

DATA INFORMATION NOTICE IN ACCORDANCE WITH REGULATION (EU) 2023/2854 ('DATA ACT') FOR RELATED SERVICES

PROTEC CLIENT/SUPPORT PORTAL („SERVICE“)

Connected products and related services of Protec Fire & Security Group Limited generate various data and information during their use.

The following provides information about the data generated when using the Service, how to access this data, and your data rights.

1. TRANSFERRED PRODUCT DATA

1.1 Type, estimated volume and frequency of data transmission

During the operation and use of the Service, the following product data may be generated and collected. The specific data generated will vary based on the particular usage of the Service and the connected product.

1.1.1 Types of product data

- (a) Account Holder Name
- (b) Email Address
- (c) Contact Telephone Number
- (d) Login Credentials & Authentication Details
- (e) User Access & Account Activity Logs
- (f) Connected Product Identification Details – Including Serial Number, Hardware Versions & Software Version
- (g) Product Operational & Status Information Relevant to the Support & Service Delivery

1.1.2 Estimated volume

The estimated volume of data varies depending on the data point and the use of the Service.

- Customer portal account and support-related data volumes depend on user interactions, login activity, connected devices, and support requests.

1.1.3 Frequency of transmission:

The product data is transmitted continuously as long as an internet connection exists. The update frequency depends on the data point and ranges from real-time updates to periodic synchronization during use of the Service.

Account access logs and authentication records are generated whenever users log into, interact with, or manage their accounts through the customer or support portal.

For more details on the product data generated and transmitted by the connected product, please refer to Appendix I or the applicable product documentation.

2. GENERATED RELATED SERVICE DATA

In addition to submitted product data, related service data is generated when using the Service.

2.1 Type and estimated volume of generated related service data

2.1.1 Types of related service data:

- (a) Customer support and portal interaction data, including:
 - (i) Support requests and case history
 - (ii) User preferences and portal settings
 - (iii) Login timestamps and authentication events
 - (iv) Audit and security logs
 - (v) Communication records relating to support activities
 - (vi) Service performance and usage analytics data

2.1.2 Estimated volume

The estimated volume of data varies depending on the data point and the use of the Service, with data volumes per data point ranging from 1 byte/h to 180 bytes/h.

Additional service-generated data volumes depend on the frequency of portal access, connected product usage, and support interactions.

3. STORAGE LOCATION AND RETENTION PERIOD

The product and related service data is stored on external servers under the data holder's responsibility.

Product and related service data may also be temporarily stored locally on user devices for operational or caching purposes.

The product and related service data is periodically overwritten, deleted, or anonymized in accordance with applicable retention schedules and legal obligations.

Customer account, support case, and audit log data is retained for the duration of the customer relationship and thereafter only for as long as necessary to comply with legal, contractual, regulatory, and security obligations.

4. ACCESS MODALITIES

You can access the product and related service data generated and potentially stored as follows:

Web Platform

Data is accessed via the customer and support web portal: [Web Platform Name]

The portal allows authorised users to:

- Access and manage account information
- Review connected product information
- View service and support case history
- Configure user preferences and settings
- Access diagnostic and operational information where applicable

Request

Data access requests may additionally be submitted through:

- <https://request.privacy-bosch.com/>

Data access requires the use of:

- A computer or mobile device with internet access
- A supported web browser or compatible mobile application
- A valid customer account with authorised login credentials

5. TERMS OF SERVICE, CONTRACT TERM AND TERMINATION OPTIONS

The terms of service governing the use of the Service, including the duration of the contract, termination rights, and conditions relating to data access rights, can be viewed at:

- [Protec Terms & Conditions | Protec Fire and Security Group Ltd](#)
- [Protec Data Protection Notice of Protec Fire and Security Group Ltd | Protec Fire and Security Group Ltd](#)

Acceptance of the applicable terms is required to use the Service and access portal functionalities.

Users may terminate their account or request closure of the Service in accordance with the applicable contractual terms and legal obligations.

6. INFORMATION ON OUR OWN USE OF THE DATA RECEIVED

The product and related service data received and generated is used by the data holder as follows:

- (a) To provide, maintain, and support the functionalities of the Service and the connected product
- (b) To authenticate users and maintain account security
- (c) To provide customer support and service management functionalities
- (d) For the monitoring, maintenance, development, and improvement of products and services
- (e) For cybersecurity, fraud prevention, and system integrity purposes
- (f) In anonymized or aggregated form for analytics, reporting, and service improvement purposes
- (g) Where permitted by applicable law, for disclosure to authorised third-party service providers supporting operation of the Service

7. IDENTITY OF DATA HOLDER

Protec Fire Detection PLC
Protec House
Churchill Way
Nelson
BB9 6RT

Email: sales@protec.co.uk

Telephone: +44 1282 717171

8. RIGHT OF APPEAL TO THE SUPERVISORY AUTHORITY

In the event that you believe that your rights under Regulation (EU) 2023/2854 have been violated, you have the right to lodge a complaint with the competent authority responsible for supervising compliance with Regulation (EU) 2023/2854.

9. INFORMATION ON TRADE SECRETS

The product and related service data generated by the connected product and the Service may include data that is subject to trade secret protection.

Users and third parties receiving access to such data must not use the data to derive information relating to intellectual property, know-how, technical implementations, security measures, or other confidential business information belonging to Bosch or its affiliates.

The holder of the trade secrets is:

Protec Fire Detection PLC
Protec House
Churchill Way
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BB9 6RT