

Home Connect (家居互联) APP 数据保护声明

博西华家用电器服务江苏有限公司（以下简称为“家居互联”或“我们”）是数据处理主体，注册办公地点位于中国江苏省南京市鼓楼区汉中路 2 号亚太商务楼 19/20/21 楼，主要负责收集、处理和使用您与 Home Connect (家居互联) APP（以下简称“APP”）有关的个人数据。

我们会遵照现行有效适用的数据隐私法律对您的个人数据进行收集、处理和使用，并将在下文为您详细概述我们的数据处理。

1. 个人数据的类别

在您使用 APP 时，家居互联主要收集、处理和使用以下类别的个人数据：

a. 用户主数据

在您创建（注册）用户帐户时，我们收集和使用的数据包括：

- 您在注册时提供的信息，例如：
 - 姓名
 - 电子邮件地址（用户 ID）
 - 移动电话号码
 - 您在哪个国家/地区操作家用电器
 - 用于保护访问的密码。

注册时要求您提供的具体信息根据不同国家/地区规定略有不同

- 在您注册时，我们收集和保存的信息包括：
 - 您的移动电话号码及移动设备的语言设置
 - 您确认《使用条款》生效并认可《数据隐私声明》
 - 用户帐户的状态（激活/未激活）
 - APP 跟踪预设（随所选国家/地区而异，详见下文第 6 条）。

b. 设备主数据

关于您的家用电器与用户帐户的连接，我们收集和使用的数据包括：

- 家用电器的品牌（例如，博世或西门子）
- 序列号，以及（如果适用）设备的制造日期（即所谓的 E 编号和 FD 编号 - 家用电器的型号铭牌上也会提供此信息）
- 家用电器中使用的网络适配器的唯一识别符（即所谓的 MAC 地址）。

对于每个连接的家用电器，“连接家用电器”功能会将这些数据分配给您的用户帐户。

c. 设备使用数据

关于家用电器的使用，我们收集和使用的数据包括：

- 通过 APP 或者在家用电器上进行的基本设置、程序选择和程序设置；
- 家电状态数据，例如环境条件、部件状态、设备状态变化（例如操作模式变化、门/前面板打开或关闭、温度变化、填充液位等）；以及家用电器发出的状态消息（例如家电过热、水箱已空等）。

各个家用电器对应的使用数据（详见 b.）都保存在家居互联服务器上，且会在 60 天后自动再次删除。

d. APP 使用数据

APP 使用数据是指涉及您与 APP 之间的交互（例如，您使用的 APP 功能、与 APP 控制相关的单击行为、下拉菜单中的选择、打开/关闭开关的设置）的数据。有关更多详细信息，请参见下文第 6 条。

2. 预期用途

我们只会经您同意的情况下使用上述数据类别（如果必须征得您同意），以

- 提供 APP 功能以及通过该 APP 提供的服务（参见 1. a. 到 c.）
- 消除故障（参见 1. b. 和 c.）
- 使 APP 更易于使用（参见 1. d.）。
- 改善我们的产品和服务范围，尤其针对从未使用或不经常使用的程序，以及 APP 和家用电器的其他功能（参见 1. c. 和 d.）
- 用于直接市场营销目的（参见 1. a. 到 c.）

3. 一般储存期限

除非法律另有明文规定，本声明所涉及个人数据的一般储存期限如下：

- a. 用户主数据: 删除用户帐户后尽快删掉。
- b. 设备主数据: 您将家用电器从用户帐户中移除时，您的家用电器与用户帐户的连接数据也将不再保存。
- c. 设备使用数据: 用户特定使用数据将有 60 天的储存期限。经用户同意我们收集数据用于市场营销的情况下，则该数据的储存期限为允诺的市场营销的期限。
- d. APP 使用数据: 当启用“收集使用数据”功能被激活时，您的 APP 使用数据将以电子假名化的形式在一定期限内储存。

4. 数据处理的控制

a. 家用电器的连接

您可以通过 APP 控制家用电器的连接：

- 如有必要，您可以单独取消每个家用电器与家居互联服务器之间的连接（菜单项“设置”→“连接设置”），这样会导致
 - 不再向家居互联服务器传输家电使用数据（参见 1. c.）；
 - 无法再使用 APP 的某些功能，尤其是不再能够在 Wi-Fi 网络覆盖范围之外操作家用电器，即便存在互联网数据连接也不行。
- 如有必要，您可以单独关闭每个家用电器的 Wi-Fi 连接（菜单项“设置”→“连接设置”），这样会导致
 - 不再向家居互联服务器传输家电使用数据（参见 1. c.）；
 - 只能通过家电本身来操作家电，而无法再通过 APP 执行操作。

b. 用户帐户和本地 APP 数据

您可以通过 APP 控制用户帐户。

- 您可以删除用户帐户（“设置”→“我的帐户”→“删除用户帐户”）。这意味着

- 您的家用电器与用户帐户之间的连接将被删除；
 - 除非有其他用户帐户连接到家用电器，您的家用电器将不再向家居互联服务器传输家电使用数据（参见上文 1. b.）。家居互联服务器上的使用数据将在 60 天后自动删除（参见上文 1. c.）。
- 删除 APP 也将移除所有存储在本地的用户相关数据。

c. 家用电器的出厂设置

您可以在家电上执行操作，以将家用电器恢复为出厂设置。这意味着

- 恢复网络设置将取消家用电器和家居互联服务器之间的连接；
- 之前在家用电器和用户帐户之间建立的连接将取消（要求家用电器连接到互联网），因此您的家用电器也将不再显示在 APP 中；

若要将您的家用电器重置为出厂设置，请参阅家用电器的操作指南。

5. 向第三方传输或披露您的数据

请注意您的个人数据基于必要可以在所有 BSH 的关联公司存储及传输而无须经过您额外的认可。

为了让您能够顺利使用 APP 及其提供的服务，我们会与不同的服务供应商合作。如果我们已明确要求这些服务供应商必须严格按照与受委托的数据处理者相同的指示进行数据处理，则无需您再另行同意由这些服务供应商进行数据处理。

在其他情况下，如果出于数据隐私的原因而需征得您的同意才能向服务供应商披露您的个人数据，那么我们会另行通知您，绝不会在未得到您事先同意的情况下传输您的数据。

6. 收集 APP 使用数据

该 APP 可以收集 APP 使用数据（参见上文 1. d.），并使用 Adobe Analytics 服务（由 Adobe Systems Software Ireland Limited 公司提供，地址：4-6 Riverwalk, Citywest Business Campus, Dublin 24, Republic of Ireland）（以下简称为“Adobe”）。

当启用“收集使用数据”功能被激活时，您的 APP 使用数据将被发送并储存在位于英国的 Adobe 服务器上，然后服务器会分析您的 APP 使用情况（参见上文 1. d.）。该 APP 已启用 IP 匿名功能，因此您使用的 IP 地址在被发送到服务器前将预先截断。Adobe 将以家居互联的名义使用这些信息，以便评估您对该 APP 的使用，并为家居互联汇编关于 APP 活动的报告。如无您的明确同意，通过 Adobe Analytics 服务从您的移动设备传输的 IP 地址将不会与其他 Adobe 数据或家居互联数据混合。

通过启用或停用“收集使用数据”功能，您可以控制 Adobe 收集和传输 APP 使用数据（包括您的 IP 地址）的行为。根据您的国家/地区的法律情况，“收集使用数据”功能可能默认处于启用状态。

7. 错误报告

当 APP 未按预期运行，尤其是出现崩溃时，我们将使用 HockeyApp (www.hockeyapp.net) 创建和传输匿名错误报告。只有在获得您的明确事先同意之后，我们的服务供应商和家居互联才会收到错误报告。在传输任何错误报告之前，我们都会明确征求您的同意。

8. 数据安全

为了保护您的数据（例如，防止篡改、丢失、第三方未经授权访问等），我们采取了多项技术和系统性措施。这些措施包括但不限于：使用最新的加密技术、使用安全证书、在家居互联服务器上使用防火墙，

以及对家居互联 APP 设置密码保护。我们对家居互联 APP 采用的数据安全级别已经过德国莱茵 IT (TÜV Trust IT) 技术测试及认证。我们会根据技术进步情况,持续审查并改善我们的安全性措施。

9. 数据保护声明的适用范围

请知悉我们的数据保护声明仅适用于通过家居互联 APP 提供的功能和服务。虽然家居互联 APP 可以支持用户选择第三方服务(具体参见家居互联 APP 使用条款关于第三方服务的说明),但本数据保护声明不适用于所有其它服务提供者提供的要约和服务(第三方服务)。当您使用第三方服务时,与此相关的数据保护应适用于第三方服务提供者提供的保护条款。如本声明中所提供的数据保护与第三方有显著不同之处,则本声明部分仅用于参考。

如果是家居互联向您推荐的其它服务提供方且该推荐对您并不明确,我们会以合理及合适的方式向您阐明(比如,在家居互联 APP 中使用内联框架嵌入他方服务提供者信息)。如果您是通過家居互联 APP 内提供的链接获取了他方服务提供者的 APP 或网站,这将被视为明确的推荐。

如果您作为用户且您所在的地区位于欧盟议会和理事会在 1995 年 10 月 24 日通过的 95/46/EC 号关于保护个人隐私及数据流动的指令(EC L 281 P. 31 欧盟数据保护指令)的适用范围内,请注意使用第三方服务可能会导致在某些国家处理您的个人数据,而该些国家不适用欧盟数据保护指令。

10. 隐私声明变更

在 APP 的进一步发展过程中,尤其是随着新技术的实施或新服务的引进,可能需要调整本隐私声明。家居互联保留在必要时更改或修改本声明的权利。家居互联将始终在 APP 中提供最新版本的隐私声明,以便于您随时了解当前版本的隐私声明。

11. 权利和联系方式

我们会尽全力储存准确的信息并及时更新。如果您的个人数据储存不准确,我们会在收到您的请求后及时更正。您可以随时撤销在需要批准的数据处理中授予的许可,此操作将对未来使用产生影响。一般来说,通过在 APP 中选择相关设置即可撤销许可,或者也可以使用下文列出的联系选项。

您的个人数据将在如下情况下被删除:您撤销了对我们数据处理授予的许可、您的数据不再有储存的需要或法律上不允许继续储存。请注意在特殊情况下由于技术和系统原因,您撤回对我们数据处理的许可和数据使用可能会发生时间上的重叠和迟延,如在您撤回许可后系统自动向您发送通讯邮件。因记账和会计之目的所需之数据或者基于法律要求所必须保存之数据将不受您撤回许可之影响。

如果您对数据隐私有任何疑问,或者您希望行使数据隐私法律所赋予的撤销许可权利,以及您的知情权、修正权、删除权或屏蔽权,请按照 APP 中的详细联系方式与我们取得联系。

更新时间:2016 年 8 月

Data protection statement for the Home Connect app

BSH Home Appliances Service Jiangsu Co. Ltd. with registered office at 19/F, 20/F, 21/F, Asia Pacific Tower, 2 Hanzhong Road, Gulou District, Nanjing, P.R. China (hereinafter referred to as "Home Connect" or "we") is data compiler responsible for the collection, processing and utilisation of your personal data in connection with the Home Connect (家居互联) app (hereinafter referred to as "app").

We collect, process and use your personal data in accordance with the applicable data privacy laws. The following information explains how we treat such data.

1. Types of personal data

In terms of App usage, Home Connect collects, processes and uses primarily the following types of personal data.

e. User master data

The data we collect and use when setting up a user account (registration) are as follows:

- Details that you provide during the registration process, such as:
 - first and last name,
 - email address (user ID),
 - Mobile Phone Number
 - the country in which you operate your household appliance(s),
 - password as access protection.

The details requested as part of the registration process may differ from country to country.

- Information which we collect and store during the registration process:
 - Mobile phone number and language setting of your mobile device,
 - consent to and recognition of the terms of use and acknowledgement of the data protection statement,
 - status of the user account (activated/deactivated),
 - default app tracking setting (depending on the country selection, see item 0 below for more information).

f. Appliance master data

The data we collect and use concerning the connection between your household appliance and the user account are as follows:

- brand of the household appliance (e.g. Bosch or Siemens),
- serial number and, if applicable, manufacture date of the appliance (so-called E number (full model) and FD (production) number – you can also find these details on the device label),
- the unique identifier of the network adapter installed in the household appliance (so-called MAC address).

These data are allocated to your user account for each connected household appliance under the "Home Connect" function.

g. Appliance usage data

The data we collect and use in relation to the usage of the household appliance are as follows:

- selected basic settings, program selection and preferred program settings on the household appliance or via the App,
- appliance status data such as ambient conditions, condition of parts, changes in appliance status (e.g. different mode of operation, open or closed doors/front panel, temperature changes, fill levels) and appliance status messages (e.g. appliance is overheated, water tank is empty, etc.).

All corresponding usage data (details please refer to b.) will be stored in Home Connect APP server, and automatically removed within 60 days.

h. App usage data

App usage data are data generated by your interaction with the App, such as the features you use, click behaviour relevant to App controls, drop-down menu selections, on/off switch settings. See item 0 for more information.

2. Intended uses

We use the above-mentioned types of data only with your consent provided such consent is required:

- to provide App features as well as the services offered via the App (1.a.-c.),
- to fix bugs (1.b. and c.),
- to improve the App's user friendliness (1.d.),
- to improve our range of products and services, especially with regard to programs which are not used and/or which are frequently used, besides other App and household appliance features (1.c. and d.), and
- for direct marketing purposes (1.a.-c.).

3. General storage periods

Provided there are no statutory provisions to the contrary, the following general storage periods shall apply:

- e. **User master data:** Deletion as soon as the user account is deleted.
- f. **Appliance master data:** Removal of link to the user account upon removing the household appliance from the user account.
- g. **Appliance usage data:** User-specific storage for a period of sixty (60) days. Should the user have consented to permission marketing, user-specific storage for the duration of validity of such permission marketing.
- h. **App usage data:** Storage in pseudonymised form to the extent that and so long as the "Enable usage-data tracking" function is activated.

4. Data processing management

a. **Connectivity of your household appliance**

You can use the App to manage household appliance connectivity:

- If required, you can set up the connection to the Home Connect server in such a way that each household appliance is connected separately (menu item *Settings* → *Connectivity settings*). After doing this:
 - the appliance usage data (1.c.) will no longer be transmitted to the Home Connect server,
 - certain App features will no longer be available; in particular the household appliance can then not be operated outside the reach of the WiFi connection, even if an internet data link is set up.
- If required, you can switch off the WLAN connection for an individual household appliance (menu item *Settings* → *Connectivity settings*). After doing this:
 - the appliance usage data (1.c.) will no longer be transmitted to the Home Connect server,
 - the household appliance may only be operated from the appliance itself, not via the App.

b. User accounts and local App data

You can manage your user accounts via the App and delete locally stored App data.

- You can delete your user account ("*Settings*" → "*My account*" → "*Delete user account*"). After doing this:
 - the connection between your household appliance and your user account will be deleted,
 - your household appliance will no longer send any appliance usage data to the Home Connect server provided no other user accounts are linked to the household appliance (see item 1.b. above).
- Deleting the App also removes all locally stored user-specific data.

c. The household appliance's factory settings

You can reset your household appliance to its factory settings. After doing this:

- the household appliance will lose its connection to the Home Connect server due to the network settings being reset,
- the household appliance will no longer be linked to any previously associated user account (requires the household appliance to be connected to the Internet) and it will not be displayed in the App.

Please read your household appliance's user manual before restoring the factory settings.

5. Transmission or disclosure of your data to third parties

Your data will be shared and transmitted among BSH's affiliated companies without your further confirmation on base of necessity.

We work together with various service providers to create and run the App and provide the respective services. To the extent that we have bound these service providers to process data in line with strict instructions in their capacity as commissioned data processors, any data processing activities undertaken by such providers shall not require your consent.

Alternatively, if the applicable data protection act states that your consent is required before your personal data can be transferred to service providers, we shall inform you of this separately; in such cases, your data will not be transferred without your prior consent.

6. Recording App usage

Data on App usage can be recorded by the App (see item 1.d. above). In this context, the Adobe Analytics service is used, which is offered by Adobe Systems Software Ireland Limited, 4-6 Riverwalk, Citywest Business Campus, Dublin 24, Republic of Ireland (hereinafter "Adobe").

If the "Enable usage-data tracking" function is activated, App usage data will be sent to and stored in an Adobe server in the UK. The App usage data enable you to analyse how you use the App (see item 1.d. above). IP anonymisation is activated for this App, which means that the IP address you use is truncated before being sent to the server. Adobe will use this information on behalf of Home Connect to evaluate how you use the App and to prepare reports on App activity for Home Connect. The IP address transmitted from your mobile device within the context of Adobe Analytics will not be merged with other data held by Adobe or Home Connect without your express consent.

You can control whether or not App usage data (incl. your IP address) is recorded and processed by Adobe by activating or deactivating the function "Enable usage-data tracking". Depending on the legal situation in your country, the "Enable usage-data tracking" function may be activated by default.

7. Error reports

We use HockeyApp (www.hockeyapp.net) to collect and send anonymous error reports if the App behaves in an unexpected way, especially if the App crashes. Our service providers and Home Connect shall receive error reports only with your explicit consent. We shall ask for your consent each time we wish to convey such information.

8. Data security

We deploy technical and organisational measures to protect your data, for example, from manipulation, loss and unauthorised third-party access. These measures include the use of encoding technologies, certificates, firewalls on the Home Connect server and password protection on the Home Connect App. The data security level of the Home Connect App has been tested and certified by TÜV Trust IT. We are constantly reviewing and improving our security measures in accordance with technological advancement.

9. Scope of application of the data protection statement

This data protection statement shall apply to the functions and services offered by Home Connect via the App, however it shall not apply to offers and services from other service providers (third-party services), even if Home Connect facilitates the use of such third-party services in the App (please also see the terms of use with regard to third-party services). The use of such third-party services is governed by the prevailing data protection provisions put in place by the third-party service provider and, if applicable, additional data protection statements on our part which outline the distinctive features of these third-party services and shall only be relevant in this respect.

If you are referred to another service provider, Home Connect shall make reasonable and appropriate efforts to elucidate such referral (e.g. by embedding the service provider's content within the App using inline frames) if such referral is not clear. If you click on a link in the Home Connect App which calls up the app or website of another service provider, this is considered to be a clear referral.

If you, the user, are located within the area of application of Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (Official Journal EC L 281 P. 31, EU Data Protection Directive), please note that the use of third-party services may result in your personal data being processed in countries outside the area of application of the EU Data Protection Directive.

10. Changes to the data protection statement

As the App continues to undergo development – among other things, through the implementation of new technologies or the introduction of new services – this data protection statement may need to be adjusted accordingly. Home Connect shall reserve the right to amend or supplement this statement as required. Home Connect will always update the data protection statement in the App; you can therefore familiarise yourself with the latest version at any time.

11. Rights and contact information

If, despite our efforts to store data which is correct and up-to-date, your personal details are stored incorrectly, we shall correct such information upon your request. After giving us your consent for the

collection, processing and use of your personal data, you may withdraw such consent at any time with effect for the future. Consent may generally be withdrawn using the respective App setting or otherwise through the contact information referred to in the App.

Your personal data will be deleted if you withdraw your consent to your data being stored, if your personal data is no longer needed to serve the purpose pursued by such storage or if such storage is inadmissible for other legal reasons. Please bear in mind that, for technical or organisational reasons, there may be an overlap between you withdrawing your consent and your data being used, e.g. in the case of a newsletter which has already been sent out. Data required for billing and accountancy purposes or which are subject to the legal duty to preserve records are not affected by this.

Should you have any questions on the topic of data protection or should you wish to exercise your rights to withdraw consent or to information, rectification, deletion or suspension, please contact us using the contact information provided in the App.

Date of issue: August 2016