

Privacy policy Riedel Smartpanel App

I. Responsible body

Riedel Communications GmbH & Co. KG
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Germany

Phone + 49 (0) 202 292 - 90

Mail: [info\(at\)riedel.net](mailto:info(at)riedel.net)

II. Data Protection Officer

Mr. Arndt Halbach from GINDAT GmbH
Wetterauer Str. 6, 42897 Remscheid
Mail: [datenschutz\(at\)gindat.de](mailto:datenschutz(at)gindat.de)
Phone +49 (0) 2191 - 909 430

III. Installing the app

The Riedel smartpanel app is available via the Google Play Store for Android or via the App Store for iOS. If you download the app via the Apple Store or Google Play Store, the information required for this process is transferred to the operator of the respective app store.

Please refer to the data protection information of the respective app store operator.

IV. Processing of personal data when using our app

Our app is used by our customers for internal communication. It enables our customers or their users to log in to our intercom system, which is hosted by our customers, via smartphone or tablet. Users can communicate with other users and call up audio events via the app.

Our app is a client software that connects to the customer's server via a specific protocol. The app itself only processes the connection data for establishing the audio connection, as well as the necessary configuration and login data.

This is a user ID and the user's login token. The app also has access to personal data that is assigned per user on the server side, such as user name, surname, first name and email address.

The app itself does not store any personal data, nor does it generate any log files. These are stored exclusively on the customer's server.

V. Legal basis for data processing

We process the above-mentioned personal data exclusively to ensure the contractual operation of the app on the basis of Art. 6 para. 1 b) GDPR.

VI. Transfer of data to third parties or third countries

Personal data is not passed on to third parties or to third countries.

VII. Security of data processing

Communication between the app and the customer server is exclusively encrypted. The login to the server takes place via HTTPS. The bidirectional audio channel is implemented using end-to-end encryption via DTLS-SRTP.

VIII. Access rights of the app

In order to ensure the functionality of the app, the app requires access to the following functions of your end device:

- Microphone

Without this access, communication with other participants is not possible.

IX. Your rights

According to Articles 15-21 GDPR, you can assert the following rights with regard to the personal data processed by us if the conditions described therein are met.

- You can request information about your personal data processed by us in accordance with Art. 15 GDPR.
- If incorrect personal data is processed, you have the right to rectification in accordance with Art. 16 GDPR.
- If the legal requirements are met, you can request the deletion or restriction of processing (Art. 17, 18 GDPR).
- You have the right to withdraw your declaration of consent under data protection law at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.
- Right to object pursuant to Art. 21 GDPR

The data subject has the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of [Article 6](#)(1) GDPR, including profiling based on those provisions.

X. Standard deadlines for the deletion of data

The app itself does not store any personal data, nor does it generate any log files. Accesses are stored in log files on the customer's server system. It is up to the administrator of the system to decide how long this data is stored.

XI. Right to lodge a complaint with a supervisory authority

According to Art 77 GDPR, every data subject has the right to lodge a complaint with a supervisory authority if they consider that the processing of personal data relating to them infringes the GDPR. The competent supervisory authority for our company is

The State Commissioner for Data Protection and Freedom of Information
of North Rhine-Westphalia
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