

Privacy Policy Statement – Tekam Telecom – v1

In accordance with the new EU Privacy Law, **The General Data Protection Regulation (GDPR) 2016/679**, Tekam Telecom AS ask for your consent to collect, process and store your personal data.

Who is responsible for the processing of your personal data in your HomeGate AiO:

The Tekam Smarthus services are delivered by Tekam Telecom AS, that is the **data controller** of the personal data and responsible for process and storing this data.

Tekam Telecom app name is Tekam Smarthus.

Personal data:

When entering into an agreement to use Tekam Smarthus services, it is required that you submit certain personal data in order for us to be able to deliver these services. If you don't accept to submit this data, we cannot deliver these services and we cannot enter into a user agreement with you.

With certain personal data in this case, we mean information about a natural person, such as name, address, telephone number, e-mail and dynamic IP-address, but also derived information that can convey information about this person's behavioral pattern. The registration of the person's movement and the choices this person does when using the system and components connected to Onesti are also a part of personal data if this data can be connected to a specific person.

Tekam Smarthus services collects personal data in connection with the services provided in Tekam Smarthus App.

The processing of personal data:

The purpose for our collection of personal data is to be able to provide the services that are requested by the user.

The sources for the information are information received from the Tekam Smarthus App, or through web pages connected to Tekam Smarthus services, or by way of components connected to the HomeGate AiO. Data will be processed in those systems where it is required in order to be able to provide the requested services.

By means of Tekam Smarthus App the user has also access to data from the different components connected to HomeGate AiO.

The Tekam Smarthus system does not connect or process personal data to other use than what has been mutually agreed upon. Tekam Telecom AS will always use appropriate technical and/or organizational measures in order to secure and protect personal data that is processed in our systems against unauthorized or illegal use of data, accidental or unlawful loss of data, destruction or change or unauthorized handover of data or access to such personal data. The transfer of data to and from APP or web is encrypted and the handling of alarm is made in a physical secure area. Access to personal data is only granted to personnel that need to access the data in the various systems. Access rights are governed by the role and the level of training of the specific data processor.

The processing of personal data at the Alarm Receiving Centre:

If user activates the ARC service, the Alarm Receiving Centre (ARC) process personal data in connection with the alarm system connected to Safe4's ARC with connecting services.

ARC uses subcontractors (third-party) in connection with emergency call-outs and other requested services. These subcontractors are security companies with guards, and governmental emergency services, companies with systems used for log-in, support and statistics from web side.

Requirements in excess of the requirements of GDPR:

Safe4 Security Group AS is subject to rules governing the certification of the Alarm Receiving Centre (ARC). This set of rules are valid for data protection, training of personnel, access rights to systems and data, risk assessment and requirements for the services we provide.

Removal of data:

Personal data is stored as long as you have an active customer relationship with Tekam Telecom AS. Data is erased when the customer relationship is terminated. Personal data connected to customer information is erased as soon as there is no objective basis to store this data. However specific personal data connected to the alarm log has to be stored for 2 years in accordance with the certification of the Alarm Receiving Centre and such data cannot be erased earlier.

Contact Tekam:

If you're in need to contact us in connection with the storing of personal data on the Tekam platform, please contact your «Contractual Partner», or enter www.tekam.no/smarthus/ and send a request to the Tekam support center.

System sub contractors:

Sub contractor	Services	Country
Safe4 Security Group AS	Alarm Receiving Centre and system operational service.	Norway
NeuroSYS Sp. z o.o	System development and operational services	Poland
Amazone.com INC	System and storage	Europe
Google Analytics	Analysis of the use of web pages	EU and the US
Zendesk INC	Helpdesk and support	EU and the US