

## Related Service Data Information for Users of [Solution Software] (Art. 3 (3) EU Data Act)

By using [Solution Software], data is generated which you may access and manage in accordance with the statutory regulations, in particular the EU Data Act.

The EU Data Act allows you as a **user** (which can be any company or customer/natural person who receives a related service) to require access to the data generated by the related service you use. More specifically, this covers retrievable **Related Service Data** that represents your action, inaction and events related to the Connected Product during the provision of your Related Service [Solution Software] that is linked to a Connected Product and affects its functionality, behaviour or operation. Unless the Related Service is designed in a way for you to directly retrieve this data yourself, you may ask the data holder to make this data available. The **data holder** is the one who controls access to the data. This document provides the basic information for you to understand which data is available, how it can be accessed, whether the data holder uses the data itself and various other details in the context of related services data.

Regarding the terms used, we also refer to the definitions in Art. 2 [EU Data Act](#).

In accordance with Art. 3(3) of the EU Data Act we provide you, in your capacity as a user, with the following information:

**1. the nature, estimated volume and collection frequency of product data expected to be obtained and, how to access or retrieve such data, including the data holder's data storage arrangements and the duration of retention:**

This involves the following data:

- a) **Type of data:** [Realtime / Historical data stored in connected controllers]
- b) **Format:** [Common communication protocols such as OPC UA and specific communication protocols]
- c) **Estimated volume:** The data generated can reach a volume of up to [according to user's settings].
- d) [The data is stored in the server computer that is specified by the user. Duration of retention is according to user's setting]
- e) How to access and retrieve such product data: [see below 2].

**2. the nature and estimated volume of related service data to be generated and how the user can access or retrieve such data, including the prospective data holder's data storage arrangements and the duration of retention and how the user can request that the data are shared with a third party and, where applicable, end the data sharing**

- a) **Nature of data:** [Realtime / Historical data of connected controllers]
- b) **Estimated volume of related service data to be generated:** [according to user's setting]
- c) **Data storage arrangements and the duration of retention:** [according to user's setting]
- d) **How users can access product data and related service data**

By launching export features such as Pack&Go, Data exporter, and the other export features.

**e) How to request data to be shared with a third party:**

- i. The user can share data with third parties by themselves.

**f) How to stop data sharing with third parties:**

- i. The user can stop sharing data with third parties by themselves

**g) How user can erase product and related service data:**

- i. The user can erase data by uninstalling software and deleting stored data in the server that specified by the user manually.

**3. whether the data holder expects to use readily available data itself and the purposes for which those data are to be used, and whether it intends to allow one or more third parties to use the data for purposes agreed upon with the user**

The data holder is the user.

**4. the identity of the data holder and of other data processing parties and the means of communication which make it possible to contact the data holder quickly and communicate with that data holder efficiently**

The data holder is the user.

**5. whether the data holder is the holder of trade secrets contained in the data that is accessible from the connected product or generated during the provision of a related service, and, where the prospective data holder is not the trade secret holder, the identity of the trade secret holder**

The data holder is the user.

**6. the duration of the contract between the user and the data holder, as well as the arrangements for terminating such a contract.**

No contract is required as the data holder is the user.

**7. Your right to lodge a complaint**

As a user, you have the right to lodge a complaint with the relevant competent authority in the EU Member State in which you have your habitual residence or place of work if you consider that your right under the EU Data Act has been infringed (Article 38 EU Data Act).

**8. Quality of data provided**

Please note that to the extent the data holder is required to make available related services data to the user or a third party under the EU Data Act such data is only made available in the same quality as is available to the data holder (see Art. 4 (1) and 5 (1)). Data holder does not provide any warranty or guarantee for the data to show any specification, level of quality, quantity, or any other characteristic beyond this and disclaims any obligation, warranty or liability beyond what is explicitly required under the EU Data Act.

**9. Changes to this Related Service Data Information**

New legal requirements, company decisions or technical developments may lead to changes to this Related Service Data Information and require us to adapt this Related Service Data Information document accordingly. The current version can be found on our website. Please note that external links to third-party websites or their contact information may change over time. If you find information that is no longer up to date, please let us know.