

LMS – On-prem Monitoring System

07/05/2026 – ver. 1

Data Information Notice

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

Introduction

General

This information notice explains how data generated by, or collected through, the LMS – Cloud Monitoring Software (the “**Service**”) is accessed, used, and shared 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, and response centres. The Service is designed for future evolution of scalable alarm handling and smarter way of working.

Data is input from customers, by manual input.

Data holders and other data processing parties

The User has direct access to the data the Distributor has no access to data.

Terms of use and quality of service

LMS is governed by Terms of Use, including SLA, and Privacy Statements 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, Health data	Web (System internal website), CSV, PDF	Gigabytes per month - Unlimited depending on what the customer puts in.	Real time	Data retention will be configured by customers themselves at their Servers

Nature of data	Format	Estimated volume	Collection frequency	Data retention
Medicine data privat userdata				and is on hard disks in relevant capacity. All data is stored on server side, include transmission data during active alarms No data is kept at client.

Data sharing and use

Type of data	Data use	Sharing of data	Identity of data recipient
Location Data, Usage Data, Sensor Data, Alarm Data Health data Medicine data	The Service Provider (Telealarm) will not use the data	N/A	N/A

Data access and user capabilities

Direct access to data	Indirect access to data	Erasure of data
See table regarding Data which the Service can generate above. Only users with granted access given by the contract holder/administrator	Detailed log data of platform usage for troubleshooting. Backups. Retrievable by request to support@telealarm.com	By setting data retention and opting to delete the data, or to reach out to support for specific deletion.

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, in particular 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. 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 between 0 and 60 months, beginning on the date you sign the contract. The applicable term is determined by the customer's full choice of payment method, i.e. whether payment is made in full or in installments. Support rights in relation to the Service may vary as per the applicable contract..

You may terminate the contract by giving three (3) months' prior written notice by email to orders@telealarm.com.

Contact information

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