for personal information in compliance with applicable laws. We have adopted internal policies which impose common rules for the collection, use and disclosure of personal information by all entities globally. To know more, please read our [Data Privacy Policy](#).

2. What types of personal information do we process?

The data processed are listed for the different digital products offered by us.

2.1 Feller account management

In order to create a Feller account, you do not need to install a Wisier by Feller system. You can access your customer data in the Feller account management which you can access from each digital product directly at any time. You can use your Feller login to access various offers. When doing so, you log in to websites and apps without having to register again.

We process and store the following categories of personal information:

Categories of personal information	Purposes for processing
Contact information <u>Information that you provide</u> to register and manage your profile in the Feller account management system: <ul style="list-style-type: none">• First name, Surname• Email, phone and password (Login Data)	To manage the account and to provide the service and support. For contract management and to communicate with you. This is to perform the contract with you, either as an individual user or as a legal person, in which case the contract performance is in our respective legitimate interest.

<ul style="list-style-type: none"> • Company Name and address 	
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2.2 Wiser by Feller System (based on installed devices)

After commissioning Wiser by Feller with your Wiser eSetup app the Private User can then control the installation via the Wiser Home app

We process and store the following categories of personal information:

Categories of personal information	Purposes for processing
Contact information	Refer to table in “2.1 Feller account management”
Installation information <u>Information that you provide to commission the installed smart home “Wiser by Feller” locally</u> <ul style="list-style-type: none"> • location of installation • the company you are doing the work for details of the installation (devices and settings)	To provide functionality. For Example : That you are able to hand over a final report to your client in your company’s name. For our business purposes. To understand and analyze the usage trends and to develop new features and products
Device Information <u>Information read or measured</u> This category also includes events related to the devices installed by your account. For example: if you have commissioned the installation with a gateway, the information of the final reports is saved and is visible to us.	To provide functionality. For Example : That you can hand over a final report to your client in your company’s name.

2.3 DispoSuite

We process and store the following categories of personal information:

Categories of personal information	Purposes for processing
Contact information	Refer to table in “2.1 Feller account management”
Project information <u>Information that you provide when configuring enclosures in projects:</u>	To provide functionality. For Example : That you are able to manage your projects and keep important configuration for future projects too.

<ul style="list-style-type: none"> • Projects details (incl. with whom you shared the project) • the configuration of the enclosures (incl. devices) 	
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2.4 Training

We process and store the following categories of personal information:

Categories of personal information	Purposes for processing
Contact information	Refer to table in “2.1 Feller account management”
Training data <u>Information that we receive from you</u> when using the application: <ul style="list-style-type: none"> • Registrations for training modules • Learning progress within the training modules 	To provide functionality. This is so that you will not lose information on your learning progress for the training modules which you have registered for and so that you can resume your studies at any time in the future.

2.5 Partner services

No partner service receives any personal data.

3. Why do we collect and use personal information?

- To deliver our services and to provide support
- For the users’ training purposes via the “Training” application
- For communication, security and other purposes indicated in our Data Privacy Policy

We do not make decisions based solely on automated processing which may produce legal effects or similarly affect you.

3.1 Operation

We use personal information for the purposes of delivering our services and providing support to users. This is to perform the contract with you, either as an individual user or as a legal person, in which case the contract performance is in our respective legitimate interest.

3.2. Communications, security, and other purposes

We use personal information for relationship management (including contract management) and to communicate with you. We also process information to ensure the security of products, services, digital content, and the security of our activities and of others. We may also need to address complaints. Other purposes are found in our Data Privacy Policy.

Depending on the circumstances, these activities may be based on the execution of a contract with you, on our legitimate interest, on the legitimate interest of a third party, or for compliance with a legal obligation. We will also ask for your consent as required by laws, including regulations applicable to cookies and similar technologies.

4. How long do we keep your personal information?

We keep information as needed to perform the purposes described above, taking into consideration the need to provide the services, marketing requirements, security requirements, legal requirements, and statute of limitations.

To request deletion of your account, see Sections 7 and 8.

- For marketing purposes, we keep relevant customer information for three years after the end of our relationship or since the last interaction with us.
- Ultimate deletion of your information may be temporarily delayed to give you an opportunity to undo a mistake, to comply with legal requirements and statute of limitations.

5. Who do we share personal information with and where is it processed?

We do not sell your personal information.

Personal information will be processed by our affiliates and suppliers involved in the provision of the services and in the performance of the purposes. Their activities include hosting and maintenance, performance monitoring and security. As we are a global company, teams and suppliers may have global or multi-country roles, and they can be located anywhere in the world, in countries with different privacy standards than the country of our customers. We take measures to ensure that personal information receives an adequate level of protection. We have internal policies applied by our affiliates and we conclude relevant contracts with our suppliers to ensure appropriate safeguards. Our group has adopted Binding Corporate Rules (BCR). In addition, we conclude Standard Contractual Clauses and rely on EU Commission's adequacy decisions as well as the list of states from the Swiss EDÖB. To obtain more details and copies of safeguards put into place, you may contact global-data-privacy@schneider-electric.com.

We may also share your information, as necessary:

- with competent authorities, based on a good faith belief that disclosure is necessary to respond to a judicial process, a valid official inquiry, or if otherwise required by law;
- to defend our legal rights, or to protect the rights or safety of any person or entity;
- as instructed by you, our customer or the user;
- with third parties in the context of reorganization of operations.

6. How do we secure personal information?

We follow generally accepted industry standards to protect personal information and we maintain appropriate administrative, technical and physical safeguards to protect it against accidental or unlawful destruction, accidental loss and unauthorized alteration.

However, no method of transmission over the internet or of electronic storage is 100% secure. Therefore, we cannot guarantee absolute security.

7. How to exercise your choices and rights about your personal information?

In order to exercise the data protection rights granted under applicable data protection law (Swiss-DSG/EU-DSGVO), such as the rights to be informed, to access, to rectify, to withdraw consent, to request erasure or restriction, the right to object and data portability, you may:

- access and edit your personal information and exercise your choices, using the Feller account management.
- request deletion of your account by using the Feller account management; beside deleting your account data we ensure we can't trace back any information associated with your projects.
- make a request at datenschutz.schneider-electric@uimc.at. To ensure the security of your personal information, we may ask you to provide other details to verify your identity.

For any suggestion, question, and request, you may contact us as set forth in the "How to Contact Us" section. We will be happy to assist you.

8. How to contact us?

You may address questions or comments about our privacy practices or this privacy notice to the correspondent for Switzerland of our Data Protection Officer (DPO):

datenschutz.schneider-electric@uimc.at

Schneider Electric (Switzerland) AG

Schermenwaldstrasse 11

3063 Ittigen

Switzerland

Feller AG

Bergstrasse 70

8810 Horgen

marcom@feller.ch

If you believe that Schneider Electric has processed your personal information in violation of applicable law, you may file a complaint with the DPO at the contact details above or with a supervisory authority.

9. Changes to this privacy notice

Please note that this privacy notice may change from time to time. We will provide information about material changes.

Last updated: October 2022