



## 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™ Gateway in cooperation with Ally™ Cloud and Ally™ App

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

Type, format, estimated volume of product data generated	<ul style="list-style-type: none"><li>• Data needed for the load sharing function for Ally™ Radiator Thermostats placed in the same room including data from an optional Ally™ Room Sensor. Data from these thermostats and calculated data are shared with Ally™ Cloud.</li><li>• Data for preheat synchronization between the thermostats placed in the same room and shared with the Ally™ Cloud as well.</li><li>• Ally™ Gateway contains an internal troubleshooting log used only in rare cases for diagnostic purposes. There is no operational data in this log which isn't shared with Ally™ Cloud.</li><li>• Danfoss Ally™ Cloud has a log of all received data. Data is stored for up to 6 months.</li></ul> <p>If a user requests all data to be deleted, Danfoss will ensure that all data are made anonymous, without any option of linking the data to any specific installation or persons.</p> <p>Amount of data is limited but highly depends on how big a system is connected to the Ally™ Gateway. A range from 10kB to 100kB per month can be expected.</p>
The product generates data continuously and in real-time	Data is generated continuously and in real time – Ally™ Gateway is securing that Zigbee based devices can get and send data from and to the Ally™ Cloud service.
The product stores data on-device or on a remote server. Include, where applicable, the intended duration of retention	User data and data generated by the connected devices is shared between devices and Ally™ Cloud service. Data passing through the Ally™ Cloud is held in a Database for up to 6 months.
The user may access, retrieve or, where relevant, erase the data in the following way. Include	As the Ally™ Gateway only holds a few specific data points which are already shared with the devices

<p>technical means to do so as well as their terms of use and quality of service.</p>	<p>and the Ally™ Cloud then there is no point in getting specific access to the Ally™ Gateway data. A factory reset can be used to erase the few data points in the Ally™ Gateway which is data like what Zigbee network had it controlled earlier.</p> <p>Find information about the Ally™ API used to get access to data available in the Ally™ Cloud and datasheet of the Ally™ Gateway here: <a href="#">Danfoss Ally™ Support page / Documents</a></p>
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**Type designation(s):** Danfoss Ally™ Cloud and Ally™ App

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

<p>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</p>	<p>Danfoss Ally™ Gateway is used to connect any system of Danfoss products like Ally™ Radiator Thermostats and Icon2 Floor heating systems with Danfoss Ally™ Cloud and Ally™ App.</p> <p>Users normally control the system using the Ally™ App, but access to data is also possible using the Danfoss Ally™ API.</p> <p>Data is updated in Ally™ Cloud when devices are reporting an update of user interacts with system and change something.</p> <p>All data received, changed or sent to/from the cloud is saved in a database for up to 6 months.</p>
<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.</p> <p>Amount of data generated is highly dependent on how many products are connected using the gateway. As an example the data for an Ally™ Radiator Thermostat is normally around 30kB's per month per thermostat.</p> <p>Access to data is possible using Ally™ API. Get more information here about access: <a href="#">Danfoss Ally™ Support page / Documents</a></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>Live data sent between products through and from the Ally™ Gateway to and from Danfoss Ally™ Cloud are used for the cooperation of products like Ally™ Radiator Thermostat, Danfoss Cloud and Ally™ App. Which makes it possible to control the heating system with the Ally™ App.</p> <p>Data will maybe also be used for:</p> <ul style="list-style-type: none"> <li>• <b>Operational Efficiency:</b> Data collected to optimize the performance and maintenance</li> </ul>

	<p>of devices, such as usage statistics and error logs</p> <ul style="list-style-type: none"> <li>• <b>User Experience Enhancement:</b> Information gathered to improve user interaction and satisfaction, such as preference settings and feedback.</li> <li>• <b>Product Development:</b> Information utilized for developing and enhancing product features and functionalities, such as user behavior analytics.</li> <li>• <b>Research and Innovation:</b> Information collected for research purposes and innovation, contributing to new product designs and technologies</li> <li>• <b>Technical Support:</b> Information collected to assist in troubleshooting and providing technical support to users, ensuring smooth operation of the service.</li> </ul> <p>Data is not shared with third-party.</p>
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	<a href="https://www.danfoss.com/en/contact-us">https://www.danfoss.com/en/contact-us</a>
How the user can request data sharing with a third party and where applicable end the data sharing	<p>Users may connect their own compatible devices, loggers, gateways, or software to access live data over the Danfoss Ally™ API.</p> <p><b>Request sharing of data using Ally™ API:</b> 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.</p> <p>Granting such access to third parties is permitted by Danfoss and does not void the product warranty.</p> <p><b>Ending data sharing:</b> Users can disable third-party access in the Ally™ API control board.</p>
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 Ally™ Gateway and its cooperation with Ally™ Cloud and the Ally™ App towards the EU Data Act regarding measured, stored, processed and live operational data.

In case you need further information or clarification, you can contact Danfoss via [www.danfoss.com/en/contact-us/](http://www.danfoss.com/en/contact-us/).