

ASSA ABLOY ARX Security System

09/09/2025 – Version 1

Experience a safer
and more open world

Manufacturer / Service provider:

ASSA ABLOY Opening Solutions Sweden AB, Förmansvägen 11, 11743 Stockholm, Sweden

1. Introduction

1.1 General

This information notice explains how data generated by, or collected through, the ARX products listed in section 2 (the “**Products**”) is accessed, used, and shared (including to provide the ARX software (the “**Service**”)) and how the data is otherwise processed, in line with the requirements under Article 3 of the EU Data Act.

1.2 Product and service description

ARX is an electronic access control (EAC) system for the commercial market, managing access control and alarm systems in a common system and hardware, for small/medium up to large organizations/companies that are spread geographically and extend across national borders. Data is generated as users interact with the system as described below. The data generated is stored either on the products or on an on-premise server maintained by the system owner/customer.

1.3 Data holders

The following parties receive data from the Product and/or the Service and may use the data for their own purposes (‘data holders’):

- The system owner/customer

The product can integrate/work with other products provided by ASSA ABLOY. The product can be integrated with:

- CLIQ Web Manager, Electronic key administration from ARX
- Mobile Key using HID Origo Portal

An API is also maintained allowing third parties to integrate their products or services, such as Interbook, Kone elevator and OPC.

Depending on the nature of the integration, an ASSA ABLOY company or third party may also be a data holder, in addition to the system owner/customer.

The Data Act notices for other ASSA ABLOY Digital Access Solutions products, including CLIQ, is available at

<https://www.assaabloy.com/group/emeia/campaigns/eu-data-act>

1.4 Terms of use and quality of service

Terms of Use are provided as part of the installation process for the ARX Security System application/Software.

2. Data which the Product is capable of generating

Product name	Nature of data	Format	Estimated volume	Collection frequency	Data retention
Controller, LCU	Activity log, status of alarm, status of Hi-O devices, card ID data	Binary database, index per table	All data generated by connected devices as described in the table below	In real-time	The system owner can set a retention period

3. Data obtained by Services

Service name	Nature of data	Format	Estimated volume	Data retention
ARX software	Activity log, status alarm, status of door, status of Hi-O devices, card ID data	SQL Database format	<p>Volume depends on system size, number of doors, alarms, number of users, cardholders and how frequently the system is used. A system can consist of 2-15,000 doors and 20,000 alarm inputs, and 100,000 to 200,000 users.</p> <p>Each door environment, including alarm, generates approximately 0-2kB/day but can vary greatly.</p>	The system owner can set a retention period.

4. Data access and user capabilities

Direct access to data	Indirect access to data	Erasure of data
ARX is an on-premise solution. System owners administer the server on which the data generated is stored and as such may access the data directly from that server.	N/A – ASSA ABLOY is not a Data Holder.	The system owner can set a retention period.

5. How to request data sharing

As data generated by the Service is hosted on-premises by the system owner/customer, they are able to access the data generated directly, as described above, and share it with a third party at their discretion.

6. Right to lodge a complaint

If you believe our handling of your data infringes your rights under applicable legislation, you have the right to lodge a complaint with the competent authority in your jurisdiction.

7. Trade secrets

In some cases, data from the connected products or related services may include trade secrets that we or our partners own. Trade secrets shall be preserved and disclosed only where all necessary measures prior to preserving their confidentiality are taken, in particular regarding third parties. In exceptional circumstances, our ability to grant access to data may be limited due to trade secrets. We maintain confidentiality obligations to protect any trade secrets contained within your data.

8. Term and termination

The Terms of Use apply from the time you accept them as part of the installation process and are valid until further notice.

Modules that are of the subscription category can be terminated by following the termination rules that apply to the respective module.

9. Contact information

Should you have any questions regarding the data generated by the Product or the Service, do not hesitate to contact us at

kundservice.se.openingsolutions@assaabloy.com