

Information Sheet according to the EU Data Act

(valid from 12 September 2025 for ekey products in Plus Mode)

This information sheet supplements the ekey Privacy Policy and the Service Level Agreements (SLA). It serves to fulfil our information obligations under the EU Data Act (Regulation (EU) 2023/2854).

1. Affected Products

This information sheet applies to the following connected ekey products in Plus Mode:

- ekey dLine
 - ekey xLine
 - ekey sLine
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2. Type of Generated Product Data

When using the products in Plus Mode, product data is generated within the meaning of Art. 2 No. 15 of the Data Act. This includes in particular:

- Access logs (e.g. timestamp, fingerprint used, access success/failure)
 - System and log data (e.g. status messages, error messages, technical events)
 - Notification and API data, if applicable (when using integrations or interfaces)
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3. Scope, Frequency, and Storage Duration

- **Scope:** Data is generated for every access or system event.
 - **Frequency:** Depends on individual usage (e.g. number of daily access events).
 - **Storage Duration:** Product data is generally stored for as long as necessary for system operation. Details can be found in the individual SLA provisions.
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4. Format and Accessibility

- **Format:** JSON via the ekey Notification API.
 - **Accessibility:** Product data is available free of charge to the system administrator and users with the corresponding rights of the respective ekey system.
 - **Retrieval:** Directly via the app or API interface.
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5. Access Rights

- **Users** (end customer / system administrator and users with corresponding rights): have free access to their own product data at any time.
 - **Manufacturer (ekey):** has access only to the extent technically necessary and exclusively in encrypted form, for the provision and assurance of system functionality.
 - **Third parties:** only receive access if explicitly requested or authorised by the user (e.g. transfer to smart home systems).
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6. Use of the Data

- The generated product data is used exclusively to ensure system operation and functionality, as well as for the user's individual settings and analyses.
 - Use by ekey or third parties takes place only with the user's explicit consent or where legally required.
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7. Costs

Access to product data is always free of charge for the end customer.

8. User Rights under the Data Act

- You have the right to access, download, or have your product data forwarded to third parties at any time, free of charge.
 - You may request at any time that your data be transferred directly to a third party designated by you (Art. 4 Data Act).
 - These rights exist independently of the GDPR privacy policy.
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9. Contact

For questions regarding data provision, please contact:

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