

# PRIVACY NOTICE – Controllers, Apps and the Cloud

(Last updated: 27 March 2023)

## 1. Introduction

The purpose of this privacy notice is to provide information on how Munters-Israel Ltd (“**Munters**” or “**we**”) processes your personal data in connection with:

- i. your use of the internet connected services and functionalities offered in connection with the use of climate and irrigation controllers labelled and/or marketed by Munters Israel Ltd or any of its affiliates (the “**Controller**”),
- ii. the use of our apps (the “**App**”), and
- iii. the use of Munters Israel Ltd’s cloud services (the “**Cloud**”).

We respect your privacy and duly protect the personal data we process about you. The following describes, among other things, how we collect, process, and share your personal data.

Note that if the user of the Controller or the App is a legal entity, all or some of the below enumerated categories of data may not constitute personal data. For data that is not considered personal data, we refer you to the Terms of Use for the Controller and the Terms of Use for the App regarding our rights to use, share and transfer such data.

## 2. Description of personal data processing activities

### 2.1 The Controller

| What personal data is processed?  | For what purpose is the personal data processed?  | What are the legal bases for processing of personal data?  | How long is the personal data stored?       |
|---|---|--|---|
| Name of the user.<br><br>Geographical location of the site where the Controller is used.<br><br>The information collected by the Controller, such as technical parameters about the climate, information regarding ventilation equipment, water/feed data for the | To be able to provide you, and integrators with whom you do business, the data collected by the Controller in order for you to get an overview as well as access to analytical services and to give integrators the opportunity to run analytics on the collected data. | The processing is based on our legitimate interest in being able to offer you and integrators with whom you do business, access to the data collected by the Controller so that you and the integrators can run the analytics necessary in order for | As long as you actively use the Controller. |

| <b>What personal data is processed?</b>   | <b>For what purpose is the personal data processed?</b>          | <b>What are the legal bases for processing of personal data?</b>  | <b>How long is the personal data stored?</b>    |
|---|--|---|---|
| animals, animal health, and controller diagnostics.                               |  | <p>you both to run an effective operation.</p> <p>We have carried out and documented a balancing test, where we have weighed our interest in performing the processing activities against the data subjects' interest in not having their personal data processed. In this assessment we note that the processing only relates to non-sensitive data of a mostly business related nature and that the processing of personal data not only benefits the data subject but is in many cases integral to the data subjects choice to purchase the Controller.</p> <p>We consider that our interest in performing the processing activities outweighs the interests of the data subjects' in not having their personal data processed. Please contact us using the contact information provided below if you would like access the complete balancing test performed to reach this conclusion or if you would like to object to it.</p> |   |
| Name of the user and the geographical location of the site where the equipment is | To provide you with troubleshooting services for the Controller. | To fulfil our obligations under the Terms of Use entered into with you  | Until the troubleshooting service is completed. |

| <b>What personal data is processed?</b>               | <b>For what purpose is the personal data processed?</b> | <b>What are the legal bases for processing of personal data?</b>  | <b>How long is the personal data stored?</b> |
|---|---|---|--|
| used and any additional information disclosed by you. |   | <p>regarding the functionalities offered through the use of the Controller.</p> <p>If you do not provide the personal data, we will not be able to provide you with troubleshooting services.</p> |  |

## 2.2 The App

| <b>What personal data is processed?</b>                         | <b>For what purpose is the personal data processed?</b>   | <b>What are the legal bases for processing of personal data?</b>  | <b>How long is the personal data stored?</b>       |
|---|---|---|--|
| Name, email address and password.                               | To administrate your account and provide you access to the App and its related services.                                | <p>To fulfil our obligations under the Terms of Use entered into with you and your request of gaining access to the App.</p> <p>If you do not provide the personal data, we will not be able to grant you access to the App and the related services.</p> | As long as you have an active account for the App. |
| Name, address, email address, bank account and payment details. | To process your payment.  | The processing is necessary to fulfil our obligations under the Terms of Use entered into with you including to provide you with the paid services.   | 1 year according to bookkeeping laws.              |
| Geographical location of the site where the equipment is used.  | To display your site's location in the App and present you with an overview. This information is also used to provide a | The processing is necessary to fulfil our obligations under the Terms of Use entered into with you regarding the services   | As long as you have an active account for the App. |

| What personal data is processed? | For what purpose is the personal data processed? | What are the legal bases for processing of personal data? | How long is the personal data stored? |
|----------------------------------|--|---|---------------------------------------|
|                                  | weather forecast for the location of the site.   | as described in the Terms of Use.                         |                                       |

### 2.3 The Cloud

| What personal data is processed?  | For what purpose is the personal data processed?   | What are the legal bases for processing of personal data?   | How long is the personal data stored?                |
|-----------------------------------|--|---|--|
| Name, email address and password. | To administrate your account and provide you access to the Cloud and its related services. | <p>The processing is based on our legitimate interest in being able to offer you, as a representative of an integrator or other business partner of ours, access to the data collected by the Controller.</p> <p>We have carried out and documented a balancing test, where we have weighed our interest in performing the processing activities against the data subjects' interest in not having their personal data processed. In this assessment we note that the processing only relates to non-sensitive data of a mostly business related nature and that the processing of personal data is integral in order for us to provide the services requested by the company that you represent.</p> <p>We consider that our interest in performing the processing activities outweighs the interests of the data subjects' in not having their personal data processed. Please contact us using the</p> | As long as you have an active account for the Cloud. |

| What personal data is processed? | For what purpose is the personal data processed? | What are the legal bases for processing of personal data?  | How long is the personal data stored? |
|----------------------------------|--|--|---------------------------------------|
|                                  |  | contact information provided below if you would like access the complete balancing test performed to reach this conclusion or if you would like to object to it. |                                       |

### 3. Who has access to your personal data?

We have implemented appropriate technical and organisational measures to protect your personal data against loss, accidental and unlawful access and unauthorised disclosure. The number of persons with access to your personal data is limited. Only individuals within Munters that need to process your personal data in accordance with the purposes above have access to your personal data.

We may also share your personal data with suppliers and partners that carry out services on our behalf or in other ways collaborate with us as set out in the table below:

| Recipient/ category of recipients   | Personal data shared with the recipient(s)  | Location of the recipient   |
|---|---|---|
| Provider of our Enterprise Resource Planning system for TrioAir: Microsoft Azure      | All the data who specified in paragraphs 2.1; 2.2 is saved in the cloud of Azure.<br><br>For Microsoft Azure legal information: <a href="https://azure.microsoft.com/en-us/support/legal/">https://azure.microsoft.com/en-us/support/legal/</a>   | Microsoft Azure headquarters is located at <b>1 Microsoft Way, Redmond, USA</b>                             |
| IT-service providers (including cloud service providers) for TrioAir: Microsoft Azure | All the data who specified in paragraphs 2.1; 2.2 is saved in the cloud of Azure.<br><br>For Microsoft Azure legal information: <a href="https://azure.microsoft.com/en-us/support/legal/">https://azure.microsoft.com/en-us/support/legal/</a>   | Microsoft Azure headquarters is located at <b>1 Microsoft Way, Redmond, USA</b>                             |
| Provider of our Enterprise Resource Planning system for RotemNet Web: Amazon AWS      | All the data which is specified in paragraphs 2.1; 2.2 is saved in the Amazon AWS cloud.<br><br>Full compliance with GDPR compliance requirements when using AWS services.<br><br>For Amazon AWS legal information: <a href="https://aws.amazon.com/compliance/gdpr-center/">https://aws.amazon.com/compliance/gdpr-center/</a> | AWS headquarters is located at 440 Terry Ave N, Seattle, WA 98109, United States Phone Number: +12062661000 |

| Recipient/ category of recipients   | Personal data shared with the recipient(s)   | Location of the recipient   |
|---|--|---|
| IT-service providers (including cloud service providers) for RotemNet Web: Amazon AWS | <p>All the data which is specified in paragraphs 2.1; 2.2 is saved in the Amazon AWS cloud.</p> <p>Full compliance with GDPR compliance requirements when using AWS services.</p> <p>For Amazon AWS legal information: <a href="https://aws.amazon.com/compliance/gdpr-center/">https://aws.amazon.com/compliance/gdpr-center/</a></p>   | AWS headquarters is located at 440 Terry Ave N, Seattle, WA 98109, United States Phone Number: +12062661000   |
| MTech Systems   | <p>Name of user of the Controller.</p> <p>Geographical location of the site where the equipment is used.</p> <p>The information collected by the Controller, such as technical parameters about the climate, information regarding ventilation equipment, water/feed data for the animals, animal health and controller diagnostics.</p> | 115 Perimeter Center Place NE, Suite 845 Atlanta, GA 30346, USA.  |
| Integrators with whom you do business.  | <p>Name of user of the Controller.</p> <p>Geographical location of the site where the equipment is used.</p> <p>The information collected by the Controller, such as technical parameters about the climate, information regarding ventilation equipment, water/feed data for the animals, animal health and controller diagnostics.</p> | The location of the Integrator is usually the country in which you reside. However, if you have entered into a business relationship with an integrator from a different country than your country of origin, please note that your personal data may be exported to the country of domicile of the integrator. |
| Local dealers and resellers of Munters products that assists with troubleshooting.    | <p>Name of user of the Controller.</p> <p>Geographical location of the site where the equipment is used.</p> <p>The information collected by the Controller, such as technical parameters about the climate, information regarding ventilation equipment, water/feed data for the animals, animal health and controller diagnostics.</p> | The location of the dealer or reseller is usually the country in which you reside. However, in some cases, the dealer or reseller may be located in a neighbouring country to the one you reside in.  |
| Regional Munters company that assists with troubleshooting                            | Name of user of the Controller.  | The location of the regional Munters company is usually the country in which you  |

| Recipient/ category of recipients | Personal data shared with the recipient(s)  | Location of the recipient  |
|-----------------------------------|---|--|
|                                   | <p>Geographical location of the site where the equipment is used.</p> <p>The information collected by the Controller, such as technical parameters about the climate, information regarding ventilation equipment, water/feed data for the animals, animal health and controller diagnostics.</p> | <p>reside. However, in some cases, the regional Munters company may be located in a neighbouring country to the one you reside in.</p> |

In addition to being processed in Israel, your personal data will be transferred to other countries outside of Thailand, as described in the table above, which may have a lower level of personal data protection than within Thailand. The transfer is needed to fulfil the purposes stated under Section 2. When processing and transferring personal data to countries outside the Thailand, we rely on the Personal Data Protection Committee of Thailand's adequacy decisions (i.e. countries outside the Thailand which the Committee deems to offer an adequate level of data protection) or use other mechanisms or derogations as per the personal data protection law of Thailand to ensure a sufficient level of protection for your personal data.

#### 4. What are your rights?

Munters Israel Ltd., reg. no. 512025966, address: 18 Hasivim Street, Petach-Tikva 49517, Israel, email address: [App.support@munters.com](mailto:App.support@munters.com), and telephone number : +972-3-920-6200 is the data controller of the processing of your personal data. This means that we are responsible for your personal data being processed correctly and in accordance with applicable laws. Read more about your rights below.

- (a) **Right to access:** You are entitled to know what personal data we are processing about you, for which purposes we are processing the personal data and who we share your personal data with *etc.* You also have the right to gain access to the personal data and request a copy of such data and the right to request the disclosure of the acquisition of the personal data obtained without your consent.
- (b) **Right to rectification:** If you notice that we have incorrect, , not up-to-date, incomplete, or misleading personal data about you, you can always request that we update such personal data to be accurate, up-to-date, complete, and not misleading.
- (c) **Right to erasure and restriction:** You have a right to request that we, in some cases, delete your personal data or that we restrict our processing for a certain period of time. Please note that deletion or restriction of your personal data may for example result in us not being able to provide you with access to the App.
- (d) **Right to object:** You have the right to object to the processing we perform based on our legitimate interest.
- (e) **Right to data portability:** In cases when we base our processing on your consent or the fulfilment of an agreement with you, you are entitled to

extract your personal data in a structured, commonly used and machine-readable format and to transfer the personal data to another controller.

- (f) **Withdrawal of consent:** If you have given your consent to processing of your personal data for an explicit purpose you may always withdraw your consent. If you want to withdraw your consent, you may contact us through the contact information provided above.

If you have questions regarding how we process personal data about you, you are most welcome to contact us at the contact information stated above.

If you have any objections or complaints about the way we process your personal data, you have the right to file a complaint with the Personal Data Protection Committee of Thailand.

## 5. Changes

If any changes are made concerning the processing of your personal data, we will inform you of such changes by publishing an updated version of this privacy notice [here](#).