

## Pre-contractual information for Related Services acc. Art. 3 No 3 Data Act

Related Service: GEA Heating & Refrigeration Digital Services

### 1. Nature, estimated volume and frequency of collection of product data:

Nature of data: Error codes, signal data (e.g. pressures, temperatures, motor speed, energy consumption, running hours, etc.). IIOT data – plant/machine operating such as temperatures, pressures, power consumption, heating/cooling demand, plant controller settings, etc.; weather data from APIs; plant/machine info data such as number and type of assets and design information

Estimated volume: Depends upon plant size and amount of equipment. ~ 20GB/month

Collection frequency: Continuously, close to real time

### 2. Modalities of access to the data:

Access option: Data can be provided as CSV and in other formats via your local GEA service contact.

Storage: Data is stored on a secure cloud server hosted by Microsoft.

Storage period: Data are not deleted.

### 3. Nature and estimated volume of related service data generated:

Nature of data: Fault resolution and service maintenance user input. No data representing user action, inaction and events related to the connected product during the provision of the service is generated.

Estimated volume: n/a.

Access option: n/a

### 4. Use of the data by the prospective data holder:

Use: The data is used to improve quality of maintenance, e.g. reduce downtime of machines/plan by faster root cause identification and also in some cases to prevent downtime of machines. Also, the data is used to improve machine performance, algorithms and to develop new features. If applicable, The data is used to monitor and improve energy efficiency performance of the machine/plant. Energy efficiency improvement is delivered by new set-points generated by algorithm every 10-20 mins besides intelligent analytics of machine/plant operational data

Disclosure to third parties: Data is not shared with third parties by GEA.

### 5. Identity of the prospective data holder:

Trade name: GEA Refrigeration Netherlands N.V.

Address: De Beverspijken 7c, 5221 EE, 's-Hertogenbosch, Netherlands

Contact: Local GEA service

### 6. Disclosure of data to third parties:

Disclosure: The user can request and also terminate the disclosure of data to third parties via the web platform GEA Portal or by sending an email.

### 7. Right to complain:

Right to complain: The user has the right to file a complaint with the relevant authority for a violation of the provisions of the Data Act.

### 8. Trade secrets:

Trade secrets: GEA Refrigeration Technologies GmbH is the owner of trade secrets contained in the data.

### 9. Contract duration and premature termination:

Contract duration: Generally one year contract

Premature termination: Not possible