EU Data Notice

Aptus – Multi-Residential System

ASSA ABLOY
Opening Solutions

Experience a safer
and more open world

25/08/2025 – Version 1

Manufacturer / Distributor / Service provider:
ASSA ABLOY Opening Solutions Sweden AB, Förmansvägen 11, 117 43 Stockholm

1. Introduction

1.1 General

This information notice explains how data generated by, or collected through, the Aptus System (the "**Product**") is accessed, used, and shared (including server-side software, tenant app and hosting service (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

Aptus is an electronic access control system mainly intended for multi residential installations.

The physical installation with embedded software consists of controllers and peripheral components connected to it. There can be thousands of controllers in the same installation. The peripheral components (e.g. readers, entry phones and booking panels) collect information from user interactions and sends the data to the controller. The controller is making decisions about doors that it manages and creates logs of activities.

For each installation there is also a server installation with software, that is used for configuring and monitoring the installation, typically installed on the system owners server. There are several different software components for different use. "Multiserver" communicates with the physical installation, "Multiaccess Styra" is a configuration and management user interface, "Hantera Styra" for day-to-day administration of credentials and bookings, "Aptusportal Styra" and "Aptus Home" are intended for tenants living in the house. All software modules work against a common SQL-database. The server-side software also collects logs from the installation and presents them to the system administrator. All log data from the physical and software interfaces are stored in the SQL-database.

In the case where ASSA ABLOY Opening Solutions Sweden AB provides a hosting service, the data base is located on the server where the installation is hosted.

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
- Potential 3rd party hosting provider
- In the case where ASSA ABLOY provides hosing service, ASSA ABLOY Opening Solutions Sweden AB

1.4   Terms of use and quality of service

License agreement for use of Multiaccess server-side software is accepted during the installation process. See appendix A

2.   Data which the Product is capable of generating

The data generated by the (product/Service) is listed below. Depending on the configuration of the system and the products or services used, the data generated may be all of that listed, or a sub-set of the data listed.

Nature of data	Format	Estimated volume	Collection frequency	Data retention
Access logs, Entry phone logs, Booking logs, System logs, Temperature sensor logs, Battery status, Communication problems, Unit status, Input status changes	Byte/bit coded C-structs, Aptus specific. Translated by Multiaccess and stored in readable format in Multiaccess database.	Each controller can have 1 to 8 doors, on average 5 doors per controller. Each door typically generates 1 kB of data per day, but this can vary a lot.	Continuously and in real time	In controller it's limited by memory size.

3.   Data obtained by Aptus Hosting service

The data generated by the (product/Service) is listed below. Depending on the configuration of the system and the products or services used, the data generated may be all of that listed, or a sub-set of the data listed.

Nature of data	Format	Estimated volume	Data retention
All logs from the installed controllers, administrative logs, tenant app logs	SQL Server Database	We have customers with systems size ranging from 2 doors to 20000 doors. Each door typically generates 2 kB of log data per day, but this can vary a lot.	Can be set by system owner, default 100 days for administrative logs, 31 days for bookings and 14 days for access logs.

4.   Data access and user capabilities

Direct access to data	Indirect access to data	Erasure of data
The logs stored in the server-side SQL-database can be accessed in the Multiaccess Styra GUI or the Hantera Styra GUI. All data for a selected tenant can be exported to a CSV-file. The data can also be extracted from the SQL database. See "Multiaccess Styra Programming Guide"	In the case where ASSA ABLOY is providing a hosting service, the GUI options are directly available to the system administrator. Extraction of data from the database can be done upon request to the hosting service contact. Aptus.Hosting@assaabloy.com	Settings for how long logs shall be stored can be done in the Multiaccess Styra GUI. Audit logs for a specific user can be anonymized from the Multiaccess GUI. Data can be erased directly in the SQL-database. Data in the controllers can be erased with a command from the Multiaccess GUI. In the case where ASSA ABLOY provides a hosting service, erasing the database can be done upon request to the hosting service contact. Aptus.Hosting@assaabloy.com

5.   How to request data sharing

In the case where ASSA ABLOY provides a hosting service, you may request us to share data with a specific third party by sending an email to the hosting service contact Aptus.Hosting@assaabloy.com. We may under certain circumstances deny a request of data sharing to third parties.

You can withdraw your request for data sharing at any time by sending an email to the hosting service contact Aptus.Hosting@assaabloy.com. Once withdrawn, we will cease transferring data.

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 preserve 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

Where ASSA ABLOY provides a hosting service, your contract with us is typically provided on an annual rolling basis, however please refer to your agreement for the exact term.

You may end the contract by following the steps set out in the termination clause of your agreement.

9.   Contact information

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

Information on how to get technical support see:
https://www.assaabloy.com/se/sv/support-service/support/aptus

For questions concerning hosting services, please contact:
Aptus.Hosting@assaabloy.com

10.   Appendix A – End user License agreement for Aptus - Multiaccess software

End-User License Agreement
Please read the following license agreement carefully

LICENSE AGREEMENT

© Copyright ASSA ABLOY OPENING SOLUTIONS SWEDEN AB. All rights reserved.

This is a legal agreement between you, the end user and ASSA ABLOY OPENING SOLUTIONS SWEDEN AB. If you do not agree to the terms of this agreement, please cancel the installation.

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