



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/PL03 Room Controls

Type designation(s): Danfoss Ally™ Boiler Relay

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

Type, format, estimated volume of product data generated	The Danfoss Boiler Relay does not generate data during its operation as it is only ordered to turn ON or OFF the relay controlling the boiler.
The product generates data continuously and in real-time	Device status (ON or OFF and possible error status) is updated in real time.
The product stores data on-device or on a remote server. Include, where applicable, the intended duration of retention	Only data stored in the Boiler Relay is the needed information about the Zigbee network it is part of and the current state for the relay.
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.	User can control and get access to data of the Boiler Relay using the Zigbee 3.0 API specification which can be found at Danfoss Ally™ Support page / Documents Boiler relay can be factory reset which will reset all data like knowledge of network it is connected to, see instruction in data sheet.

Type designation(s): Danfoss Ally™ cloud service and Danfoss Ally™ App

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 Boiler Relay can be part of the Danfoss Ally™ and status of the relay can be seen in the Ally™ App. Data about relay status is stored in a Danfoss controlled database and updated each time relay status is changed. Data is held for 6 months in the database.
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	Data is saved when status of system is changed, like relay turns ON or OFF Data generated is normally in the range of 1kB to 10kB per month per Boiler relay. Access to data is possible using Ally™ API. Get more information here: Danfoss Ally™ Support page / Documents

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;	Data is used to control the boiler relay. Data will maybe also be used for: • 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. Data is not shared with third-party.
The identity of the data holder (trading name, address of establishment, other processing parties where applicable)	Danfoss A/S Nordborgvej 81 6430 Nordborg, Denmark
Contact information of the data holder	https://www.danfoss.com/en/contact-us
How the user can request data sharing with a third party and where applicable end the data sharing	For the Boiler Relay itself user can connect the Boiler Relay to any Zigbee 3.0 compliant Zigbee gateway of his choice. 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. End sharing: In the Ally™ API control board, users can 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.
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Note to the Customer

- This statement covers the compliance of the Danfoss Ally™ Boiler Relay 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>.