

Information to the User in accordance with Article 3(2) and 3(3) of EU Regulation 2023/2854 (the Data Act)

Sontex SA

Type designations: *Supercal 5 I*; *Supercal 5 S* and *Supercal 5 U*

Information to the User, in accordance with Article 3(2) of Data Act:

Type, format, estimated volume of product data generated	<i>Supercal 5 I</i> ; <i>Supercal 5 S</i> and <i>Supercal 5 U</i> continuously measure, calculates, and updates operational parameters. The <i>Supercal 5 I</i> ; <i>Supercal 5 S</i> and <i>Supercal 5 U</i> Energy meters stores totalizer snapshots once per month, at least the last 100 errors detected, and statistical information related to supply and return temperatures
The product generates data continuously and in real-time	Yes
The product stores data on-device or on a remote server. Include, where applicable, the intended duration of retention	<i>Supercal 5 I</i> ; <i>Supercal 5 S</i> and <i>Supercal 5 U</i> Energy meters stores totalizer snapshots once per month, at least the last 100 errors detected, and statistical information related to supply and return temperatures snapshots, error logs and statistical data cannot be deleted by the user and at least the last 100 values remains on the device.
The user may access, retrieve or, where relevant, erase the data in the following way. Include technical means to do so as well as their terms of use and quality of service.	Users can read all data from the <i>Supercal 5 I</i> ; <i>Supercal 5 S</i> and <i>Supercal 5 U</i> Energy meters via the wired M-bus interface or optical interface using standard M-bus protocol

Type designations: *Supercal 5 I*; *Supercal 5 S* and *Supercal 5 U*

Information to the User, in accordance with Article 3(3) of Data Act:

The nature, estimated volume and collection frequency of product data including arrangements for the user to access/retrieve the data including the data holder's data storage arrangements and duration of retention	The <i>Supercal 5 I</i> ; <i>Supercal 5 S</i> and <i>Supercal 5 U</i> Energy meters continuously measure, calculates, and updates operational parameters and can transmit this data using the M-Bus protocol.
The nature, estimated volume and collection frequency of related service data including arrangements for the user to access/retrieve the data including the data holder's data storage arrangements and duration of retention	There is no related service data.
Whether data is used by the data holder and for which purposes, and whether data is shared with one or more third parties for purposes agreed upon with the user;	There is no data holder
The identity of the data holder (trading name, address of establishment, other processing parties where applicable)	There is no data holder
Contact information of the data holder	There is no data holder
How the user can request data sharing with a third party and where applicable end the data sharing	Data is freely available on the display, so no request is needed
The right of the user to file a complaint about an infringement with the competent authority	Users may file a complaint with the Swiss Data Protection Agency or the competent authority in their country of residence.
Whether the data holder is also trade secret holder and, if not, what is the identity of the trade secret holder	Sontex SA Rue de la Gare 27 2605 Sonceboz Switzerland
The duration of the contract between the user and prospective data holder as well as the arrangement for contract termination	There is no data holder, and data is freely available via M-Bus

Note to the Customer

In case you need further information or clarification, you can contact Sontex via www.sontex.ch