

WIRE Flow Compliance with Data Act and GDPR

The following passage is outlining the compliance of Komax and the service WIRE Flow with the EU GDPR and Data Act regulations.

GDPR

Komax is only collecting and processing data for the purpose of providing our services to our customers, including pre-contractual measures and post-contractual support. To the extent necessary and permissible, we process the data beyond the actual fulfillment of the contract to protect the legitimate interests of us or third parties.

For more information, please refer to:

- [Datenschutzleitlinien | Komax \(komaxgroup.com\)](#)
- [Data Protection Guidelines | Komax \(komaxgroup.com\)](#)

Data act:

Data collection within the context of WIRE Flow

During the sales and support process as well as during the use of WIRE Flow the following data is generated:

Data type	Purpose	Access
Organization data (names, mail addresses, phone numbers, factory addresses etc.)	Data is only collected and processed for the purpose of providing our services to our customers	Komax Group and 3rd parties (like local distributors)
Financial data	Is only collected to fulfill our contractual obligations May be shared with third party companies for the order processing	Komax Group and 3rd parties (like payment providers)
Telemetry data (information on the infrastructure WIRE Flow is used on, as well as logfiles and systems states)	Data is collected to help our customers in the support cases as well as for the further development of the application	Komax Group and 3rd parties (like local distributors)

Application data (processing parameters etc.)	This is considered as sensitive data and remains under the sole access by the customer	Data will not be used in any statistics or log files
Application statistics (e.g. statistics about the use of different functionalities and applications)	Statistical data is collected to gain insight about the use of the application and to further develop the application	Restricted within the Komax Group

Data handling

Product version	Data generation	Data transfer	Data storage
On premise	<p>Data is generated continuously and in real time</p> <p>Data is stored on the local server</p> <p>Usernames are not logged at any point - not in activity tracking and not in the system logs</p>	<p>Format: text-based files</p> <p>Expected volume: up to 1 GB</p> <p>Retrieval interval: Once a year or during any support case</p>	Data is stored on the local server with a retention period of 90 days
Cloud	<p>Data is generated continuously and in real time</p> <p>Data is stored in the cloud</p> <p>Usernames are not logged at any point - not in activity tracking and not in the system logs</p>	Not applicable	Data is directly stored in the cloud with an indefinite retention period

User options:**Opt-out principle**

The user has the option to prohibit the provision of the application statistics. This option can be activated/changed anytime in the systems settings. Other opt-out options like for telemetry data are not possible, i.e. they are a basic requirement to provide our service, and the customer agrees by accepting the EULA.

Access request:**On premise**

The data is stored locally, and the user can at any time access the telemetry and application statistics data via the logfiles. The application data is accessible for the user via WIRE Flow. Only the raw data is accessible to the customer, aggregated or enriched data is out of scope.

Cloud

Telemetry and application statistics data is stored in the cloud and is accessible on request. The application data is accessible for the user via WIRE Flow. Only the raw data is accessible to the customer, aggregated or enriched data is out of scope.

Requests for the data access can be made by mail: [compliance.schleuniger\(at\)komaxgroup.com](mailto:compliance.schleuniger(at)komaxgroup.com)

Commercial terms:**To customers**

The access and provisioning of the data is free of charge

To 3rd parties commissioned by the customer

Access to and provision of the data is subject to a fee and is agreed between the data holder and the data recipient.

Data deletion:**On premise**

The customer can delete the log files locally. However, in this case Komax may not be able to support the user in case of trouble shooting due to missing information. By deleting the log files, the customer accepts that support request may take longer, or the finding of a solution may not be possible.

Cloud

The customer can request the deletion of the application statistics data anytime.

In case the subscription is terminated the customer can also request the deletion of the application and telemetry data.

Requests for the data deletion can be made by mail: [compliance.wireflow\(at\)komaxgroup.com](mailto:compliance.wireflow(at)komaxgroup.com)

Contact:

Any questions regarding the data act can be posted by mail: [compliance.schleuniger\(at\)komaxgroup.com](mailto:compliance.schleuniger(at)komaxgroup.com)