

EU Data Information Notice	Information Notice Category	Date updated	Version
CMS – Cloud Monitoring System	Connected product and related service(s) to a connected product].	21/05/2026	01

Manufacturer/Distributor	Service Provider
TeleAlarm Europe GmbH	Skyresponse AB
Geographical/physical address	Geographical/physical address
Torgauer Straße 231, 04347 Leipzig, Germany	Olof Palmes Gata 11, 111 22 Stockholm Sweden

Data Information Notice

Distributor: TeleAlarm Europe GmbH, Torgauer Straße 231, 04347 Leipzig, Germany]

Service provider: [Skyresponse AB, Olof Palmes Gata 11, 111 22 Stockholm Sweden]

Introduction

General

This information notice explains how data generated by, or collected through, the [CMS – Cloud Monitoring Software] is accessed, used, and how the data is otherwise processed, in line with the requirements under Article 3 of the EU Data Act.

Service description

The Service, is ideal for partners providing solutions within care, smart buildings, safety and response centres. The Service is designed for future evolution of scalable alarm handling and smarter way of working. Data is input from customers, either by batch input, by integration or by manual input.

Data holders and other data processing parties

The following parties receive data from the Service and may use the data for their own purposes ('data holders'):

TeleAlarm GmbH

The following parties are the other data processing parties:

Skyresponse AB and its sub-processors (see separate list at the last page)

Terms of use and quality of service

[Partner Agreement between TeleAlarm SA and Skyresponse AB.]

The service is governed by DPA (Data protection agreement), MSA (Master subscription agreement) and SLA (Service level agreement) that will be provided to the customer upon purchase of the product and service.

Data which the Service can generate and which can be obtained by Data holders

Nature of data	Format	Estimated volume	Collection frequency	Data retention
[Location Data, Usage Data, Sensor Data, Alarm Data]	[Web, JSON, XLSX]	[Gigabytes per month] Unlimited depending on what the customer puts in.	Real time	Data retention as per contract, less than available to be configured by customers themselves. (User can set the Data retention, from 6 months up to 7 years) All data stored server side, except transmission data during

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				active alarms temporarily kept on premise at user.
[•]				

Data obtained by [TeleAlarm Europe GmbH]

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[•]			

Data sharing and use

Type of data	Data use	Sharing of data	Identity of data recipient
[Location Data, Usage Data, Sensor Data, Alarm Data]	Other than transmission, as per contract anonymized data may be used if contract allows to identify trends.	As per list of sub processors	As per list of sub processors
[•]			

Data access and user capabilities

Direct access to data	Indirect access to data	Erasure of data
As per data created, all accessed by the user	Very detailed log data of platform usage for troubleshooting. Backups.	By setting data retention and opting to delete the data, or to reach out to support for specific deletion.

How to request data sharing

You may request us to share data with a specific third party by contacting TeleAlarm Europe GmbH at: orders@telealarm.com

We may under certain circumstances deny a request for data sharing to third parties.

You can withdraw your request for data sharing at any time by terminating the contract for the Service. Once withdrawn, we will cease transferring data.

Right to lodge a complaint

If you believe our handling of your data infringes your rights under applicable legislation, you have the right to lodge a complaint with the competent authority in your jurisdiction.

Trade secrets

In some cases, data from the connected products or related services may include trade secrets that we or our partners own. Trade secrets shall be preserved and disclosed only where all necessary measures prior to preserving their confidentiality are taken, regarding third parties. In exceptional circumstances, our ability to grant access to data may be limited due to trade secrets.

Where the trade secrets belong to another party, that party's identity is Skyresponse AB. We maintain confidentiality obligations to protect any trade secrets contained within your data.

Term and termination

Your contract with [TeleAlarm Europe GmbH] is valid for an Initial term of 36 months, beginning on the date you sign up or otherwise agree to the Terms of Use of Service.

You may terminate the contract with (3) months' notice by [writing to orders@telealarm.com].

Contact information

Should you have any questions regarding the data generated by the Product or the Service, do not hesitate to contact us at dataact.seniorcare@assaabloy.com.

List of Sub-processors

Vendor	Purpose	Type of data	Entity country	Data location
Amazon web services	Cloud platform	Data about alarms and objects. E.g name, mail etc	USA	EU
SMS teknik	SMS communication	SMS content phone numbers	Sweden	EU
Atlassian	Handling support issues	Mail address, name, phone number, IP address	Australia	EU
Twilio	Real time communication	Phone number, call recordings, IP address	USA	EU and US
Bandwidth	Real time communication	Phone number, IP address	USA	EU
iotcomms	Real time communication	Phone number	Sweden	EU

Network Optix	Cloud VMS	Video streams	USA	EU and US
Skyresponse UK	Support	Data in Skyresponse system used for support including data about clients and alarms processed. Data about customers asking for support Mail address, name, phone number, IP address	UK	EU and US