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Building X Data and AI FAQs

1. Data Ownership

1.1 How is data defined in Building X?

Building X generally works with three categories of data:

- Customer content includes any content that the customer enters, or which is entered on behalf of a customer. This data category includes building data, e.g., data ingested by connected systems or output generated by Building X cloud services, which is based on ingested data.
- Systems information includes data automatically generated by systems, e.g., user analytics data and related metrics.
- Personal data includes data as defined under the relevant data privacy laws, e.g., individual user data necessary to access Building X accounts.

Customer building data is ingested into the Building X platform, enriched with relevant metadata, and processed to generate insights that support intelligent building management.

1.2 Who is the owner of my building data? Is it me or Siemens?

As between Siemens and the customer, the customer owns all their building data. Siemens does not claim ownership in customer building data.

1.3 Who is the owner of the AI output in a BX offering? Is it me or Siemens?

As between Siemens and the customer, the customer owns all AI outputs in a Building X offering which is generated for the respective customer. Siemens does not claim ownership in such AI output. Please note that certain AI services may produce similar or identical output for different customers.

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2. Data Storage

2.1 Where is my building data stored?

Building X is hosted, and all collected data is stored within Amazon Web Services (AWS) data centers across multiple geographic regions.

Building X	AWS Code	AWS Name	Country
All Building X offerings	eu-west-1	Europe (Ireland)	Ireland
BX Lifecycle Twin	us-east-1	US East (N. Virginia)	United States
BX Lifecycle Twin	ap-southeast-2	Asia Pacific (Sydney)	Australia

In addition, further data for some Building X applications is hosted in data centers by other cloud infrastructure providers. A list of sub-processors engaged in hosting/storing data can be found in the Data Privacy Terms Appendix at Smart Infrastructure - Subprocessors | Siemens.

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3. Data Usage

3.1 For which purpose does Siemens use my data?

Siemens and its affiliates use customer data for the following purposes:

- to provide the offering, e.g., generate insights on energy efficiency for customer buildings or create data transparency to support decision making across the building's lifecycle.
- to improve the offering, e.g., by learning from real field data to provide higher accuracy for detecting anomalies in consumption patterns or analyze building data and usage patterns to optimize performance, user experience, and product quality.
- to provide new and additional offerings, e.g., analyze building data and usage patterns to deliver value-added innovative solutions for customers.
- to create aggregated data or derivative works.

Derivative works are only used after anonymizing the customer's name. Siemens uses customer data for the above purposes and as may be agreed contractually, without compromising your privacy and confidentiality.

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4. Data Protection

4.1 How is my building data protected from cyberattacks and data leaks?

Siemens develops its cloud offerings according to internally defined policies and standards.
The requirements are based on the principles of Cybersecurity by Design and contain standards for secured communications, secured data deletion, login protection, secured storage, backup features and the like.
Furthermore, Siemens Building X is certified according to IEC/ISO 27001:2022, ISO/IEC 27017:2015, and ISO/IEC27018:2025 and has obtained the SOC2 Type II attestation. A list of certificates is available at https://www.siemens.com/en-us/system-certificates/si-b/.

4.2 Who can access my personal data?

Siemens or any of its affiliates can access personal data limited to those employees that are engaged in providing the offering, digital services, cloud operation, maintenance or customer support cases.
Furthermore, Siemens engages subcontractors who support Siemens in providing the offerings.
Those subcontractors that process personal data of customers are listed in the respective Annex to the Siemens Data Privacy Terms.

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5. Data Quality

5.1 How does Siemens ensure the quality of data it uses to train its AI or the quality of AI output in a Building X offering?

Siemens applies internal data-quality processes designed to support reliable AI performance. These include data pre-processing techniques, post-deployment checks, and other periodic reviews to help identify and address data-quality issues over time.

5.2 Can I use the AI output without further validation on accuracy?

AI technology is fast-evolving, and it is recommended to verify AI output for accuracy before using, sharing or relying on it in your specific use case and context.

5.3 Am I notified if there are changes to the offerings, particularly the logic of the AI models or the training data?

As AI technology evolves, Building X offerings may also change over time. If Siemens makes changes to an offering, such as changes to the logic of AI models or training data that result in a material degradation or material upgrade of the offering, Siemens will notify customers.

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6. Data Sharing

6.1 Does Siemens sell my building data?

No, Siemens does not sell customers' building data.

6.2 Will my building data be shared with other Siemens customers when my data is used to train AI models or deliver analytics functionalities?

In case Siemens trains AI models using your building data, Siemens will not use your personal data. Your data is not shared with other Siemens customers.

6.3 Will Siemens share my building data with third parties?

Siemens may share building data with specific categories of third parties, subject to clear safeguards and only for defined and contractually agreed purposes. This may include sharing data where necessary to provide, support, develop, or improve the offerings.

Examples of data sharing scenarios with third parties are:

- Siemens' subcontractors, for example, to fulfil Siemens' obligations under the contract and to provide, develop, and improve Siemens' products and services. Siemens remains responsible for fulfilling its obligations and those of its subcontractors.
- Siemens' authorized partners, where reasonably required for account management, or to fulfill customer support obligations.
- Third party sub-processors engaged for hosting/storing data.

Siemens, its affiliates, and subcontractors may also create derivative works and aggregated data from building data and other sources.

Third parties with whom data is shared do not acquire ownership of customer building data. Third parties are subject to confidentiality obligations as strict as between Siemens and the customer.

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7. Data Access

7.1 Can I access my building data to use it in another application or analyze manually?

Yes. Building X provides a self-service where customers can extract their building data on demand.
In addition, through the Building X openness API, customers can access various types of data (e.g., device data from HVAC systems, data points from onboarded equipment in the building, access to live data of data points, access to events) and command HVAC equipment.

This way, building data can be accessed in other customer applications, as needed. In addition, customers can access their data in accordance with the EU Data Act.

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8. Data Retention and Deletion

8.1 Can I delete or request the deletion of the building data stored for my sites?

Building data can be deleted on demand, upon the formal request of the customer.

8.2 Can I delete or request the deletion of the building data from the AI models?

Building data which is already processed in the AI model cannot be deleted. In case the request for deletion is made before the building data is used in the AI models, then Siemens will not use it to train AI models.

8.3 Do I have the option to opt out of the AI feature in a Building X offering or is it technically embedded?

There is no option to opt out of the AI feature. Customers are informed about which Building X offerings include AI and have the option not to buy such a Building X offering. For some offerings, customers can decide not to use the AI features.

8.4 What happens to my data if I cancel my SaaS subscription or digital service contract?

After your subscription or contract ends, generally data is retained for a limited period before being deleted as per Siemens Building X data retention and deletion policy. Such a policy intends to support topics such as contractually agreed purposes, customer access and transition, operational support, legal or regulatory obligations, and business needs. Customers may contact their local Siemens representative for support requests or reach out to https://www.siemens.com/support-request.