

PRIVACY POLICY

CLEVERGUARD

~~May-Jan 132, 20231~~

WHO ARE YOU?

We are CLEVERGUARD, and international consortium of a research and development project funded by AAL and the member organisations. The members are:

CLEMAP AG (Consortium lead, primary contact)	Lavaterstrasse 66, Zurich, 8002, Switzerland
Inspiring Culture Kft.	Beregszász út 80., 1112, Hungary
Bay Zoltán Nonprofit Ltd. for Applied Research	Kondorfa utca 1., Budapest, 1116, Hungary
Vicino Luzern	Brünigstrasse 20, Luzern, 6005, Switzerland
iHomeLab Hochschule Luzern Technik & Architektur	Technikumstrasse 21, Horw, Lucerne 6048, Switzerland
Fondazione Santa Lucia IRCCS	Via Ardeatina, 306, Rome, Latium 00179, Italy
Telecom-IT group	Durmelaan 7a, Aalter, Flemish Region 9880, Belgium
Senior Living Group	Satenrozen 1b, Kontich, Flemish Region 2550, Belgium

The information we collect, store and handle about you is for the purpose of our project and is accessible by the authorized personnel of the project members listed above. The information is not shared with any 3rd parties, beside our information system providers.

WHAT TYPE OF INFORMATION DO YOU COLLECT?

WEBSITE

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; ~~login; e-mail address; password; computer and connection information~~, login, e-mail address, password, computer and connection information, and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, ~~communications~~), and communications, ~~payment details (including credit card information)~~, comments, feedback, product reviews, recommendations, and personal profiles.

WHILE INSTALLING THE CLEVERGUARD DEVICE IN HOUSEHOLDS

- Address of the household
- Name, phone number, and email address of the contact person
- CleverGuard device serial number installed in the household
- installation date

WHILE REGISTERING FOR AND USING THE CLEVERGUARD WEB APPLICATION

- email address, and phone number of the user
- household(s) associated with the user
- date and time of logging in to the application.

WHILE RUNNING THE CLEVERGUARD SERVICE

- electricity consumption data (current, voltage, frequency) of the household linked to the serial number of the CleverGuard device
- date and time

~~terhelési adatok gyűjtése ID számmal van összekötve~~

~~háztartás adatai~~

HOW DO YOU COLLECT INFORMATION?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only.

While testing CleverGuard, we collect household electricity consumption data through non-intrusive load monitoring. We draw information from it in terms of identifying load pattern changes. ~~T kipróbálás során adatot gyűjtünk a háztartás elektromos fogyasztási szokásairól~~ here are no personal data linked with the load data.

While using the website and the web application we collect information to develop and optimize the service.

WHY DO YOU COLLECT SUCH PERSONAL INFORMATION?

- To provide and operate the Services;
- testing and development ~~kipróbálás és fejlesztés~~
- To provide our Users with ongoing customer assistance and technical support;
- To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
- To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
- To comply with any applicable laws and regulations.

HOW DO YOU STORE, USE, SHARE AND DISCLOSE PERSONAL INFORMATION?

Our company website is hosted on the Wix.com platform See its GDPR policy here:
<https://support.wix.com/en/article/general-data-protection-regulation-gdpr>

User authentication and the household electricity load data are processed through the Clemap servers. See its GDPR policy here: <https://en.clemap.com/imprint-and-privacy> .

Electricity load patterns are processed and calculated by HSLU servers. See its privacy policy here:
<https://www.hslu.ch/en/lucerne-university-of-applied-sciences-and-arts/data-protection-notice/> Load data are identified through internal keys only, no personal data are attached to the specific records.†

The user interface as a web application is running on the servers of BZN. See its privacy policy here:
<https://www.bayzoltan.hu/hu/adatvedelmi-nyilatkozat/> The web application fetches data from the servers of Clemap and HSLU for the duration of the user's session.

CleverGuard is not a publicly available free service, and it is for testing purposes only with selected users.~~éírás ki más és hol ad IT szolgáltatást? Wix.com provides us with the online platform that allows us to offer our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.~~

~~Ingyenes a szolgáltatás de később fizetőssé válhat amiben döntési lehetősége van majd a usernek. Törölni:!~~
~~All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.~~

HOW DO YOU COMMUNICATE WITH YOUR SITE VISITORS AND USERS OF THE APPLICATION?

We may contact you to notify you regarding your account, to troubleshoot problems with your account on our general websites or web applications, and to resolve a dispute, ~~to collect fees or monies owed~~, to poll your opinions through surveys or questionnaires, to send updates about our ~~company organization~~, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes, we may contact you via email, telephone, text messages, and postal mail.

HOW CAN YOUR SITE VISITORS AND THE USER OF THE APPLICATION WITHDRAW THEIR CONSENT?

If you don't want us to process your data anymore, please contact us at info@cleverguard.care or send us mail to: CLEVERGUARD c/o CLEMAP AG, Lavaterstrasse 66, 8002 Zürich, Switzerland.

PRIVACY POLICY UPDATES

We reserve the right to modify this privacy policy ~~at any time~~, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. ~~If we make material changes to this policy~~ Suppose we make material changes to this policy. In that case, we will notify you here that it has been updated, so that you ~~are aware of~~ know what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

In terms of changes, it is our utmost interest to lawfully protect the rights of our users and visitors.

HOW CAN I CONTACT YOU?

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at info@cleverguard.care or send us mail to: CLEVERGUARD c/o CLEMAP AG, Lavaterstrasse 66, 8002 Zürich, Switzerland.