

## **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 Doka Malaysia is the data user as defined under Section 4 of the Malaysian Personal Data Protection Act 2010 (PDPA), responsible for processing your personal data for the purposes described in this policy.

The processing 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 the legitimate purposes stated in this policy, as permitted under the PDPA, including contractual necessity and user consent where required 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 use of cookies that are not technically required, your voluntary consent serves as the legal basis in accordance with the Malaysian Communications and Multimedia Act 1998 and the PDPA 2010.

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:
- 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,
  - 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.

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 Doka planning software

The **Easy Formwork Planner** is a CAD drawing tool for creating automatically calculated formwork solutions. Other Doka planning software, e.g.:

- **Doka Tools:** enables the planning of wall and slab formwork, the identification of required components and provides assistance for determining concrete properties.

- **DokaCAD for Revit and DokaCAD for AutoCAD:** These tools enable formwork planning in conjunction with the Revit and AutoCAD design software, respectively.
- **Tipos** enables the creation of formwork plans and parts lists.
- **DokaLibrary for Tekla:** Doka components for Tekla projects
- **Beam Statics:** Program for quick and easy static calculation of continuous beams.
- **Piecelist Editor:** Program for creating, editing and managing parts lists that have been created either directly in the Piecelist Editor or in other Doka programs.

In the case of Doka planning software that you **install on your client** (i.e. on your employer's computer or server), your data is processed for the **purpose of**

- of your registration before downloading
- administering the license (from your employer or educational institution), and
- the version management of the Doka planning software (e.g. to inform you about updates).

For these purposes, **Doka is the data processor** within the meaning of Malaysian data protection law (PDPA 2010). The processing is based on the legitimate purposes stated in this policy, as permitted under the PDPA, including contractual necessity and user consent where required in the provision of Doka's Digital Solutions to the company for which you are using Doka's Digital Solutions.

If you agree to the use of cookies that are not technically required, your voluntary consent serves as the legal basis in accordance with the Malaysian Communications and Multimedia Act 1998 and the PDPA 2010.

In the case of Doka planning software that you **use as a cloud service** or request further support from Doka **when using it on your client** (e.g. the automatic calculation of drafts), the company or educational institution for which you use the respective Doka Digital Solution (e.g. your employer or educational institution) is the data processor within the meaning of Malaysian data protection law (PDPA 2010). **In this case, Doka is a processor** within the meaning of Malaysian data protection law (PDPA 2010) and this processing is therefore not covered this Privacy Policy.

**We processed the following data in the download version of Doka planning software:**

Data type	Description	Purpose of processing
License	Information about the license conclusion, e.g. date, license type, license scope, term, etc.	License
Version	Information about the version of the software used, e.g. version number, etc.	Version Management

### **B.3 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 Digital Solutions** within the meaning of Personal Data Protection Act 2010. Therefore, The processing is based on the legitimate purposes stated in this policy, as permitted under the PDPA, including contractual necessity and user consent where required in the (further) development of products and services in accordance with Personal Data Protection Act 2010.

If you agree to the use of cookies that are not technically required, your voluntary consent serves as the legal basis in accordance with the Malaysian Communications and Multimedia Act 1998 and the PDPA 2010.

We process the following data for this purpose:

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

## 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 Personal Data Protection Act 2010. 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 your personal data is transferred outside of Malaysia, Doka Malaysia ensures that such transfers comply with the requirements under the PDPA, including ensuring an adequate level of data protection in the receiving country. (e.g. in the case of transfers to Microsoft Azure servers in the USA).

As a matter of principle, your data will not be transmitted to **third parties** unless we are legally obliged to do so, the data transfer is necessary for the performance of our contractual obligations or you have previously expressly consented to the disclosure of your data.

If Doka's Digital Solutions are not provided by Doka GmbH, Josef-Umdasch-Platz 1, 3300 Amstetten, Austria ("Doka GmbH"), **Doka Malaysia acts as a (sub-)processor** in accordance with Personal Data Protection Act 2010.

## **C.2Duration of processing**

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 a period of seven years if this is necessary for tax or accounting purposes. In the event of legal disputes between Doka and the customer, the relevant data may be processed until they are concluded.

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. If contractually agreed with the customer, this data will be anonymized before further processing.