

Privacy policy

Privacy Policy exivo

(data.protection@dormakaba.com)

Information is a key point to respect the fairness of the processing operation. Moreover, the right to be informed is a pre-requisite to all other data subjects' rights. In this context, the main quality of a good privacy statement is to provide essential easily readable information.

Controller

Unless otherwise stated, dormakaba Schweiz AG (hereinafter referred to as "dormakaba") is the controller for the processing of personal data collected through the dormakaba exivo Products and Services subject to this Privacy Statement. Our address is Hofwisenstrasse 24, 8153 Rümlang, Switzerland.

If you have any questions about the use of your personal information, please email data.protection@dormakaba.com.

Personal Data We Collect

The dormakaba exivo software collects personal data to operate effectively and to provide you the best experiences with our products. You provide some of this data directly, such as when you create a dormakaba exivo account, administer your organization's access control, upload a document to your dormakaba exivo site, purchase materials through dormakaba exivo, sign up users and persons to use and operate the dormakaba exivo access control or contact us for support. We collect some of your personal data by recording how you interact with our products by, for example, using access credentials on access readers, and receiving error reports or usage data from software running on your device. The following data is collected:

- First name / Last name used for: Identification
- User name / Password used for: Identification
- Email address used for: Contact
- Phone number used for: Contact
- Gender used for: Contact, correct addressing
- Language used for: Contact
- Title used for: Contact, function
- Picture used for: Facilitated identification
- Company name used for: Contact, identification
- Position used for: Contact
- Delivery address used for: Contact, delivery
- IP address used for: Identification
- Permissions in the respective platform used for: Documentation of access rights
- Transaction data of individual persons used for: History/access logs
- Entry and exit dates used for: Access rights
- Access groups / time profiles used for: Access rights

How We Use Personal Data

dormakaba exivo uses the data we collect to operate our business and provide you the products and services we offer, which includes using data to improve our products. We also may use the data to communicate with you, for example, informing you about your account, security updates and product information. We might use your data for informing you about our own products supported but not in products offered by third parties. We do not and never will sell your data to third parties.

The legal basis is article 6 (1) 1, lit. f GDPR. You may object at any time to the processing of your personal data for direct marketing purposes, which includes profiling to the extent that it is related to such direct marketing. Where you object to processing your data for direct marketing purposes, such personal data shall no longer be processed for such purposes.

Reasons We Share Personal Data

We share your personal data with your consent or as necessary to complete any transaction or provide any product you have requested or authorized. The legal basis is article 6 (1) 1, lit. b GDPR as such data is required for the performance of a contract with you. We also share data with dormakaba-controlled affiliates and subsidiaries ; with vendors working on our behalf; when required by law or to respond to legal process; to protect our customers; to maintain the security of our products; and to protect the rights or property of dormakaba.

How to Access & Control Your Personal Data

You or your administrator can view, edit, or delete your personal data online for dormakaba exivo by login to the exivo customer application. You or your administrator can also make choices about dormakaba exivo's collection and use of your data.

You or your administrator can also opt out from others, such as installation partners and dormakaba subsidiaries, accessing your data for support.

If you are in doubt, you can always send us an email via data.protection@dormakaba.com. and inter alia request that your data is deleted.

Cookies & Similar Technologies

dormakaba exivo uses cookies (small text files placed on your device) and similar technologies to provide our websites and online services and to help collect data. Cookies allow us to store your preferences and settings; enable you to sign-in; combat fraud; and analyze how our websites and online services are performing.

We collect the following data that we require from a technical point of view to display dormakaba exivo to you and guarantee stability and security (the legal basis here is art. 6 (1) 1, lit. f GDPR):

- IP address
- Date and time of enquiry
- Time zone difference to Greenwich Mean Time (GMT)
- Content of request (specific page)
- Access status/HTTP status code
- Volume of data transmitted
- Website from which the request originated
- Browser
- Operating system and its interface
- Language and version of browser software .

You have a variety of tools to control cookies, web beacons and similar technologies, including browser controls to block and delete cookies and controls from some third-party analytics service providers to opt out of data collection through web beacons and similar technologies. Your browser and other choices may impact your experiences with our products.

Contact Form and Email

If you contact us by email or contact form, the information you provide will be stored for the purpose of processing your request and for possible follow-up questions. We will not transfer your personal data to any third party without your consent.

The processing of the information you provided to us via email or consent form will be processed on the basis of your consent (art. 6 (1) 1 lit. a GDPR). You may withdraw your consent at any time. We may not continue any data processing solely based on such consent withdrawn. The withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal. In case your inquiry relates to concluding a contract or our support of any dormakaba products, processing of your personal data is also based on art. 6 (1) 1 lit. b GDPR.

Your personal data submitted by contact form or email will be retained by us until you ask us to delete your data, withdraw your consent or the purpose of the retention is achieved, e.g. your inquiry has been answered, unless any applicable legal provisions, in particular according to German commercial or tax law, stipulate a longer retention period.

Exivo Account Registration and Login, Purchases

You may create a dormakaba exivo customer account via the dormakaba website and enter your personal customer account to administer your organization's access control, upload documents to your dormakaba exivo site, purchase materials through dormakaba exivo, sign up users and persons to use and operate the dormakaba exivo access control. Signing into your account enables improved personalization, provides seamless and consistent experiences across products and devices, permits you to access and use cloud data storage and enable other enhanced features and settings.

We process your login data (user name and password) in order to create and administer your account. In case you order any goods or services via your exivo customer account, we will record and process all data submitted by you in order to execute your order and perform our contractual obligations.

When you sign into your account to access the product, we create a record of that sign in.

When you use your access credential to gain access to your properties, we create a record of that usage including time stamp of usage and status (access granted, access denied etc.) These records are stored for limited time (default 30 days) for tracability purpose.

The legal basis for processing your account and order data is art. 6 (1) 1, lit. b GDPR as these data are necessary to perform contracts with you on the use of your account and the performance of your orders respectively.

We will delete your account and any related data after you have ordered us to do so and no legal obligations which dormakaba is subject to, in particular under German commercial or tax law, require a further retention of your data and after any applicable limitation periods for any potential claims of dormakaba according to applicable law have ended.

For further information on the data processing on the dormakaba website, please refer to our privacy policy in the version applicable for your country.

Notice to End Users

dormakaba exivo is intended for the use by organizations and are administered to you by your organization. Your use of dormakaba exivo may be subject to your organization's policies, if any. If your organization is administering your use of dormakaba exivo, please direct your privacy inquiries to your administrator. When you use support features, other users in your network may see some of your activity. dormakaba exivo is not responsible for the privacy or security practices of our customers, which may differ from those set forth in this privacy statement.

If you use an email address provided by an organization you are affiliated with, such as an employer or school, to access dormakaba exivo online services, the owner of the domain (e.g., your employer) associated with your email address may: (i) control and administer your dormakaba exivo online services account and (ii) access and process your data, including the contents of your communications and files.

Where children under the age of 16 are registered (access to schools, libraries, private use for example) in the dormakaba exivo system, the organization is obliged to seek consent or authorization by the holder of parental responsibility over the child, taking into consideration available technology.

Your rights

You have the following rights vis-à-vis ourselves with regard to your personal data:

- Right of access (art. 15 GDPR)
- Right to rectification or completion (art. 16 GDPR) or erasure (art. 17 GDPR)
- Right to restriction of processing (art. 18 GDPR)
- Right to data portability, (art. 21 GDPR)
- Right to lodge a complaint with a regulatory authority (art. 77 GDPR)
- Right to withdraw your consent at any time. The withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal.