

# Privacy Policy aicON

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As we care about your privacy and security of the personal data, that you decided to entrust us, we would like to encourage you to read the following information.

This Privacy Policy pertains to personal data processing associated with using aicON system.

Access to aicON system may be obtained via both aicON application and the account created on the website: [aicon.myaic.eu](http://aicon.myaic.eu). To learn more about terms and conditions of using aicON system, please go to settings either in aicON application or your account on the website: [aicon.myaic.eu](http://aicon.myaic.eu).

## About us

AIC Europe B.V. with a registered office in Weert, Netherlands is responsible for aicON system operation and is a data controller of all of the personal data processed via aicON system or in connection with aicON system.

AIC Europe B.V. is a part of AIC global group of companies.

In this document words such as: we, our or us shall refer to AIC Europe B.V., unless explicitly stated otherwise.

You may contact us using the below contact details:

AIC Europe B.V.  
Graafschap Hornelaan 163A  
NL-6001 AC Weert, The Netherlands  
E-mail: [info@myaic.eu](mailto:info@myaic.eu)

## The purposes of the processing and legal basis for the processing

We process your personal data only if we have legal grounds for doing so in accordance with European data protection law. The personal data will be used:

- **with your consent** - in some cases, the processing of your personal data will require your consent, e.g. if you provide your telephone number to speed up contact in connection with the removal of a defect in the AIC device or in case of installing cookies and similar technologies via website: [aicon.myaic.eu](http://aicon.myaic.eu). If we process your personal data based on consent, you have the right to withdraw consent to the processing of your data at any time. Withdrawal of consent does not, however, affect the lawfulness of processing based on consent obtained prior to its withdrawal.

- **to the extent necessary to conclude and perform contracts with you** for the provision of electronic services via the aicON application or the website aicon.myaic.eu consisting of enabling account registration and the use of functionalities of the aicON system.
- **for purposes arising from our or someone else's legitimate interests.** We rely on this basis to manage and improve our relationships with you, including primarily to communicate with you on matters related to the aicON system, as well as to provide support for AIC devices, including problem solving, repairs, maintenance, etc., to protect our or others rights, and for the purpose of detecting, preventing or otherwise resolving fraud issues, and to ensure data security.

Right to object: When we process your data based on our or someone else's legitimate interest, subject to applicable laws, you have the right to object at any time to the processing of your personal data for reasons related to your particular situation.

## Personal data in materials provided by you via the aicON system

Please note that you shall not provide us with more information and data than is necessary to use of the aicON system, including that you shall not provide the image of yourself or another person on photographs documenting defects or their removal in the AIC device.

## Data transfer and sharing

Data collected through the aicON system may be disclosed to:

- companies from the AIC group with a registered office within the European Economic Area ("EEA")
- service engineers / installers who will handle AIC devices
- data of service engineers / installers can be disclosed to end users of AIC devices to which such service engineers or installers have been assigned
- to any enforcement authorities, courts, regulatory, governmental or other third parties or to protect our rights, third party rights to detect and prevent fraud
- professional advisers
- aicON system hosts who use servers located within the EEA

## Data storage

We store your personal data in an identifiable form for as long as is necessary to fulfill the purposes described above. Basically, this means storing your personal data as long as:

- these data are reasonably required for the purpose for which you provided them, i.e. primarily to enable the use of the functionality of the aicON system and contact you, i.e. until the contract for the provision of electronic services through the aicON system is terminated
- these data is reasonably required to protect our rights (as a rule, this will be the length of the limitation period for claims or liability)
- your consent will be withdrawn if we rely on such consent when processing your data, unless we can process the same data on a different legal basis for other purposes.

In the event that personal data is used for more than one purpose, it will be stored as long as required to achieve the purpose requiring the longest storage period.

## **Push notifications**

The aicON application can send users the following push notifications:

- a) General information about the application sent to all users who have downloaded the application, including in particular the operation of the application and possible disruptions in its operation
- b) Messages dedicated to users, in particular regarding AIC devices assigned to users, e.g. about the date of the next warranty inspection of the AIC device
- c) Changes in application's functionalities
- d) Changes in the content of the aicON system Terms and Conditions and this Privacy Policy
- e) Communication regarding suspension of access to the application and termination of the contract for the provision of electronic services through the application.

Users can select in the aicON application settings whether they want to receive push notifications. To disable push notifications sent via the aicON application, the user can use the mobile device's application management tools. Additional information can be found in the user's manual for the mobile device.

## **Cookies and other technologies used by aicon.myaic.eu**

If you agree, we will install the following cookies or similar technologies:

### Authentication Cookies

When you select the "Authentication" option in the settings for cookies and similar technologies on our website and confirm by clicking "Confirm and close" or when logging into the aicON system you check the "Remember me" box, you will not have to log into the aicON system every time you close your browser. File persistence is 12 hours.

### Preferential Cookies

When you select the "Preferences" option in the settings for cookies and similar technologies on our website and confirm by clicking "Confirm and close", local storage files (files similar to cookies) will enable aicon.myaic.eu to remember your preferences regarding page settings, including primarily language settings and settings for the selected theme. These files will be stored on your device until you decide to clear your browsing data in your browser settings.

The services of external providers are not used to use cookies and similar technologies.

To change cookie settings, you can enter cookie settings and similar technologies on our website at any time, change these settings and confirm them by clicking "Confirm and close". You may need to refresh the page for the changes to take effect.

You can also change the settings of cookies and similar technologies by changing the settings of your browser. For more information on cookies, we suggest visiting [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

## **Your rights related to processing of your personal data**

You have the right to request access to the content of personal data, request a copy thereof, as well as the right to request rectification, if necessary. You have, in certain circumstances, the right to request restriction of processing and the right to request their removal. When we process your personal data based on our or someone else's legitimate interest, you have the right to object to the processing of personal data due to your particular situation. In certain circumstances (in the event that we process your data on the basis of consent or contract) you may also request your portability right to be exercised.

If you consent to use of your personal data by us, you have the right to withdraw your consent at any time. Withdrawal of consent does not affect the lawfulness of the processing which was carried out on the basis of consent obtained before its withdrawal.

You also have the right to lodge a complaint with the relevant supervisory authority. If you have reservations about the way we process data, we hope that you will first contact us to clarify the situation.

If you have any questions or concerns regarding the processing of personal data by us or you would like to exercise any of your rights related to personal data, please contact us using the contact details in the section "About us".

## **Information on the voluntary nature / necessity to provide data and the consequences of not providing it**

Information that is required to register an account in the aicON system and use its functionalities has been marked in a special way, e.g. with an asterisk. Failure to provide such information will result in the inability to register the account in the aicON system and use its functionalities. Providing other information is voluntary.

## **Updating this Privacy Policy**

We reserve the right to update and make changes to the content of this Privacy Policy. In the event of changes that will have a significant impact on the nature of the processing of collected personal data, we will notify you in advance.