

Privacy Policy for ViCare, Carrier Climate Control, Home Climate (United Kingdom (“UK”))

General information

We, Viessmann Holding International GmbH (hereinafter “we”, “us” or “our”) as part of Carrier Global Corporation and the respective local Sales resp. Service Company (hereinafter “Service Company”) , take the protection of your personal data serious and strictly comply with privacy laws. This includes the General Data Protection Regulation, Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter „GDPR“).

The following policy gives you an overview of how we ensure data protection, what kind of data is collected and processed, for which purpose and on which legal basis within the context of the following applications:

- ViCare, Carrier Climate Control, Home Climate
- Programming interfaces, so-called API's (not available in all countries)
- Speech assistants (not available in all countries).

Contact details of the joint controllers:

Viessmann Holding International GmbH and Viessmann Limited are joint controllers for the processing of personal data subject to this privacy policy, unless it is explicitly stated herein that only one party is responsible for individual procedures.

Both companies have concluded a joint controllership agreement in order to regulate internally who fulfills which task and who is responsible for which data processing procedures. Viessmann Limited is responsible for all marketing activities, for payment processes, for the cooperation with local craftsmen/service technicians and for services contractually agreed between the end customer, external service partner/installers (if applicable) and Viessmann. Viessmann Holding International GmbH is responsible for the technical provision of the applications, the underlying IT infrastructure, for the central monitoring, for the analyses of the Viessmann systems and for further development of the applications and the connected devices.

All data processing activities are explained in more detail in this privacy policy.

Contact Details:

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Data Protection Officer Viessmann Group

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Scope of privacy policy and important terms

Scope of privacy policy

This privacy policy applies for the use of the application ViCare and associated programming interfaces, so-called API's, for the creation of own applications (hereinafter referred to as "App") as well as the use of language assistants for controlling Viessmann systems. The App may contain links to websites of other providers to which this privacy policy does not apply.

Terms

The collection, transmission, storage, and other use of personal data is hereinafter referred to as "processing".

The Viessmann Group includes all affiliated companies of the Viessmann Holding International GmbH.

Personal data means any information which makes you identifiable and also includes other data which is connected to this information.

Processing within the Viessmann Group

The following entities of our group will process your data on behalf of Viessmann Holding International GmbH:

- Viessmann Climate Solutions Berlin GmbH for the operation of our websites as well as for marketing purposes; and
- Viessmann IT Service GmbH for the operation of back-end systems.

Other companies of the Viessmann Group can process the collected data or the collected data can be transferred to them, if:

- you gave your explicit and informed consent (e.g. in the App);
- it is done for a specific purpose and due to the division of labour within the Viessmann Group; therefore, necessary contractual agreements have been concluded within the Viessmann Group;
- the data is pseudonymised and the controller warrants, that the contracted group company cannot de-pseudonymise the data, or
- the data is stored anonymously by the controller and such stored data no longer falls under the restrictions of the privacy law.

The transmission of personal data to group companies of the Viessmann Group and processing by them is based on a legitimate interest (Article 6 (1) 1 f GDPR), unless you have given your consent. The Viessmann Group has an interest in specialised processing based on the division of labour. Data processing agreements have been concluded with all Viessmann group companies in accordance with Article 28 UK GDPR and EU GDPR.

IP address

The IP address is the internationally used unique identifier of the source of your internet connection at the time of allocation by your internet provider. It consists of four separate number blocks (IPv4) but there can also be more blocks (IPv6). Generally, as a private user, you will use an IP address that does not remain the same because it is only assigned to you temporarily by your provider ("dynamic IP address"). In case of a permanently assigned IP address ("static IP address"), clear allocation of user data is possible in principle. Except for the purpose of pursuing unauthorised access to our App, we strictly do not use this data in a personalised manner. We only use them on an anonymous basis for evaluation, which enables us to determine which of our web pages are accessed most frequently, how many times the App is accessed on a daily basis, and similar information.

Principles of data processing by the App

Data collected by the App or entered by you while using the App are only used by us and for the purposes mentioned in this privacy policy, unless you gave us your consent regarding another way of processing. You may revoke your consent at any time by sending an e-mail to:

revoke+vicare+gb@viessmann.com.

Deletion and blocking of your data

Stored personal data will be deleted if you revoke your consent, if the data is no longer necessary to fulfil the initial purpose or if there is no other legal basis to store the data. If the data must be kept for a statutory storage period or for legal purposes, the data will not be deleted but will not be used for other purposes. Anonymised data is not necessarily deleted.

Transfer to third countries

The processing and transfer by companies of the Viessmann Group of data provided by you takes place in data centres in Germany and, in some cases, also in Viessmann companies in your country.

A transfer of data to third countries (e.g. USA) will only take place if it is expressly indicated in this privacy policy and if these countries have an appropriate level of data protection in accordance with data protection laws or use specific contracts approved for use in the UK which give personal data the same protection it has in the UK.

Please contact us if you would like further information on the specific mechanism used by us when transferring your personal data out of the UK.

Voluntary provision of data

The provision of your personal data by the use of the App is generally neither required by law nor by contract. You are free to use the App. However, the provision of the functions of the App require the processing of your personal data.

Termination of the processing

You can stop the processing of your data by the App at any time by deleting your user account at <https://account.viessmann.com/>. To do this, you will need the login data for your App. Please note the information in the chapter "Processing of data regarding the user account". You can no longer use the functions of the App after deletion.

Automatic data processing while using the App

We automatically process certain data (server log-files) which get transferred to our servers. This includes the following data:

- operating system of the used mobile device
- IP address of the used mobile device
- time of server request
- ID of the mobile device

The processing of this data is technically necessary for the operation of the App and its functions and is therefore necessary for the performance of a contract with you and for our legitimate interests.

According to this legal basis the processing of personal data is lawful if the processing is necessary for the purpose of the legitimate interests pursued by us, except where such interests are overridden by your interests or fundamental rights and freedoms which require protection of personal data. Our legitimate interest relates to easier administration and the ability to detect and track hacking. You can object to this data processing at any time if there are reasons which exist in your particular situation and which override the data processing. In order to do so you can email our data protection officer using the contact details above.

Server log files get deleted automatically or anonymised for statistical purposes after 30 days. We reserve the right to store log data longer, if there is evidence which suggests that illegal access has taken place (such as the attempt of hacking or a so-called DOS-attack).

Processing of data regarding the communication with a Viessmann system

The purpose of the App is to control and analyse Viessmann systems (e.g. heat generators, power storage systems) and accessories (e.g. additional (individual) room controls, water softener) (hereinafter collectively referred to as “Viessmann system”).

1. As soon as a Viessmann system is activated by the App through a certain communication-module (e.g. VitoConnect) and depending on the system, the configuration and operating data, the fault log and temperature profiles, water hardness level and salt stock, (hereinafter called “system data”) get transferred to servers of Viessmann located in the European Economic Area (“EEA”) and is stored there. The servers are provided by the Viessmann IT Service GmbH which processes the data on the basis of the order processing contract with Viessmann. The App collects and uses this data to provide the functions of the App. This processing is therefore necessary for the performance of a contract with you.
2. The data is used by Viessmann to provide App functions, create push notifications (e.g. warnings, maintenance, failures), increase the operational safety of the system, improve system efficiency and correct deficiencies. This processing is therefore necessary for the performance of a contract with you. Besides that, the data is used for the service and system development, which is necessary for our legitimate interest to improve our systems and products. You can object to this data processing at any time if there are reasons which exist in your particular situation and which speak against the data processing. In order to do so you can e-mail our data protection officer using the contact details above.
3. Furthermore, the data is processed on the basis of a data processing agreement with Viessmann by Viessmann Limited (one-time data reconciliation with master data from the marketing area and technical support), the Viessmann Climate Solutions Berlin GmbH (processing for analytics and marketing purposes – but only if the below mentioned consent was given). This data processing is necessary for our legitimate interest to develop our services and systems by specialised affiliated companies.
4. Service activation: If you have activated the corresponding feature in the App, your system data of the approved Viessmann system and data from (individual) room controls, the address of the Viessmann generator, your name and telephone number and other contact data will be made available to a service technician that you have activated in the app and processed in a Viessmann monitoring system used by this service technician. You can cancel this activation at any time in the App and thus stop the data transfer. The legal basis for this is your consent. If you have concluded other contracts (e.g. maintenance contracts or warranty extensions) with your service technician and/or Viessmann, it may be necessary for the above-mentioned data to be transmitted to the service technician and/or Viessmann for the purpose of monitoring the system and for measures to be derived from this (e.g. to contact the heating engineer and rectify faults). For this purpose, the data transmission feature described above can be activated at the request of the authorised service technician or Viessmann for the duration of the contract, even if you have not given your approval in the app. The legal basis for this is a contract between you and the service technician and/or Viessmann. If the authorisation is given to a service technician / installation company, Viessmann and the service technician / installation company are joint controllers. Appropriate contracts have been concluded for this purpose. This contract has the following content: Viessmann is obliged to explain

to you transparently how your data is processed within the App, ensure the deletion of data as required by law and comply with reporting obligations in the event of data breaches in accordance with the law. Furthermore, Viessmann conclude data protection agreements with third parties whose cloud services are integrated into the App and take care of the appropriate IT security of the App.

Viessmann and the installation company are jointly responsible for processing your enquiries and exercising your rights (see the references to your rights below). Insofar as your enquiry primarily relates to conduct of the installation company, please address your enquiry directly to the installation company.

The installation company is obliged to ensure that your declaration of consent is obtained. This is done via your activation of services within the App. Insofar as the installation company uses the data outside the App, it is an independent data protection controller in this respect and is itself obligated to, for example, fulfil the transparency obligations.

5. Geofencing ViCare (if offered in your country): If you have activated the corresponding feature in the ViCare App, when a user crosses an individually set border (= distance in km from the geographical system location), one or, in the case of co-users, several indicators are transmitted to the Viessmann servers in order to execute control functions based on this and send corresponding signals, for example to your heat generator. In this context, Viessmann does not store any location data, except for the limited time when the distance you have specified is exceeded. It is not possible for Viessmann to determine your location from the available data. Viessmann also uses the data to calculate further potential for optimising your system from your habits (presence and absence) and other settings/data of your units, and to make this information available to you. The legal basis for this is your consent.

You can deactivate this function in the ViCare App at any time and thus stop the data transfer. The deactivation is also the withdrawal of your declaration of consent. Please note that you, as the main user of the ViCare App, have access to the presence and absence times of all activated users, if you have activated the "Geofencing" function and enabled further users. All other App users must be informed by you about this circumstance before they are enabled or before you activate "geofencing".

6. In the App it is possible for you to approve other users for your Viessmann system. After approval, system data will be transferred from your Viessmann system to these users as well. You may withdraw this approval in the App at any time and therefore the data transfer stops. This processing of the data is based on your consent.
7. In some countries, Viessmann offers the option of using language assistants (e.g. Amazon Alexa) to control the Viessmann system. You can purchase the necessary extension (e.g. Alexa Skill) from your language assistant provider and install it on your respective terminal device. After

entering your authentication data, the voice assistant is connected to your Viessmann system and communicates via the necessary cloud components of the voice assistant system and Viessmann. Viessmann has no influence on the processing of your data by the provider of the voice assistance system selected by you. Please therefore consult their data protection-related information. From the voice assistance system you use, we receive data on whether and how you use the voice assistant with our products. The legal basis for data processing by us is the contract concluded between you and us for the purchase of the extension (brokered via the provider of your language assistance system). By deactivating or uninstalling the extension, you have the option of terminating the connection of the voice assistant to your boiler and thus the transmission of your data to Viessmann at any time.

8. The use and transfer of pseudonymised data (on the basis of order processing contracts) happens for the following purposes: improvement of the safeness and efficiency of the installation, the clearance of errors and for the development of services and systems. The results of the analyses can be transferred to Viessmann and other companies of the Viessmann Group. They can de-pseudonymise and use the data in accordance with the terms of use and this privacy note. Pseudonymisation means that a third person and other companies of the Viessmann Group are unable to connect facility data to a certain person. Personal data (e.g. name, address) will not be transferred. Viessmann ensures that no other companies have access to the pseudonymised data besides the ones mentioned above. This data processing is necessary for our legitimate interest to develop our services and systems.
9. The use and possible transmission to other companies and third parties of anonymised data is performed for the purpose of improving the safeness of facilities and systems, improving system efficiency, clearance of errors, and improving service and system development. Anonymised means that other persons are unable to reconstruct the personal connection of the data. Personal data (e.g. name, address) will not be transferred. A legal basis for the processing of fully anonymised data is not necessary.

Anonymised data does not get deleted. Other data is stored for as long as you have your user account. If you delete your account, the data is still stored only if there is a legal reason to keep the data.

Processing of data regarding the user account

In the registration process you provide us with data which we use for the operation of the App. This includes your email, address, your name and phone-number. This data processing is necessary to fulfil our contract with you.

The user account data will be deleted if you close your account. If the data is required for any other legal purposes, it will be stored only for such legal purposes. User account data in data files for the purpose of data backup are automatically deleted after 90 days. The data processing described above in section 8 in the context of communication with aViessmann system continues to take place in anonymised form.

Payment via Stripe

If provided by Viessmann in your country, within the scope of some programming interfaces, so-called APIs, for the creation of own applications, we offer payment via Stripe (e.g. within the scope of the Viessmann Developer Portal). Data is only transmitted to Stripe if you have given your prior consent by means of a checkbox. The provider of this payment service is Stripe Payments Europe, Ltd, The One Building, 1 Grand Canal Street Lower, Dublin 2, Ireland (hereinafter "Stripe"). Stripe collects your contact information as well as payment information such as payment type, credit card number, account numbers and the amounts to be paid. In addition, Stripe sets cookies to perform the payment process and to ensure the security of the payment process.

We have entered into a data processing agreement with Stripe pursuant to Article 28 EU GDPR and UK GDPR. Due to the fact that Stripe is headquartered in the USA and because payments (depending on the bank or credit institution involved) may be processed outside the EEA and UK, we have also concluded a contract with Stripe in accordance with the EU standard contractual clauses and the UK version of such clauses to protect your data in the event of a third country transfer. For more information on Stripe's data protection, please visit <https://stripe.com/de/privacy>.

The legal basis for the transfer of data by us to Stripe is your consent. You may revoke your consent at any time. For this purpose, it is sufficient to send an e-mail to revoke+stripe+gb@viessmann.com. The effect of the revocation refers only to the future. Once a payment transaction has been ordered, it can usually no longer be influenced by the revocation.

We store the data only insofar as this is necessary for invoicing and for compliance with the statutory retention obligations for invoices.

Advertisement and advertising consent

Viessmann uses your e-mail and the data collected by using the App for the purpose of advertisement. Therefore, you receive product information and other advertising and you get also questioned for market research. This data processing is based on your consent. You can withdraw your consent at any time.

If you have expressly consented to this, your email address and, if applicable, telephone number may be used by Viessmann for the purposes of providing product information and advertising, as well as surveys within market research activities. This data processing is based on your consent. You can withdraw your consent at any time.

Viessmann is entitled to transfer the necessary data to third persons to enable them to carry out such advertising. Therefore, Viessmann entered into data processing agreements with these third parties.

In accordance with section "Processing of data regarding the communication with a Viessmann system" paragraph 2, Viessmann uses data of your system to generate push messages (e.g. notices, maintenance, faults), to increase system operational reliability, to improve system efficiency, to eliminate faults and to improve service and system development. The in-app messages associated with this may be classified as advertising under certain circumstances, in particular if the message is accompanied by the recommendations regarding the use or applications of additional services and products provided by Viessmann or companies associated with Viessmann in a broader sense. This type and design of such information is in our legitimate interest of the provision of general and system-specific information and, if necessary, products and services that serve to improve system efficiency in general, which also includes aspects of sustainability and the associated ecological improvements. You can object to the processing for these purposes and thus to the display of such information by permanently deactivating the information in the App settings.

General information and regulations for the App

Use of Firebase

Provided you have given us your consent in the Consent Management Center, Viessmann uses Google's Firebase analysis tool in the App to analyse your behaviour when using the App. The data provided and used are collected and stored in a completely anonymous form. This data will be stored after complete anonymisation in the USA. During processing, data is transferred to the USA protected by the application of the EU standard contractual clauses and the UK version of such clauses agreed with Google LLC (see <https://firebase.google.com/terms/firebase-sccs-eu-c2p>). The legal basis for

this is your consent. You can deactivate the transmission of the data generated and related to your use of the App (including your IP address) to Google and the processing of this data by Google by sliding the slider in the App settings.

Use of Crashlytics

Provided you have given us your consent in the Consent Management Center in the ViCare App, Viessmann uses in the ViCare App the developer tool Crashlytics, provided by a wholly owned subsidiary of Google LLC, to evaluate the usability and interaction of the user within the App. This tool provides information on the use of the App as well as useful information on unforeseen crashes or other malfunctions of the application and helps Viessmann to correct any errors. The legal basis for this is your consent. During processing, data is transferred to the USA protected by the application of the EU standard contractual clauses and the UK version of such clauses agreed with Google LLC (see https://firebase.google.com/terms/crashlytics-sccs-eu-c2p#standard_contractual_clauses). You can deactivate the transmission of the data generated (including your IP address) to Google and the processing of this data by Google by sliding the slider in the ViCare App settings.

Use of cookies for authentication

The App uses cookies. Cookies are small text files which provide the authentication of the user for every login. The cookie gets stored on the mobile device and deleted after every logout. This processing of data is necessary for the fulfilment of our contract with you. An overview of the used Cookies is attached to this privacy Policy (Appendix 1).

Information on the rights of data subjects

This part of the data protection statement provides additional information on how you can exercise your rights as a data subject.

Your identity

In order for us to respond to you in relation to exercising your rights as a data subject, it may be necessary for us to request further information to prove your identity in cases of personal data collected on the basis of contractual relationships on a random sample basis or in cases of justified doubt. This is especially true if a request for information is available in electronic form, but the sender's details do not reveal the identity of a natural person concerned.

You have the right:

- to request information about your personal data processed by us. In particular, you may request information about the purposes of processing, the category of personal data, the categories of recipients to whom your data has been or will be disclosed, the planned storage period, the existence of the right to rectification, deletion, restriction of processing or objection, the existence of a right of appeal, the origin of your data, if this has not been collected by us, and the existence of automated decision-making including profiling and, if applicable, meaningful information about its details;
- to request the correction of incorrect or incomplete personal data stored by us, though we may need to verify the accuracy of the new data you provide to us;
- to request the deletion of your personal data stored by us, unless processing is necessary to exercise the right to freedom of expression and information, to fulfil a legal obligation, for reasons of public interest or to assert, exercise or defend legal claims;
- to restrict the processing of your personal data if you dispute the accuracy of the data, if the processing is unlawful but you do not want us to delete the data, if we no longer need the data but you need it to assert, exercise or defend legal claims, or if you have filed an objection to the processing;
- to receive the personal data you have provided to us in a structured, current and machine-readable format or to request the transmission to another person responsible;

- insofar as we process data on the basis of the legal basis of our legitimate interests, you can object to this data processing at any time if there are reasons which exist in your particular situation and which override the data processing;
- to revoke your consent to us at any time. As a result, we will no longer be allowed to continue processing data based on this consent in the future. You can revoke your consent by emailing revoke+vicare+gb@viessmann.com and
- to lodge a complaint to any regulatory authority. For example, you may contact the Information Commissioner's Office ("ICO"), the UK regulator for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

To exercise any of these rights, please contact:

Data protection coordinator of Viessmann Limited

Hortonwood 30

Telford, TF1 7YP

Phone: +44 1952 675000

E-Mail: dataprotection-uk@viessmann.com

AND/OR

Data Protection Officer Viessmann Group

Viessmannstraße 1

D-35108 Allendorf (Eder)

Telefon: +49 6452 70-0

Telefax: +49 6452 70-2780

E-Mail: datenschutz@viessmann.com

Viessmann Contact details

Your trust is important to us. Therefore, we are always available to answer your questions regarding the processing of your personal data. If you have questions which this data protection statement could not answer or if you would like more detailed information at any point, please contact us:

Data protection coordinator of Viessmann Limited

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Safety information

We endeavour to store your personal data by using technical and organisational means in such a way that they are not accessible to third parties. When communicating by e-mail, complete data security cannot be guaranteed, so we recommend that you send confidential information by post.

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Appendix 1 - Description of the Cookies used by the ViCare App

Cookie type	Storage period	Description	Category	Link	Owner	Purpose
authentication	deleted after every logout	Necessary to store the authentication of the user for every login	First Party	Not applicable/all available information is in this cookie policy	Viessmann	store the authentication of the user for every login
Firebase and Crashlytics	Up to 210 days	<p>Is a real-time crash reporter that helps track, prioritise and fix stability issues that affect the quality of the application; it intelligently groups crashes and highlights the circumstances that lead to them.</p> <p>App measurement solution that provides insight on app usage and user engagement.</p>	Third-Party (Cookies from third party providers)	https://firebase.google.com/products/crashlytics	Google	<p>track, prioritise and fix stability issues that affect the quality of the application;</p> <p>app measurement that provides insight on app usage to improve the application.</p>

Stripe	1 year	Performance of the the payment process/ Ensure the security of the payment process.	Third-Party (Cookies from third party providers)	https://stripe.com/ess/cookie-settings	Stripe	Performance of the the payment process/ Ensure the security of the payment process.
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