



Information to the User in accordance with Article 3(2) and 3(3) of EU Regulation 2023/2854 (the Data Act)

Danfoss A/S

Danfoss Climate Solutions Segment/HydronicS Division/PL34 Room controls

Connected product or service: Danfoss Icon2™ Room Thermostat

Information to the User, in accordance with Article 3(2) of Data Act:

Type, format, estimated volume of product data generated	Danfoss Icon2™ Room Thermostat continuously measures temperatures and relative humidity and share it with the Icon2™ MC when connected to such a Main Controller. Data generated is normally around 20 - 30kB per month per thermostat.
The product generates data continuously and in real-time	Yes, data is generated continuously and in almost real-time.
The product stores data on-device or on a remote server. Include, where applicable, the intended duration of retention	Only the last results regarding measurements are held in the device. There is data about the Zigbee network, network keys and the ID of the thermostat etc.
The user may access, retrieve or, where relevant, erase the data in the following way. Include technical means to do so as well as their terms of use and quality of service.	The thermostat only holds some info about last measurements and some data about Zigbee network, so there isn't much data to get access to. If access is wanted, then access to all operational and configuration data is possible over the Zigbee 3.0 interface. A factory reset can be used to erase the few data points in the thermostat. Find information about the Zigbee interface and thermostat datasheet here: Danfoss Icon2™ Support page

Danfoss Ally cloud service and Danfoss Ally

Information to the User, in accordance with Article 3(3) of Data Act:

The nature, estimated volume and collection frequency of product data including arrangements for the user to access/retrieve the data including the data holder's data storage arrangements and duration of retention	Danfoss Icon2™ Room Thermostat wireless can be part of the Danfoss Ally™ system, and status of the thermostat can be seen in the Ally™ App. Data about thermostat status is stored in a Danfoss controlled database in the Ally™ Cloud and updated each time thermostat status is changed. Data is held for up to 6 months in the database.
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<p>The nature, estimated volume and collection frequency of related service data including arrangements for the user to access/retrieve the data including the data holder's data storage arrangements and duration of retention</p>	<p>Data is saved when status of system is changed, temperatures are updated etc., and a user makes changes to the system like new setpoints or schedules. Data generated is normally around 20 - 30kB per month per Danfoss Icon2™ Room Thermostat wireless.</p> <p>Access to data is possible using Ally™ API. Get more information here: Danfoss Ally™ Support page / Documents</p>
<p>Whether data is used by the data holder and for which purposes, and whether data is shared with one or more third parties for purposes agreed upon with the user;</p>	<p>Data is used to control the heating system.</p> <p>Data will also be used for:</p> <ul style="list-style-type: none"> • Operational Efficiency: Data collected to optimize the performance and maintenance of devices, such as usage statistics and error logs • User Experience Enhancement: Information gathered to improve user interaction and satisfaction, such as preference settings and feedback. • Product Development: Information utilized for developing and enhancing product features and functionalities, such as user behavior analytics. • Research and Innovation: Information collected for research purposes and innovation, contributing to new product designs and technologies • Technical Support: Information collected to assist in troubleshooting and providing technical support to users, ensuring smooth operation of the service. <p>Data is not shared with third-party.</p>
<p>The identity of the data holder (trading name, address of establishment, other processing parties where applicable)</p>	<p>Danfoss A/S Nordborgvej 81 6430 Nordborg, Denmark</p>
<p>Contact information of the data holder</p>	<p>https://www.danfoss.com/en/contact-us</p>
<p>How the user can request data sharing with a third party and where applicable end the data sharing</p>	<p>For the thermostat itself, the user can connect the thermostat to any Zigbee 3.0 compliant Zigbee gateway of his choice.</p> <p>Request sharing of data using Ally™ API: For users or third-party, data in Danfoss Ally is accessible by using the Ally™ API. Only the user has access and can approve sharing of data with third-party. Granting such access to third parties is permitted by Danfoss and does not void the product warranty.</p>

	Ending data sharing: In the Ally™ API control board users can also disable third-party access.
The right of the user to file a complaint about an infringement with the competent authority	Users may file a complaint with the Danish Data Protection Agency or the competent authority in their country of residence.
Whether the data holder is also trade secret holder and, if not, what is the identity of the trade secret holder	Danfoss A/S is the data holder and is also trading secret holder.
The duration of the contract between the user and prospective data holder as well as the arrangement for contract termination	The contract remains valid as long as the user maintains a registered account. Users can terminate by deleting their account.

Note to the Customer

- This statement covers the compliance of the Danfoss Icon2™ Room Thermostat with the EU Data Act regarding measured, stored, processed and live operational data.
- Optional services, such as Danfoss Ally™, have separate compliance documents.

In case you need further information or clarification, you can contact Danfoss via <https://www.danfoss.com/en/contact-us>