

## EU Data Statement for KONE equipment

### Introduction

KONE Corporation and its subsidiaries ("KONE") respect your rights under the EU Data Act (Regulation (EU) 2023/2854).

The purpose of this data statement is to inform about the product data and access capabilities of KONE manufactured elevators and escalators ("KONE equipment") in scope of the EU Data Act. This data statement is intended for you as the "user" as defined by the Data Act. In the context of KONE equipment, the user is most typically the owner of the KONE equipment.

If the KONE equipment is connected to KONE's cloud environment and transmitting data to KONE, KONE may provide you with the data in scope of the EU Data Act in KONE's possession upon your request. To request access, please see Section 3 below. If not connected, the equipment does not transmit any data to KONE and KONE does not hold any readily available data to be shared with you.

**In case of any questions, you may always reach out to the local KONE group company or contact [eudataact@kone.com](mailto:eudataact@kone.com).**

### 1. The type, format and estimated volume of data

KONE equipment generates different data over their use and operation, some of which are enriched or non-retrievable from the equipment.

Depending on the specific KONE equipment and its technical capabilities, the raw data retrievable from the equipment and accessible to you through the online portal described in Section 3 below includes typically, inter alia, the following data objects:

- **Elevator:** status data (e.g., elevator status, car mode, passenger alarm), movement data (e.g., car position, car moving direction) and fault signals.
- **Escalator:** status data (e.g., status flags, escalator mode, passenger alarm) movement data (e.g., operation direction) and fault signals.

KONE shares data objects as defined in the BACNet ISO standard to ensure industry familiarity and for alignment on data points across different product generations. KONE shares above data through the portal described in Section 3 below with date and time stamps and unit identification number (KONE equipment number).

The volume of data the equipment generates can vary widely depending on the equipment and its use. For example, KONE equipment in a residential building may generate less data than in a large commercial building.

### 2. Data storage and retention

KONE equipment is not designed for storing data locally or on device. This means that majority of the data points are rewritten on a continuous basis. In some cases, certain data points may be retained on the equipment for limited period of time and visible, e.g., from on-site display.

If the equipment is connected to KONE's cloud environment and transmitting data to KONE, KONE stores the data in our cloud servers in Ireland. KONE stores the data for a period relevant for the purposes set below in Section 4. Through KONE's data sharing portal described below, you may request data for past ninety (90) days. Retention or deletion of the data requested and delivered is up for the requester (user or third-party) after its delivery by KONE.

### 3. Data access

#### *Users*

To access equipment data under the EU Data Act in KONE's possession, KONE provides an online portal through which data can be requested by users in a simple, secure, and free manner. To enter and use the portal for the first time, you need to **contact KONE via email: [eudataact@kone.com](mailto:eudataact@kone.com)**.

Upon contacting, we will request necessary information to identify you as a user who is entitled to access the data under the Data Act as well as to grant correct access rights (e.g. which equipment the request concerns). Once verified, KONE provides information and instructions required for access and use of the portal after which you may request data going forward through the portal without contacting KONE.

Through the online portal, KONE shares the data in comprehensive, structured, commonly used and machine-readable format (CSV). Due to technical, cybersecurity, safety and practical reasons, currently, KONE does not provide data access directly from equipment or share the data continuously and in real time through the portal.

KONE may improve or change the above-described method of data sharing or provide alternative data sharing methods for the EU Data Act where relevant and technically feasible as well as adjust the data points shared.

#### *Third parties / data recipients*

At your request and authorization, KONE also provides third parties established in the EU with access to the portal and the data. To facilitate such request, you as a user must first contact KONE through [eudataact@kone.com](mailto:eudataact@kone.com) for identification and ensuring the authorization for the third-party. In accordance with the Data Act, KONE reserves the right to charge compensation for making the data available to the third party and may require entering into agreement with the third-party prior to giving access.

### 4. KONE's use of data

In case KONE equipment is connected to KONE's cloud environment, KONE may collect data from the equipment. Unless otherwise agreed with you in the relevant contract, KONE may collect and use equipment-generated data internally for one or multiple of the purposes below:

- provide maintenance and other services as agreed between you and KONE, including,
  - monitoring and maintaining the functioning, safety and security of the equipment and ensuring quality control
- performing obligations under agreement with you and for other activities related to such an agreement, including providing support, warranty, guarantee or similar activities or assessing claims (e.g. regarding malfunctions)
- developing new products, services and solutions
- conducting analytics
- other lawful purposes, including:
  - aggregating data with other data or creating derived data for any lawful purpose
  - ensure and fulfill legal compliance requirements.

KONE does not make equipment data in non-aggregated form available to any external third party without separate consent from or contract with you, except for service providers or subcontractors of KONE involved in providing, operating, supporting, or improving the relevant services, provided that such recipients do not receive broader rights to the data than KONE, use data for own purposes and are subject to appropriate confidentiality and contractual obligations.

Use of the data for the aforementioned purposes requires a contractual agreement with you in accordance with the Data Act. This will be included in the maintenance/service contract or in other contract with you as relevant. Without your corresponding contractual consent, KONE will access or process the data exclusively to fulfill the immediate purpose of the contract and to comply with mandatory legal obligations.

## **5. Relationship to data protection and privacy laws**

For processing of any personal data by KONE, applicable data protection laws and KONE's privacy statement apply. KONE's Privacy Statement for customers and end-users is available on KONE's websites.

In general, data generated by the use and operation of the KONE equipment does not contain personal data. This Data Statement neither changes nor replaces aforementioned privacy statement or KONE's practices for processing personal data.

## **6. Contact information**

In case of any questions, you may always reach out to the local KONE group company you have a contract with.

In Data Act related matters, you may also always contact KONE by using the following contact information:

KONE Corporation  
Address: KONE Building, Keilasatama 3, P.O. Box 7, 02150 Espoo, Finland  
Telephone: +358 204 751  
Contact person: Global Data Act team, [eudataact@kone.com](mailto:eudataact@kone.com)

## **7. Complaints**

We encourage you to address any concerns or remarks regarding KONE's Eu Data Act practices directly with us via contact details above. However, if you believe that KONE has infringed your rights under the EU Data Act, you have the right to file a complaint to the local supervisory authority competent for EU Data Act matters.

## **8. Updates**

KONE reserves the right to amend this Data Statement where necessary due to technical development, new or changing regulations or other similar reasons. KONE hopes that you review this Data Statement from time to time for any amendments. To the extent required by applicable laws, KONE may contact you also through other interfaces or by using the collected contact information to provide information about updates that have material effects to you