

# Switching Documentation for DepotFinity

## If you wish to switch from us to another provider

### I. Switching Information - Initiating the Switching Process

You can initiate the switching process by submitting a Customer Support request via <https://mse.portal.siemens.com>.

### II. List of (Exportable) Data and Digital Assets

#### Exportable Data

This category includes data that the customer has entered the service or that has been generated through their use, excluding the provider's assets or data that are protected by intellectual property rights or constitute a trade secret.

| Data Category | Subcategory                                                                                                                                       | Supported Formats | Available Transfer Methods | Limitations/Restrictions/Risk Factors |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------|---------------------------------------|
| Input Data    | <b>Vehicle schedules</b> - Customer-configured EV fleet charging time windows                                                                     | CSV               | Upon request               |                                       |
|               | <b>RFID card configurations</b> — Customer-configured RFID card identifiers, authentication assignments, and card-to-user/vehicle mappings        | CSV               | Upon request               |                                       |
|               | <b>Connector reservations</b> — Customer-configured charging connector reservation schedules and booking parameters                               | JSON              | REST API                   |                                       |
|               | <b>Charger settings and configurations</b> — Customer-configured charger operational parameters and remote command presets                        | CSV               | Upon request               |                                       |
|               | <b>Power group configurations</b> — Customer-configured power distribution group structures, charger group assignments, and external power limits | JSON              | REST API                   |                                       |

|                                                                                                                                                                                                          |      |              |                                                                                          |
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| <b>VPP energy price data</b> — Customer-provided or customer-configured energy pricing parameters for charging optimization                                                                              | JSON | REST API     |                                                                                          |
| <b>Meta Data</b>                                                                                                                                                                                         |      |              |                                                                                          |
| <b>Descriptive Metadata:</b>                                                                                                                                                                             |      |              |                                                                                          |
| <b>Asset taxonomy</b> — Charger, connector, and vehicle naming conventions, identifiers, and hierarchical grouping structures that enable retrieval and cross-referencing of associated operational data | CSV  | Upon request |                                                                                          |
| <b>Site and location descriptors</b> — Structured site naming, geographic tagging, and infrastructure grouping that organizes exported data by physical location                                         | CSV  | Upon request |                                                                                          |
| <b>Technical Metadata:</b>                                                                                                                                                                               |      |              |                                                                                          |
| <b>Data schema definitions</b> — Field structures, data types, column headers, and JSON schema specifications of all exported datasets                                                                   | JSON | REST API     |                                                                                          |
| <b>Measurand catalog</b> — Definitions of time series measurement types, units, and phase values captured per charger and connector                                                                      | JSON | REST API     |                                                                                          |
| <b>Administrative Metadata:</b>                                                                                                                                                                          |      |              |                                                                                          |
| <b>User role and permission mappings</b> — Access right assignments linking user accounts to data visibility scopes and operational permissions                                                          | CSV  | Upon request |                                                                                          |
| <b>RFID-to-user/vehicle authorization mappings</b> — Contextual links between RFID authentication data and fleet/user identity data that enable cross-referencing of transaction records                 | JSON | REST API     |                                                                                          |
| <b>Output Data</b>                                                                                                                                                                                       |      |              |                                                                                          |
| <b>Charging records history</b> — System-generated charging session records (TransactionID, charger, connector, vehicle, start/end timestamps) for billing and consumption analysis                      | JSON | REST API     | Retention period subject to service terms; API pagination: 100 items per page by default |
| <b>Session report history</b> — System-generated raw session reports for HPC chargers with legacy CCBox hardware                                                                                         | JSON | REST API     |                                                                                          |

|                        |                                                                                                                                                                                                              |      |              |                                                                                             |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------|---------------------------------------------------------------------------------------------|
| Jointly Generated Data | <b>Charger and connector status history</b> — System-generated charger availability (Available/Unavailable/Faulted), connector availability, and charger connectivity status reports                         | JSON | REST API     | Retention period subject to service terms                                                   |
|                        | <b>EV history</b> — System-generated electric vehicle identification and charging behavior analytics                                                                                                         | JSON | REST API     |                                                                                             |
|                        | <b>Smart Charging Report history</b> — System-generated energy optimization results and load balancing performance reports                                                                                   | CSV  | Web-UI       | Retention period subject to service terms                                                   |
|                        | <b>Charger time series history</b> — System-generated charger performance metrics (measurands, phase values) over time for trend analysis                                                                    | JSON | REST API     |                                                                                             |
|                        | <b>EV time series history</b> — System-generated vehicle charging patterns and energy consumption over time                                                                                                  | JSON | REST API     |                                                                                             |
|                        | <b>Charger notification history</b> — System-generated charger alerts, errors, and maintenance notifications                                                                                                 | CSV  | Web-UI       | Retention period subject to service terms                                                   |
|                        | <b>System notification history</b> — System-generated platform-wide alerts and operational status notifications                                                                                              | CSV  | Upon request | Retention period subject to service terms                                                   |
| Jointly Generated Data | <b>Site Layout</b> — System-enhanced visual site configuration based on customer-provided infrastructure topology and charger placement                                                                      | JSON | Upon request |                                                                                             |
|                        | <b>Dynamic power sharing allocations</b> — System-optimized power distribution across charger groups based on customer-defined power limits, real-time demand, and algorithmic load balancing                | CSV  | Upon request | Optimization logic is proprietary (see Internal Functioning Data)                           |
|                        | <b>VDV-261 communication parameters</b> — System-processed vehicle-to-infrastructure communication data based on ISO 15118 standard, combining EV-transmitted parameters with DepotFinity backend processing | CSV  | Upon request | Subject to EV/charger ISO 15118 compatibility; data availability depends on vehicle support |

## Digital Assets

This category includes elements in digital form for which the customer has a right of use, regardless of the contractual relationship with the data processing service.

No exportable digital assets have been identified for DepotFinity. Customers do not import, upload, or maintain independently licensed digital elements (such as certificates,

firmware packages, configuration templates, or plugins) within the service environment.

## Categories of data specific to internal functioning

This category includes data that is specific to the internal functioning of the provider's data processing service and whose disclosure would violate the provider's trade secrets.

| Category                                      | Reasons / Special Notes                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Internal Security Data</b>                 | Proprietary encryption mechanisms, OCPP communication security layers, charger-to-backend authentication orchestration, RFID backend validation logic, ISO 15118 security implementations, and intrusion detection configurations that secure the DepotFinity platform, constituting Siemens' trade secrets and providing competitive advantage in EV charging infrastructure security. |
| <b>System Configuration Parameters</b>        | Proprietary cloud orchestration parameters, microservice routing, multi-tenant isolation logic, and performance optimization settings that enable scalable EV fleet charging management operations, constituting Siemens' trade secrets and providing competitive advantage in industrial e-mobility platforms.                                                                         |
| <b>Operational Control Data</b>               | Proprietary automation parameters and operational procedures that control platform monitoring, failover management, and recovery processes for the DepotFinity infrastructure, constituting Siemens' trade secrets and providing competitive advantage in system reliability.                                                                                                           |
| <b>Internal Operational Metadata</b>          | Internal platform operations data including routing data, load balancing protocols, internal system logs, and infrastructure monitoring metrics — that exclusively serves platform operations and provides no added value for the customer in using their data at a receiving provider.                                                                                                 |
| <b>Smart Charging Optimization Algorithms</b> | Proprietary energy distribution and load balancing algorithms that enable intelligent charging schedule optimization, constituting Siemens' trade secrets and providing competitive advantage in EV fleet energy management.                                                                                                                                                            |
| <b>Predictive Maintenance Models</b>          | Proprietary machine learning models for charger failure prediction and preventive maintenance scheduling, constituting Siemens' trade secrets and providing competitive advantage in EV infrastructure reliability management.                                                                                                                                                          |
| <b>Uptime calculations</b>                    | Proprietary algorithm for calculating uptime metrics (system, session, charger, etc.), constituting Siemens' trade secrets and providing competitive advantage in service-level performance measurement for EV charging infrastructure.                                                                                                                                                 |
| <b>Schedule management</b>                    | Proprietary algorithm to calculate and optimize scheduled charging of vehicles, constituting Siemens' trade secrets and providing competitive advantage in fleet energy scheduling and demand response.                                                                                                                                                                                 |
| <b>Dynamic Power Sharing Logic</b>            | Proprietary real-time algorithms for prioritizing and dynamically allocating power sharing across different loads within charger groups, constituting Siemens' trade secrets and providing competitive advantage in grid-optimized EV charging. <i>(Note: Customer-configured power limits and group structures ARE exportable as Input Data; the optimization logic is not.)</i>       |

### III. Special Complexity Factors

The following aspects of our service may complicate or increase the cost of switching:

| Components                      | Complexity Factors                                                                   | Impact                                                                                                                                             | Possible Additional Costs |
|---------------------------------|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| Site Layout (JSON)              | Proprietary data structure for visual site topology representation                   | Destination provider may require manual re-creation of site layouts due to platform-specific visualization models                                  |                           |
| Smart Charging Reports          | Proprietary optimization metrics and KPI calculations                                | Equivalent analytics at the destination provider may produce different results due to differing algorithmic approaches                             |                           |
| Charger Integration (OCPP)      | OCPP-based charger communication with DepotFinity-specific extensions                | Re-provisioning of chargers to new provider's OCPP backend required; charger firmware updates may be necessary; physical SIM replacement may apply |                           |
| Historical Time Series Data     | Large-volume export; API defaults to previous-day retrieval window                   | Extended processing time for bulk historical exports; custom from/to range requests required; data volume may impact migration timeline            |                           |
| VDV-261 / ISO 15118 Integration | Platform-specific implementation of vehicle-to-infrastructure communication standard | Destination provider must support ISO 15118 Ed. 1 and VDV-261 parameter processing; re-authentication of vehicles may be required                  |                           |
| RFID Card Re-provisioning       | RFID card-to-backend authentication bindings                                         | RFID cards must be re-registered at destination provider; dual-registration during transition period may not be supported                          |                           |

## IV. International Access and Transfer

### 1. Jurisdiction to which the ICT infrastructure deployed for data processing of their individual services is subject

| Location of Hosting Infrastructure                                                   | Jurisdiction         | Host Provider                                                                                          | Jurisdiction of Host Provider |
|--------------------------------------------------------------------------------------|----------------------|--------------------------------------------------------------------------------------------------------|-------------------------------|
| Unless otherwise agreed in the Offering, the hosting location is Frankfurt, Germany. | Germany <sup>1</sup> | Amazon Web Services (AWS) EMEA SARL Registered address: 38 avenue John F. Kennedy 1, L1855, Luxembourg | Luxembourg <sup>1</sup>       |

<sup>1</sup> According to AWS the jurisdiction applicable to the AWS where content will be stored depends on a number of factors including the AWS region(s) where they are located.

### 2. Technical, organizational and contractual Measures

Information regarding the technical, organizational, and contractual measures adopted by Siemens to prevent international governmental access to or transfer of non-personal data held in the EU, where such access or transfer would create a conflict with EU law or the national laws of an EU Member State, can be found in the section “Cybersecurity and maintenance” of the Documentation and in the Product Specific Supplemental Terms of the ordered Cloud Services.

In accordance with its [AWS EU DATA ACT ADDENDUM](#) and related guidelines, Siemens’ host provider, Amazon Web Services (AWS), has implemented different technical and organizational measures to protect non-personal data against international governmental access or transfer.

According to the [Amazon Law Enforcement Guidelines](#), AWS has established inter alia the following policies and procedural safeguards:

- **Objection to Overbroad Demands:**  
AWS will not release customer information without a valid and binding legal demand properly served on AWS and objects to overbroad or otherwise inappropriate demands as a matter of course.
- **Required Legal Process**  
AWS’s distinguishes between "Content" and "Non-Content" information and produces Non-Content information only in response to valid and binding subpoenas or other binding demands, such as search warrants. However, Content information is produced only in response to valid and binding search warrants. Amazon does not accept service of subpoenas, search warrants, or other legal process except through the Amazon Law Enforcement Request Tracker (“ALERT”).
  - “Content” information mainly includes the content of data files stored in AWS account or content that Siemens or Siemens’ Customer transfers for processing, storage, or hosting in connection with AWS services and any computational results.
  - “Non-content” information mainly includes basic subscriber information (such as name, address, email address, billing information, and date of account creation), certain retail purchase history, and AWS service usage information. A non-content response might include basic subscriber information or no information.
- **Technical Security and Privacy**  
AWS offers strong encryption as one of many standard security features and provides Siemens the option to manage their own encryption keys. Furthermore, AWS publishes security best practices documents on its website and encourage clients to use these measures to protect sensitive content. Further technical measures adopted by Siemens can be found in the section “Cybersecurity and maintenance” of the Documentation.

- Customer Notification:  
AWS guidelines provide that, unless prohibited by law, AWS notifies Siemens as its customers of subpoenas, warrants, or other legal processes seeking for Content Information. This practice allows Siemens the opportunity to seek a protective order.
- Requests from Non-U.S. Law Enforcement  
A non-U.S. law-enforcement agency seeking to obtain data from Amazon must work through the available legal and diplomatic channels in its jurisdiction, including through bi-lateral or multi-lateral legal assistance treaties (“MLATs”) or letters rogatory processes. Such international requests may be made to the U.S. Department of Justice Office of International Affairs.

## **V. Reference to Online Register**

The online register for exporting data from DepotFinity via API is: <https://developer.emobility.io>

## **If you wish to switch from another provider to us**

### **Initiating the Switching Process**

You can initiate the switching process by contacting your local Siemens Regional Company. They will then guide you through the process of switching from another provider to us.

### **Required Information**

When contacting us, please provide the following details: the make and model of the charger, as well as the number of outlets.

During the onboarding process to DepotFinity, additional information may be required. This may include, but is not limited to, vehicle details, RFID card information, site information, and site layout.