

# SIEMENS

## Privacy Notice

Last Update January 29, 2020

Protecting the security and privacy of your personal data is important to Siemens AG (“**Siemens**”). Therefore Siemens operates SIDRIVE IQ Troubleshoot (“**App**”) in compliance with applicable laws on data protection and data security.

### Categories of personal data processed and purpose of the processing

When visiting and using the App, Siemens processes the following personal data about you:

Personal data that you actively provide to us within the App. i.e. information that you actively enter when registering for the app or creating a user account or when using contact and other forms offered within the App (for example, in order to contact Siemens with your enquiries and questions).

Contact Information including full name, email address, phone number and mailing address

We process your personal data for the following purposes:

User authorization and authentication for account creation  
Contact by Siemens if there is an issue  
Mailing address utilized when instantiating technical service support

### App permissions

The use of certain functions of the app may require you to provide certain App permissions. App permissions allow the App to access information stored on your device.

The App may ask you to grant the following permissions: Access to the device's camera, email address book and geolocation

The permissions are required for the following purposes: To add assets to user's asset list, send email and collect analytics of user sessions

You may manage the use of App permissions in the section “settings” of your operating system. Please note that the use of certain functions of the App may not or no longer be possible if you do not grant or deactivate the respective App permission.

### Transfer and disclosure of personal data

For the purposes mentioned above Siemens may transfer or disclose your personal data to:

- Courts, law enforcement authorities, regulators or attorneys if necessary to comply with the law or for the establishment, exercise or defense of legal claims.
- Service providers (so-called data processors), such as hosting or IT maintenance service providers, which only act upon instructions of Siemens and are contractually bound to act in compliance with applicable data protection law.

### Retention periods

Unless indicated otherwise at the time of the collection of your personal data (e.g. within a form completed by you), we erase your personal data if the retention of that personal data is no longer necessary (i) for the purposes for which they were collected or otherwise processed, or (ii) to comply with legal obligations .

### Your rights

The data protection law applicable to Siemens when processing your personal data may entitle you to specific rights in relation to your personal data. You can find out more about those rights by contacting [dataprotection@siemens.com](mailto:dataprotection@siemens.com).

### Data Privacy Contact

# SIEMENS

The Siemens Data Privacy Organization provides support with any data privacy related questions, comments, concerns or complaints or in case you wish to exercise any of your data privacy related rights. The Siemens Data Privacy Organization may be contacted at: [dataprotection@siemens.com](mailto:dataprotection@siemens.com).

The Siemens Data Privacy Organization will always use best efforts to address and settle any requests or complaints you bring to its attention. Besides contacting the Siemens Data Privacy Organization, you always have the right to approach the competent data protection authority with your request or complaint.

## **Security**

In order to protect plants, systems, machines and networks against cyber threats, it is necessary that you implement and continuously maintain a holistic, state-of-the-art industrial security concept.

## **For US Residents only**

There are special notices that may need to be given to, and rights that may be available to, residents of certain US states. Please click [here](#) for those notices.

We may update this Privacy Notice from time to time. The date of the latest update is indicated at the top of this Privacy Notice.