



# Wiser KNX Privacy Notice

**We commit to serve you, our customers, with care, consideration, and respect and to protect your privacy and personal information.**

Our Data Privacy Policy explains how and why we use your personal information and how you can exercise your choices and data protection rights. This supplemental notice provides additional information about Wiser KNX.

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## 1. What is the scope of this privacy notice?

Wiser KNX (“the service”) is a smart home system that allows configuration, control and automation of devices including heating, lighting, appliances, shutters, energy, safety and security.

The service may also interconnect with third-party solution providers to provide additional features. We encourage you to let all home occupants know about the installation and operation of the service and to show them this Privacy Notice.

## 2. Who is in charge of data processing?

The processing of personal information is carried out by SCHNEIDER ELECTRIC EGYPT (“we”) as data controller.

## 3. What types of personal information do we process?

We process the following categories of personal information:

Categories of personal information	Source	Reasons for use
Registration and contact information; Commands, settings, options, names given to devices and rooms; Interactions with customer service	You	To manage the account and to provide the service and support. For contract management and to communicate with you. This is to perform the contract with you, either as an individual user or as a legal person, in which case the contract performance is in our respective legitimate interest.  For our business purposes. To understand and analyze the usage trends, to measure engagement, to improve the service and to develop new features and products. To ensure the security of products, services & digital content, the security of our activities and of others. This is based on our legitimate interest, provided that such processing shall not outweigh your rights and freedoms. We will also ask for your consent as required by laws, including regulations applicable to cookies and similar technologies.
IoT and Sensor Data, such as device statuses, energy production or use, and other variables, device identifiers, as well as event logs. Example: measuring room temperature and humidity	Sensors, smart home devices	
Inferred and derived information, such as energy consumption and cost estimates, notifications, alerts	Generated based on data you provided and IoT and Sensor Data	

#### 4. How long do we keep your personal information?

We keep information as needed to perform the purposes described above, taking into consideration the need to provide the services, marketing requirements, security requirements, legal requirements and statute of limitations. In addition, some specific retention periods apply:

- When you use the remote access service, for performance we will store in a cache the most recent status of your devices and your most recent command. These values will regularly be replaced by the next values when you issue commands or read device status or, if there is no such update, these will be deleted from the cache after 7 days
- If you use notifications, we store them for up to 30 days or until you delete them
- You are in control of the retention periods for information stored in your controller. This means that you can choose retention periods according to your needs, or you can ask your installer to set them for you.

- Ultimate deletion of your information may be temporarily delayed to give you an opportunity to undo a mistake, to comply with legal requirements and statute of limitations.

## 5. Who do we disclose personal information to and where is it processed?

Personal information will be processed by our subsidiaries and suppliers involved in the provision of the services and in the performance of the purposes described in Section 3. We take measures to ensure that personal information receives an adequate level of protection. We do not sell or rent your personal information for monetary consideration to a third party without your permission.

Our subsidiaries and suppliers provide services including hosting and maintenance, performance monitoring and security. As we are a global company, teams and suppliers may have global or multi-country roles, and they can be located anywhere in the world, in countries with different privacy standards than the country of our customers.

We have internal policies applied by our subsidiaries and we conclude relevant contracts with our suppliers to ensure appropriate safeguards. Our group has adopted Binding Corporate Rules (BCR). In addition, we conclude Standard Contractual Clauses and rely on EU Commission's adequacy decisions. To obtain more details and copies of safeguards put into place, you may contact [global-data-privacy@schneider-electric.com](mailto:global-data-privacy@schneider-electric.com).

We may also disclose your information, as necessary:

- to competent authorities, based on a good faith belief that disclosure is necessary to respond to a judicial process, a valid official inquiry, or if otherwise required by law;
- to defend our legal rights, or to protect the rights or safety of any person or entity;
- as instructed by you, our customer or the user;
- to third parties in the context of reorganization of operations; and
- in other ways described in this privacy notice or to which the data subject has otherwise consented.

If you authorize third parties to collect information from connected devices, to access information processed within the service, or to issue commands to connected devices (for instance using a third-party voice assistant), we will also disclose information to these third parties in order to perform your requests. We do not control these third parties or their privacy practices. You should review their privacy policies before engaging with them.

### Google Maps

The service includes Google Maps features and content. Use of Google Maps features and content is subject to the current versions of (1) the Google Maps/Google Earth Additional Terms of Service at [https://maps.google.com/help/terms\\_maps.html](https://maps.google.com/help/terms_maps.html) and (2) Google Privacy Policy at <https://www.google.com/policies/privacy/>. In addition, Google publishes information about its use of information at <https://www.google.com/policies/technologies/partner-sites>

Google Maps features are used to provide you with relevant weather information

## 6. How do we secure personal information?

We follow generally accepted industry standards to protect personal information and we maintain appropriate administrative, technical and physical safeguards to protect it against accidental or unlawful destruction, accidental loss and unauthorized alteration.

However, no method of transmission over the internet, or of electronic storage, is 100% secure. Therefore, we cannot guarantee absolute security.

## 7. How to exercise your choices and rights about your personal information?

To exercise your choices and the data protection rights granted under applicable data protection law, such as the rights to be informed, to access, to rectify, to withdraw consent, to request erasure or restriction, the right to object and data portability, you may:

- access and edit your personal information and exercise your choices, using the application.
- delete scenes, schedules or trends (all stored on your gateway); please ask your installer if you require support.
- remove a device from your setup; devices do not store any history of use.
- request deletion of your account, using the “My Account” menu in the application; we will delete information that you provided to register and manage your profile: name, contact information, country and password.
- make a request at [Global-Data-Privacy@schneider-electric.com](mailto:Global-Data-Privacy@schneider-electric.com). To ensure the security of your personal information, we may ask you to provide other details to verify your identity.

Please understand that these rights are subject to some limitations. For example, we may require documentation to support certain corrections to your information, and we generally cannot restrict or delete personal information in those situations where our retention is required for our internal business purposes or to comply with law.

Our Data Privacy Policy contains additional information about your choices and rights and about how to exercise them.

If you choose to combine the service with those provided by third parties, you can exercise your rights by contacting them.

For any suggestion, question and request, you may contact us and we will be happy to assist you. You may address questions or comments about our privacy practices or this privacy notice to the correspondent for SCHNEIDER ELECTRIC O.M LLC of our Group Data Protection Officer (Group DPO): ALEXANDRE CARLETTI [alexandre.carletti@se.com](mailto:alexandre.carletti@se.com).

If you believe that we have processed your personal information in violation of applicable law, you may file a complaint with the Group DPO at the contact details above or with a supervisory authority.

This privacy notice may change from time to time. We will provide information about material changes.

Last updated: June 2023