Related Service Information Notice

General Information

This Service Fiche should be interpreted so as to comply with the EU Data Act (Regulation (EU) 2023/2854).

This Service Fiche is drafted by and on behalf of Komatsu Europe International nv/SA, Mechelsesteenweg 586, 1800 Vilvoorde (Belgium), acting as the data holder ("**Komatsu**").

Our machines and any devices and components linked to them ("**Connected Products**") generate data about your use, and the environment in which you operate the Connected Products. The data and metadata they generate is referred to as "**Product Data**". For information on Connected Product and the Product Data they generate, please refer to the relevant product fiche for your connected product(s).

Product Data may be shared with and made available through (web) applications and software programmes ("**Related Services**"). In addition to the Product Data, the Related Services themselves may also generate data on user actions and events (incl. metadata) related to the Connected Products ("**Related Service Data**"). Please note that we only collect Product Data data via the Related Services if and when you link Connected Products to a Related Service, whether through a technical action or agreement.

Data in Scope

Our Related Services collect and generate the following data, both Product Data and Related Service Data, based on ISO/IEC 15143-2:2010, ISO/IEC 15143-3:2020 and ISO/IEC 19944-1:2020:

ID	Qualification	Standard
Credentials	Related Service Data	ISO/IEC 19944-1:2020
Customer contact lists	Related Service Data	ISO/IEC 19944-1:2020
Observed usage of the service capability	Related Service Data	ISO/IEC 19944-1:2020
User location	Related Service Data	ISO/IEC 19944-1:2020
Machine data	Product Data and Related Service Data	ISO/IEC 15143-3:2020 ISO/IEC 15143-2:2010 ISO/IEC 19944-1:2020 Custom
Product Data as defined in relevant product fiche	Product Data	ISO/IEC 15143-3:2020 ISO/IEC 15143-2:2010 Custom
Sensor measurement data	Related Service Data	ISO/IEC 19944-1:2020

User's environmental sensor data	Related Service Data	ISO/IEC 19944-1:2020
Telemetry data	Related Service Data	ISO/IEC 19944-1:2020
Connectivity data	Related Service Data	ISO/IEC 19944-1:2020
Device data	Product Data and Related Service Data	ISO/IEC 19944-1:2020 Custom
Product Data as defined in relevant product fiche	Product Data	Custom
Sensor measurement data	Related Service Data	ISO/IEC 19944-1:2020
User's environmental sensor data	Related Service Data	ISO/IEC 19944-1:2020
Telemetry data	Related Service Data	ISO/IEC 19944-1:2020
Connectivity data	Related Service Data	ISO/IEC 19944-1:2020

Please note that some of the Related Service Data may qualify as personal data under the General Data Protection Regulation. For more information on how personal data is processed, please refer to our contractual documentation and/or the Komatsu Privacy Notice.

Retention of Data

Product Data and Related Service Data is stored on servers hosted by Komatsu, hosted by a Komatsu group company or by a third party with whom Komatsu has concluded contractual arrangements to store and process data on behalf of Komatsu or a group company.

Product Data and Related Service Data is retained for the following durations:

- Where it concerns personal data, please refer to our contractual documentation and/or the Komatsu Privacy Notice.
- Where it concerns non-personal data, the data will be stored for the duration of the processing purposes set out in our contractual documentation.

Data Access

To access the Related Services and Related Service Data you declare that you are either the owner, renter or lessor of a Connected Product or receive a Related Service from Komatsu or an authorized distributor, on the basis of a written agreement.

Product Data accessed via the Related Service is available in the formats, sizes and volumes as set out in the relevant product fiche for connected products, where the user will be able to consult the data made available and accessible via the web applications. Please note that the information is provided is based on estimated amounts that may vary depending on your usage of the Connected Product.

Related Service Data accessed via the Related Service is available in standard formats such as CSV, TXT, XML, JSON, as well as format specific for topography, design, linework and vector overlay, such as .las, .laz, dxf, tp3, tn3, svd, czml, kml, kmz, etc. The data generated as well as its size and format varies heavily depening on the related service in scope. Size may vary between

1MB and 100GB. Data is generally available on a monthly basis. Please note that these are estimated amounts that may vary depending on your usage of the Connected Product and/or Related Service.

For more information on specific Related Services, please consult the contact points set out below.

Product Data and Related Service Data is generally accessible and retrievable via the the Related Service. Where this should not be the case, please contact us via the contact points set out below.

Contact Points

For any questions related to the information provided above, you can contact data@komatsu.eu.