

Digital Solutions from Doka

A. About Doka's Digital Solutions

In this section, you will find information about using Doka's Digital Solutions. This includes Umdasch Group Identity, actual Doka Digital Solutions

This does not include the use of Doka websites that you access for purely informational purposes. You can find more information about the use of our website for informational purposes only in the other chapters of this privacy policy.

A.1 Digital Solutions

Digital Solutions are software applications from Doka for support on the construction site, which

- as a web application via your Internet browser or
- as a native app on your mobile device

are offered. Some digital solutions are a combined solution consisting of hardware (e.g. sensors) and software, while others are just software. Doka Digital Solutions include:

- DokaXact;
- Concremote;
- MyDoka (incl. myMaterial plus);
- Doka planning software (incl. EFP).

Doka planning software ("digital ENGINEERING") are software applications that support you in planning with Doka Material. These are offered as a download version and/or cloud service. Doka planning software can be a standalone application (e.g. Easy Formwork Planner, Tipos, etc.) or an add-on to your existing software (DokaCAD for Revit or DokaCAD for AutoCAD).

A.2 Umdasch Group Identity

Umdasch Group Identity processes your registration and authentication data for Digital Solutions from Doka: <https://login.doka.com>

B. Concrete processing

Please read the information on the specific Doka Digital Solution you would like to use.

B.1 Umdasch Group Identity

In order to enable you to **register** and **log in** to Doka's Digital Solutions and to use the same user account with single sign-on (SSO) for different Doka Digital Solutions, the **central authentication service "Umdasch Group Identity"** is used. If you use the Umdasch Group Identity without a Doka Digital Solution or without Doka planning software, then **Advanced Formwork Co. Ltd (Doka) is the controller** within the meaning of Art. 1 (18) PDPL.

Umdasch Group Identity is hosted in Microsoft Azure and uses the Duende Identity Server as its basis and supports two different types of use:

- a) If the customer has a Microsoft tenant, it can be linked during registration. In this case, consent must be given (i) by a responsible administrator of the customer in the case of permitted personal use by you or (ii) in the case of use for a customer. The following data is provided by the company for which you use Doka Digital Solutions to Doka by synchronisation and processed by Doka:

Forename	Synchronized (from the customer's Microsoft tenant)
Surname	dubbed
Email address	dubbed
Telephone number	dubbed
Mobile phone	dubbed
Profile	dubbed
Enterprise	dubbed
Permissions	dubbed
Salutation	optional
Title	optional

b) Alternatively, you can register directly with Umdasch Group Identity. This is possible in the following cases:

- a. If used for a customer: the company for which you are using Doka's Digital Solutions does not use a Microsoft Azure tenant, or does not intend to use it to use Doka's digital services,
- b. For permitted personal use: if you do not have a Microsoft Azure tenant or do not want to use one.

In this case, the following data will be collected:

Forename	Mandatory field
Surname	Mandatory field
Email address	Mandatory field
Password	Mandatory field
Enterprise	Mandatory field
Permissions	Synchronized (from the respective digital solution used)
Salutation	optional
Profile	optional
Title	optional
Telephone number	optional
Mobile phone	optional

In each variant, notifications can also be sent to the contact details provided for the registration and authentication process.

The processing of your personal data, as set out above, is carried out for the **purpose** of registration, authentication and other functionalities that are intended to enable you to use Doka's various Digital Solutions securely and smoothly. Therefore, the processing is based on our legitimate interests in accordance with Art. 6(4) PDPL in the provision of Doka's Digital Solutions to the company for which you use Doka's Digital Solutions and in ensuring secure use of Doka's Digital Solutions. If you agree to the setting of cookies that are not technically necessary, your voluntary consent in accordance with Art. 6 of the PDPL is the legal basis.

Our web applications are integrated into our general website. More details on the use of **cookies** when using our website can be found under "5. Use of cookies" and in the cookie banner.

Your registration data will also be used when you log in to Digital Solutions from Doka or other affiliated companies (e.g. for Digital Solutions from umdasch. The Store Makers, Umdasch Group Ventures, etc.). However, this only happens if you use them.

B.2 For all services: customer feedback and usage data

Doka is responsible for the processing of customer feedback and usage data for the (further) development of products and services relating to Umdasch Group Identity and Doka Digital Solutions, and processes such data as controller within the meaning of Art. 1 (18) PDPL. Therefore, the

processing is based on our legitimate interest in the (further) development of products and services in accordance with Art. 6 (4) PDPL.

We process the following data for this purpose:

Device Information	<ul style="list-style-type: none"> • IP address • Time zone difference to Greenwich Mean Time (GMT) • Device Type (Unique Device Identifiers) • Type and version of the operating system of the requesting device • Language, type and version of the browser software • Screen size, resolution, and color depth • Cookies that uniquely identify the browser • Browser Configuration
Usage	<ul style="list-style-type: none"> • The Digital Solution you are using (incl. version and license information) • User settings on the website (e.g. system language) • Log files for error analysis and security reasons • Log in the event of a system crash (in special cases, such as errors or security incidents, the logs can be manually analysed by a Doka employee or authorised service providers) • Date and time of the query • Name, URL, and amount of data transferred of the requested files • Access Status/HTTP Status Code • Content of the request (concrete page) • Number, duration and time of views • URL of the website from which our website is accessed • Subpages and links visited while visiting the website • the URL clickstream to, through and from the website, including the date and time • Heatmaps: Visualize where users click, scroll, and move their mouse to understand which areas of the website are getting the most attention. • Recordings: Recording users' sessions to see how they interact with the website and identify any problems or obstacles. • Funnel Analysis: Track users' journey through your website and identify where they bounce. • Form Analysis: Analyze how users fill out forms and identify fields that lead to abandonment.
Location	<ul style="list-style-type: none"> • IP Location
Feedback	<ul style="list-style-type: none"> • Content of your feedback • If you agree: Your contact details (name, phone number, email address, etc.) to process your feedback

C. General information about the processing of your data in all Doka Digital Solutions

C.1 Order processing and data transfers to recipients or third countries

Within the framework of data protection regulations, Doka is entitled to outsource the processing of your personal data in whole or in part to **external service providers** who act as processors **for Doka** in accordance with Art. 1 (19) PDPL. External service providers support us, for example, in the technical operation and support of websites and apps, data management, the provision and provision of services, the sending of e-mails, the implementation of security measures, marketing and website and app analysis. The service providers commissioned by Doka will process your data exclusively in accordance with our instructions. This is ensured by strict contractual regulations, technical and organizational measures and supplementary controls by us. If they are based **outside the European Union and/or Saudi Arabia**, Doka complies with the applicable framework conditions for permissible transfers to third countries (e.g. in the case of transfers to Microsoft Azure servers in the USA). We only share your personal data with entities that provide an adequate level of protection of your personal data with reference to adequacy decisions issued by the competent regulatory authority, or where we are otherwise permitted to do so by applicable law.

As a matter of principle, your data will not be transmitted to **third parties** unless we are legally obliged/permitted to do so, the data transfer is necessary for the performance of our contractual obligations, or to the extent permitted by the applicable law you have previously expressly consented to the disclosure of your data. In the absence of an adequacy decision, your data may also be transmitted to third parties where we have implemented certain additional and appropriate safeguards to protect it, such as standard contractual clauses.

If Doka's Digital Solutions are not provided by Doka GmbH, Josef-Umdasch-Platz 1, 3300 Amstetten, Austria ("Doka GmbH"), **Doka GmbH acts as a (sub-)processor** in accordance with Art. 1 (19) PDPL by Doka.

C.2 Duration of processing and storage of personal data

Your data relating to Digital Solutions will be processed by Doka until you delete your Umdasch Group ID account or the contract with the customer ends. In addition, we will process your data for as long as necessary, and for a maximum of seven years if this is necessary for tax or accounting purposes and/or unless further retention is required by applicable law. In the event of legal disputes between Doka and the customer, the relevant data may be processed until they are concluded as permitted by applicable law.

Doka processes your customer feedback and usage data for the (further) development of products and services relating to the Umdasch Group Identity and Doka Digital Solutions for as long as necessary, but for a maximum of three years unless further retention is required by applicable law. If contractually agreed with the customer, this data will be anonymized before further processing.

Your personal data is stored securely at our headquarters in Austria, Europe.

C.3 Your rights

In Saudi Arabia you have certain rights with respect to our processing of your personal data. You have the following rights:

- 1. Right to be informed:** You have the right to be informed about the legal basis and purpose of our processing of your personal data.
- 2. Right to request access:** You have the right to access the personal data we hold about you, and to request access to the personal data we have in a readable and clear format.
- 3. Right to rectification:** You have the right to request correction, updating, or completion of the personal data we hold about you. We will then need to ensure the accuracy of the new data you provide us with. We will restrict the processing of your data while we verify the accuracy of your personal data.
- 4. Right to erasure:** You have the right to request the erasure of your personal data in certain circumstances, such as if there are no justifiable reasons for continuing to process it. We may not be able to respond to your request to erase data if there are certain legal reasons for doing so that justify further processing of the data.
- 5. Right to withdraw consent:** You have the right to withdraw consent at any time, which is the consent that we rely on for the purpose of data processing, but this procedure will not affect the legality of any processing that took place before the withdrawal of the said consent. If you wish to withdraw your consent, you can do so by using the contact details set out in chapter C.4 of this privacy policy. If you withdraw your consent, we may not be able to provide certain products or services to you, and we will inform you about this when you withdraw your consent.
- 6. Right to refer to a competent authority:** You also have the right to lodge queries or complaints with the competent data protection authority; in the Saudi Arabia, the Saudi Data and Artificial Intelligence Authority is the competent authority supervising compliance with data protection legislation.

C.4 Contact us

If you have any questions regarding our processing of your personal data, please contact us at [*advanced.formwork@doka.com*].