

Manufacturer/Distributor: Kentix GmbH, Carl-Benz-Strasse 9, 55743 Idar-Oberstein

Service provider: Kentix GmbH, Carl-Benz-Strasse 9, 55743 Idar-Oberstein

1. Introduction

1.1. General

This information notice explains how data generated by, or collected through, Kentix hardware (the **“Product”**) is accessed, used and shared, including through the KentixONE software and KentixONE App (the **“Service”**), and how the data is otherwise processed, in line with the requirements of Article 3 of the EU Data Act.

1.2. Product and service description

KentixONE is an IoT-based physical security and infrastructure management platform, consisting of connected hardware devices and software services. The KentixONE platform includes environmental monitoring sensors, access control devices, power and network monitoring components, video surveillance integrations and central system management software.

A Main Device (SiteManager, AccessManager, MultiSensor or Docker deployment) runs the central instance of the KentixONE system operating software. Connected devices generate data and share it with the Main Device. Generated system data, including sensor measurements, access events, alarm events, device status information, audit trails, configuration data and technical logs, is stored directly on the devices only. The KentixONE web interface and KentixONE App provide access to the data stored on the devices.

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’):

- KentixONE system owner / end user
- Kentix GmbH in cases where KentixONE App is in use and/or Kentix GmbH performs system analytics and maintenance

1.4. Terms of use and quality of service

All Kentix services have End User License Agreements and Privacy Statements which can be found during installation or after installation within the service itself as well as on the Kentix website: <https://kentix.com/terms-and-conditions/>

2. Data which the Product is capable of generating

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Product name	Nature of data	Format	Estimated volume	Collection frequency	Data retention
Kentix SiteManager (hardware and Docker), Main Device, and Kentix satellites when operating as the Main Device	Settings for devices and auxiliary components, device status history (battery, connectivity, ...), user database, database for access and alarm rules, remote-control calls, event logs (system, access, alarms, ...), and visualisation of sensor and satellite device data	SQLite database on the device, exportable as CSV	This can range from a few megabytes per week (for a small standalone system) to several gigabytes per day (for a large system that includes cameras). An average system generates around 25 MB per week.	continuously and in real time	All generated data is stored only on the device. The retention period can be defined by the system administrator in the system configuration, from one day to two years. The factory setting is indefinite. Once the storage capacity reaches its limit, the system starts to delete the oldest data.
Access Components (like DoorLocks (Handles & Knobs), Rack Handles, Wall Readers)	Token UIDs, events (access), battery status	PHG or OSDP protocol data	A few KB per event; typically less than 1 MB per day	event based	Data is stored locally only temporarily, until the next synchronisation with the Main Device.
I/O Modules	Sensor data, device configuration & status	JSON	Data is generated at fixed intervals (from once per second to once per minute), amounting to approximately 5 MB per day.	continuously and in real time	No data is stored locally; the device sends data directly to the Main Device.

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iD Face max face recognition	Token UUIDs, access and alarm events, device configuration & status	SQLite database on the device, exportable as CSV	A few KB per event; typically less than 1 MB per day	event based	Data is stored on the device and shared with the Main Device. On-device data can be deleted by resetting the device. The retention period for data sent to the Main Device is defined by the Main Device's system settings. Once the storage capacity reaches its limit, the system starts to delete the oldest data.
Kentix satellites (like Kentix MultiSensor, Kentix KPMDU, Kentix PowerMeter, Kentix PowerManager, Kentix AccessManager, Kentix Leakage Sensor) in satellite mode	Sensor data, access and alarm events, device configuration & status	SQLite database on the device, exportable as CSV	Sensor data is generated at fixed intervals (from once per second to once per minute), amounting to approximately 5 MB per day. Event log data is created on an event-driven basis; the amount of data correlates with the number of events and may be up to 2 KB per event.	continuously and in real time	Generated data is stored on the device and shared with the Main Device. The retention period is defined by the Main Device's system settings. Once the storage capacity reaches its limit, the system starts to delete the oldest data.

Network Cameras	The Kentix system can trigger network cameras to provide still images and store them in the event log. A live video stream can be accessed through the KentixONE App and KentixONE web interface, but it cannot be stored.	JPEG images	Typically around 100 MB per day (event-triggered screenshots)	event based	Generated data is sent to the Main Device. No user data is stored on the device.
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3. Data obtained by the services

Service name	Nature of data	Format	Estimated volume	Data retention
KentixONE (on-premises operating system for the Kentix system)	User database, database for access and alarm rules, event logs (system, access, alarms, ...), settings for devices and auxiliary components, device status history (battery, connectivity, ...), and visualisation of sensor and satellite device data	JSON	This can range from a few megabytes per week (for a small standalone sensor) to several gigabytes per day (for a large system that includes cameras). An average system generates around 25 MB per week.	All generated data is stored on premises and only on the devices. The retention period can be defined by the system administrator in the system configuration, from one day to two years. The factory setting is indefinite. Once the storage capacity reaches its limit, the system starts to delete the oldest data.

KentixONE App (remote access and control for a Kentix system)	The KentixONE App provides access to, and visualisation of, data from a KentixONE system. The KentixONE App generates session data and connectivity logs.	JSON	Data generation is limited to a few kilobytes (session logs), as the app acts only as a gateway to the data on the Main Device of a KentixONE system.	Data from the KentixONE system to which the KentixONE App is connected is deleted at the end of the session. Push messages from the KentixONE system to the KentixONE App are stored on the device on which the app is running.
KentixONE Cloud	KentixONE Cloud is the gateway between the KentixONE App and KentixONE systems. It manages KentixONE licences, push messages and the exchange of analytical data.	JSON	Up to 50 KB per month	No data from KentixONE systems is stored in KentixONE Cloud. Push messages from the KentixONE system to the KentixONE App, session logs and analytical data are retained for 12 months.

4. Data sharing and use

Type of data	Data use	Sharing of data	Identity of data recipient
KentixONE analytics and maintenance data: device types and IDs, firmware versions and activated subscriptions	Kentix offers the option to opt in to advanced software and security updates, as well as a software subscription for advanced KentixONE features. When this option is selected, the KentixONE system sends basic information about	Not shared with a third party	Kentix GmbH

	the system to Kentix. This data does not contain any user-specific information. It may be used as statistical input for product quality improvement analytics.		
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5. Data access and user capabilities

Direct access to data	Indirect access to data	Erasure of data
KentixONE is an on-premises solution. System owners administer the devices on which the generated data is stored and may therefore access the data directly through each device's web interface. Analytics and maintenance logs are also stored on the Main Device and can be accessed by the system owner.	Data generated by the KentixONE App (session and connectivity logs) can be requested from support@kentix.com.	The system owner can configure the data retention period.

6. 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.

7. 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.

8. Trade secrets

In some cases, data from the connected products or related services may include trade secrets owned by us or our partners. Trade secrets shall be preserved and disclosed only where all measures necessary to preserve their confidentiality have been taken in advance, particularly in relation to third parties. In exceptional circumstances, our ability to grant access to data may be limited because of

trade secrets. We maintain confidentiality obligations to protect any trade secrets contained in your data.

9. Term and termination

Kentix terms and conditions can be found here: <https://kentix.com/de/agb/>

10. Contact information

If you have any questions about the data generated by the Product or the Service, please contact us at support@kentix.com.