Information sheet in accordance with Article 3(2) of the EU Data Act

Manufacturer:
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Product: Heat pump without network interface

1. Type of data collected

The device collects and processes the following types of data:

- **Physical data and measured values:**
  e.g. temperature, pressure and other sensor data
- **Status and error messages:**
  e.g. operating status, faults, blocks, errors
- **User configuration:**
  e.g. setpoints, operating modes, individual settings
- **Identification data and metadata:**
  e.g. serial number, software version

2. Data volume, scope and retention period

- **Data volume per data point:**
  approx. 1 bit to 480 bytes, depending on the data type
- **Storage:**
  - **Real-time operating data:** No permanent storage – only current values are processed.
  - **Error messages:** Up to 10 entries per category (fault, block, error) are stored in the device.

3. Purpose of data use

The data is used exclusively for:

- Ensuring the control and operation of the device
- Assisting with diagnosis and problem analysis in the event of a fault

4. User access to the data

The user has direct access to the device data. The interface documentation can be found here:
https://dimplex.atlassian.net/wiki/spaces/DW/pages/5097619460/

5. Further notes

Data processing takes place exclusively within the device. No data is transferred to third parties or to external systems unless expressly requested by the user.

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Bayreuth Register Court: HRB 531
VAT No. DE 132 360 815
Tax No. 208/115/50168
WEEE registration no. DE 26295273

Information sheet in accordance with Article 3(2) of the EU Data Act

Product: Heat pump with network interface or NWPM Touch

1. Type of data collected

The device collects and processes the following types of data:

- **Physical data and measured values:**
  e.g. temperature, pressure and other sensor data
- **Status and error messages:**
  e.g. operating status, faults, blocks, errors
- **User configuration:**
  e.g. setpoints, operating modes, individual settings
- **Identification data and metadata:**
  e.g. serial number, software version

2. Data volume, scope and retention period

- **Data volume per data point:**
  approx. 1 bit to 10 MByte, depending on the data type
- **Storage:**
  Depending on the system configuration, some of the above-mentioned data is stored in the product's gateway. Local storage is for a maximum period of 2 years.

3. Purpose of data use

The data is used to:

- Ensuring the control and operation of the device
- Providing analysis data to users of the Dimplex Home App who have paired their devices
- Assisting with diagnosis and problem analysis in the event of a fault
- Carrying out anonymised statistical analysis to improve the devices

4. User access to the data

The user has direct access to the device data. The interface documentation can be found here:
https://dimplex.atlassian.net/wiki/spaces/DW/pages/5097619460/

Product data stored in the cloud can be requested and made available on request by emailing connectivity@glendimplex.de .

5. Further notes

Information on the processing of personal data can be found in our Privacy Policy (https://www.glendimplex.de/en-de/privacy). Users must agree to this before they start using the app.

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