

# Data Communicator

## Legal Notice & Data Privacy Statement



## Legal notice

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## Data privacy statement

JURA Elektroapparate AG (“JURA”) is the provider of the Data Communicator. The protection of your privacy is very important to us and is something that we build into our business processes. Any personal data that is processed when you use the Data Communicator will be treated confidentially by us and only used in accordance with the legal regulations. Our employees and agents are also obligated to comply with the legal data protection regulations that are laid down by law. The following information explains how and to what extent personal data is processed by the responsible provider when you use the Data Communicator, the purpose for which it is processed, and what your rights are in this regard. You can access the latest version of this data privacy policy at any time via the Data Communicator platform or by following this link to our website: [www.jura.com/data-communicator](http://www.jura.com/data-communicator).

### 1. Controller responsible for processing your data

JURA Elektroapparate AG, Kaffeeweltstrasse 10, 4626 Niederbuchsiten, Switzerland (see our legal notice) is the controller in accordance with Article 4(7) of the EU General Data Protection Regulation (GDPR). You can contact our data protection officer at [dataprivacy@jura.com](mailto:dataprivacy@jura.com), or by using our postal address and adding “Data Protection Officer”.

### 2. General information

Personal data means any information that can identify you as a person and can be traced back to you – such as your name, e-mail address, home address, telephone number or user behaviour. JURA only processes personal data where this is necessary in order to provide a contractually agreed service. Personal data is only routinely processed with the user’s prior consent. There may be exceptions in cases where it is not possible to seek prior consent and where the processing of data is permitted by law. The personal data associated with a particular person is also erased or blocked as soon as the purpose for which it was stored no longer applies. Data may also be stored if this is provided for by national or EU regulations, laws or other legal requirements to which the data controller is subject, or the data can be blocked or deleted, if a period of data storage specified by these standards expires.

### 3. Your Jura coffee machine

Please note that your Jura coffee machine does not process any personal data. Your Jura coffee machine also does not contain any data storage medium of its own. However, it is fitted with a wireless interface to allow a Data Communicator to retrieve certain machine data via RF (Gazell protocol). Data can only be transferred to the Data Communicator configured for this purpose (see 4 ff. for more details). Please note that more than one Data Communicator can be configured on a Jura coffee machine, but data cannot be transferred to more than one Data Communicator simultaneously.

## 4. Your Data Communicator

### 4.1 Processing of personal data when you start using the Data Communicator

4.1.1 To start using the Data Communicator you need to download software from our website. To download the software, you need to create a **user account by entering your name and e-mail address**. You do not need to use your real name; a pseudonym is fine. Your data is entered in an input screen and transferred to us, and we store it. When you install the software, **the ID (media access control address) and location of the Data Communicator** are also transferred to us, directly linked to your user account and stored. All data transfer over the Internet is encrypted. Point (b) in Article 6(1) of the GDPR serves as the legal basis for the processing of data. Your name and e-mail address and the location and MAC address of your Data Communicator are used to perform our contract with you. Your e-mail address is used primarily for correspondence in connection with the performance of the usage contract, in particular to send you the download link. The other data is primarily used to link your Data Communicator to your user account and to start up the Data Communicator itself. Since the data is required to perform a contract, it can only be erased prematurely if this does not infringe any contractual or legal obligations.

4.1.2 For technical reasons Jura also automatically collects data when you download the software from the website. JURA stores this information as server log files. The following data is logged in this way:

- Browser type and version
- Operating system
- Webpage accessed
- Referrer URL
- Time of access
- IP address

This data is not stored together with other personal data, in particular customer data. Point (f) in Article 6(1) of the GDPR serves as the legal basis for the temporary logging of data. We need to collect information about your operating system in order to deliver the download to your computer. This information needs to remain stored for the duration of the download process. The IP address is also anonymised. This anonymous data is stored separately from personal information on secure systems and cannot be used to identify an individual person. The data is stored for a limited period of time and is used solely for statistical evaluation for the operation, security, adaptation and optimisation of the software. We have a legitimate interest in data processing for these purposes in accordance with Point (f) in Article 6(1) of the GDPR. The data is never linked to other stored data. The data is also not evaluated for marketing purposes. Jura does however reserve the right to review the server log files later on should there be specific reason to suspect unlawful use. The data is erased as soon as it is no longer required to fulfil the purpose for which it was collected. The user does not have any option of objecting to this process.

### 4.2 Processing of personal data when you use the Data Communicator

4.2.1 Once you have downloaded and installed the software, the Data Communicator is ready to connect to your Jura coffee machine via Bluetooth. At a specified time each day, the Data Communicator will retrieve machine data from your Jura coffee machine. This data includes counter readings, maintenance counters and alerts. The data is stored by the Data Communicator until the next time it connects to the Internet.

4.2.2 As soon as the Data Communicator is able to establish a stable WiFi connection via a router, this data and the location of the Data Communicator are transferred to the server, linked to your user account and stored in your account. The data transfer is encrypted. Point (b) in Article 6(1) of the GDPR serves as the legal basis for the processing of data. All data transferred by your Data Communicator is stored on the server in encrypted form as a database entry. Database entries and the data records for your machine can be erased manually by the system administrator.

Since the data is required to perform a contract, it can only be erased prematurely if this does not infringe any contractual or legal obligations.

- 4.2.3 The stored machine data is not linked to your customer data. However, the storage and transfer of the data enables your machine data to be stored in encrypted form on a server such that you can access it on our Data Communicator platform through your user account. Please note the following in relation to the Data Communicator platform.

## 5. The Data Communicator platform

### 5.1 Collection and use of personal data when you register on the Data Communicator platform

- 5.1.1 In order to use our Data Communicator platform, **you need to register using your user account** (see 4.1.1). As part of the registration process you will be asked again for your name and e-mail address. You also need to choose a password. The process uses two-factor authentication, i.e. a confirmation e-mail is sent to you containing a link which you must click on in order to complete your registration. If you do not confirm in this way within 24 hours, your registration is automatically deleted from our database. The details mentioned above are mandatory but all other information is optional. Point (b) in Article 6(1) of the GDPR serves as the legal basis for the processing of data. Registration gives you access to the machine data which is transferred to the database by the Data Communicator.
- 5.1.2 Registration is required for the provision of the currently available features on the Data Communicator platform. You can only access your machine data and make changes to your accounting data by using this password-protected account. The data is erased as soon as it is no longer required to fulfil the purpose for which it was collected. This applies to data collected during the registration process if registration on the platform is cancelled or modified. You can modify or delete your registration at any time.
- 5.1.3 If you use our platform, we will store your data until you finally delete your account. Furthermore, we will continue to store any optional data that you provided for as long as you continue to use the platform unless you delete it. You can manage and update your details in the protected account area.
- 5.1.4 If you use the platform, you can make your data available to third parties by using sub-accounts. You can decide what content you make available to the holders of sub-accounts. Any other content is not visible to the holder of a sub-account.

### 5.2 Login details and logging when you use the Data Communicator platform

- 5.2.1 For technical reasons, every time an account holder or sub-account holder logs in to the platform, their Internet browser automatically shares information about this. JURA stores this information as server log files. The following data is logged in this way:
- Browser type and version
  - Operating system
  - Application used
  - Referrer URL
  - Time of access
  - IP address
- 5.2.2 This data is not stored together with other personal data. We also do not store or log usage load data relating to web queries. The IP address is also anonymised. Point (f) in Article 6(1) of the GDPR serves as the legal basis for the temporary logging of data. This anonymous data is stored separately from personal information on secure systems and cannot be used to identify an individual person. The data is stored for a limited period of time. Collected data is used solely for statistical evaluation for the operation, security, adaptation and optimisation of the platform.

These interests are considered legitimate in accordance with point (f) in Article 6(1) of the GDPR. Data is not linked to other data or shared with third parties, either in whole or in part. The data is also not evaluated for marketing purposes. Jura does however reserve the right to review the server log files later on should there be specific reason to suspect unlawful use. The data is erased as soon as it is no longer required to fulfil the purpose for which it was collected. The user does not have any option of objecting to this process.

### **5.3 Use of cookies on the Data Communicator platform**

Cookies are small text files which are stored on your hard disk according to the type of browser you are using and which allow the party that sets the cookie to collect certain information. Cookies cannot run programs or transfer viruses to your device. They are used to make our platform more user-friendly and effective. On their platform Jura only uses necessary session cookies to keep the current session running. No user data is processed in cookies. Therefore data cannot be linked to the user accessing the platform. Session cookies are deleted when you log out or close your browser. Point (f) in Article 6(1) of the GDPR serves as the legal basis for the processing of personal data using cookies. Cookies of this type enable you to use certain basic features of our platform, so we recommend that you set your browser not to automatically reject cookies but to let you choose on an individual basis whether to accept them. Please note that some areas of the platform may not function properly if your browser is set to reject cookies or similar mechanisms.

## **6. Use of service providers**

We work with an external service provider in Germany which hosts our databases and provides the platform. Device data and your personal data are stored on a server in a data centre in Germany. The service provider processes the data solely in accordance with Jura's instructions and is obliged to comply with applicable data protection regulations. The service provider offers adequate guarantees that suitable technical and organisational measures are implemented to ensure that processing is compliant with the requirements of the GDPR and that the rights of the individual are protected. The service provider was carefully selected and only has access to your data to the extent and for the amount of time required to provide the relevant services. The use of this service provider is necessary for the operation of the platform and the establishment, performance and implementation of the usage contract and is possible without your express consent. Outside of the circumstances explained above, we do not share your data with third parties without your express consent. In particular, we do not share personal data with any party in a third country or an international organisation.

## **7. Use of Google Maps**

To determine location we use Google Maps API. Google Maps API is operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. When you use Google Maps, Google collects, processes and uses data about the use of Maps features by platform users. For more information about how data is processed by Google, please refer to the Google privacy policy at [www.google.com/privacypolicy.html](http://www.google.com/privacypolicy.html). In the privacy centre you can also change your settings and manage and protect your data. The terms of use for Google Maps can be found at [https://www.google.com/intl/de\\_de/help/terms\\_maps.html](https://www.google.com/intl/de_de/help/terms_maps.html).

## **8. Data security**

JURA employs technical and organisational security measures to protect your data against accidental or intentional manipulation, loss, destruction, misuse or access by unauthorised persons, or unauthorised disclosure. Our security measures are regularly reviewed and are constantly being adapted in line with technological developments. Data transferred between our server and your device is encrypted (HTTPS protocol). However, please note that Internet transmission is never guaranteed to be 100% secure or error-free. Please also bear this in mind when using JURA services.

## 9. Updates to this data privacy statement

As a result of developments to the software or platform or changes to legal or official provisions, it may be necessary for us to revise this data privacy statement. You can access and print out the latest version of the data privacy statement at any time via the platform or our website [www.jura.com/dcplattform](http://www.jura.com/dcplattform).

## 10. Rights of the user

If personal data from you is processed, you are considered a data subject as defined by the GDPR. In addition to the right to lodge a complaint with a supervisory authority, you also have rights vis-à-vis the controller including the following:

- 10.1 You may withdraw any consent you have granted in accordance with data protection regulations, at any time and with future effect. If you withdraw your consent, this does not affect the legitimacy of processing carried out on the basis of this consent prior to its withdrawal. Please note that if you withdraw your consent, you may find that you are unable to use various JURA functions and/or services in the future.
- 10.2 If you wish to do so for reasons relating to your particular situation, you have the right to object to the processing of your personal data carried out on the basis of points (e) or (f) in Article 6(1) of the GDPR. You may do this at any time. This right also applies to any profiling that is based on these provisions.
- 10.3 You have the right to request, at no charge, information about the type, extent and origin of data held about you, the categories of recipients to whom your data has been or is being disclosed, and the purpose and intended duration of storage. If you wish to request this information, please contact our data protection officer. JURA will be happy to answer your query if you can tell us clearly and unambiguously what data you would like to receive information about.
- 10.4 If – in spite of our efforts to ensure that data is accurate and up to date – you find that any incorrect information is being stored, we will correct it at your request. Additionally, you may request that the processing of data relating to you is restricted if, for example, the accuracy of the data concerned is being contested for a certain period. You are also entitled to have your data erased. Personal data will be erased if you withdraw your consent to its being stored, if knowledge of the personal data is no longer required to fulfil the purpose for which it was stored or if storage of the data is prohibited on any other legal grounds. In cases where erasure is prevented by a contractual obligation, an obligation under tax/commercial law or some other legal obligation pertaining to data retention, the data may only be blocked rather than being erased.
- 10.5 If you have exercised your right vis-à-vis the controller to have your data rectified or erased or processing of your data restricted, the controller is obliged to notify all recipients to whom your personal data was disclosed about this rectification, erasure or restriction of processing unless this proves impossible or would involve a disproportionate effort. You have the right to require the controller to inform you who these recipients are.

If you wish to exercise any of these rights, or if you have any suggestions or complaints concerning the processing of your personal data, please contact us via the address below.

### Questions about data protection:

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