

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,
- the relevant Doka Digital Solutions, and
- related cookies, SDKs, local storage, session storage, device, app or installation identifiers, pixels, tags and similar technologies to provide the applications, keep them secure and, where permitted, analyze and improve their use ("Cookies or Similar Technologies").

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.

You may only use Doka Digital Solutions because a company, employer, educational institution or other organization ("**Customer**") has made the relevant Digital Solution available to you and authorized you to use it. In this Privacy Policy, we refer to you as an "Authorized User". Doka does not offer the Digital Solutions to consumers for private use.

A.1 Digital Solutions

Digital Solutions are software applications from Doka that support you on the construction site and

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

are offered. Some Digital Solutions are combined solutions consisting of hardware (e.g. sensors) and software, while others are software-only solutions. Doka Digital Solutions include, depending on availability in the relevant market:

- DokaXact;
- Concremote;
- MyDoka (incl. myMaterial plus);
- Doka planning software (incl. EFP); and
- Doka 360.

Doka planning software ("digital ENGINEERING") is software that support you in planning with Doka Material. It is offered as a downloadable version and/or as a 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).

Doka 360 is a web-based customer platform that allows Authorized Users of a Customer to access and use Doka digital services and customer-related functionalities in one place, depending on availability and the Customer's authorization. Doka 360 may include access to or interaction with functions such as ordering, planning, material management, delivery and return transparency, sensor-technology-related information and other Doka digital services. The Customer determines which Authorized Users may access Doka 360 and which roles or permissions they receive.

A.2 Umdasch Group Identity

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

B. Specific processing

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

Roles:

Doka as Controller: For some processing, Doka itself determines the purposes and means and acts as controller. This applies in particular to

- the secure and reliable operation of the Digital Solutions (including Umdasch Group Identity, registration, login, authentication, single sign-on, access management, session management, security, availability, performance, technical monitoring, troubleshooting and crash and error analysis),
- the handling of your feedback, and
- product intelligence and analytics where Doka determines the purposes and means.

We rely on our legitimate interests under Art. 6 (1) (f) GDPR for the secure and reliable operation of the Digital Solutions. Where we use non-required Cookies or Similar Technologies, for example for product intelligence or analytics, we ask for your consent under Art. 6 (1) (a) GDPR.

Doka as Processor: For processing that the Customer decides on in its own relationship with you, the Customer remains responsible as Controller.

B.1 Umdasch Group Identity

Doka uses the central authentication service “Umdasch Group Identity” 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. Umdasch Group Identity is used for registration, login, authentication, single sign-on, access management and security and is part of the secure and reliable operation of the Digital Solutions. **Doka is the controller** for this processing within the meaning of Art. 4 (7) GDPR. The Customer determines which Authorized Users may access the relevant Digital Solution and which roles or permissions they receive. This processing is based on Doka's legitimate interests under Art. 6 (1) (f) GDPR in providing secure, stable and reliable Digital Solutions and protecting them against misuse. If Doka uses Cookies or Similar Technologies that are not strictly necessary for the secure and reliable operation of the Digital Solutions, Doka asks for your consent in accordance with Art. 6 (1) (a) GDPR and local telecommunications law (e.g. § 165 para. 3 Austrian Telecommunications Act 2021) before using them.

Umdasch Group Identity is hosted in Microsoft Azure, is based on the Duende Identity Server 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 by a responsible administrator of the Customer where the Customer authorizes use of the service. The following data is synchronized by the Customer, provided to Doka and processed by Doka:

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

- b) Alternatively, you can register directly with Umdasch Group Identity for Customer-authorized use. This is possible in the following cases:
- If used for a Customer: the Customer for which you are using Doka's Digital Solutions does not use a Microsoft Azure tenant, or does not intend to use it for Doka's Digital Solutions,
 - For Customer-authorized use without a Microsoft Azure tenant: if the Customer does not have a Microsoft Azure tenant or does 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
Customer	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. In web and mobile applications, Doka may use Cookies or Similar Technologies to provide the applications, keep them secure and, where permitted, analyze and improve their use. More details on the use of **Cookies or Similar Technologies** when using our website can be found under "5. Use of cookies" and in the cookie banner or comparable consent interface.

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

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 and the identification of required components, and provides assistance in 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 structural 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 the Customer's computer or server), your data is processed for the **purpose of**

- of your registration before downloading
- administering the Customer's license, and
- the version management of the Doka planning software (e.g. to inform you about updates).

For these purposes, **Doka is the controller** within the meaning of Art. 4 (7) GDPR. This processing is based on Doka's legitimate interests under Art. 6 (1) (f) GDPR in providing the Digital Solutions to the Customer and operating them securely and reliably. If Doka uses Cookies or Similar Technologies that are not strictly necessary for the secure and reliable operation of the Digital Solutions, Doka asks for your consent in accordance with Art. 6 (1) (a) GDPR and local telecommunications law (e.g. § 165 para. 3 Austrian Telecommunications Act 2021) before using them.

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 Customer is the controller within the meaning of Art. 4 (7) GDPR. **In this case, Doka is a processor** within the meaning of Art. 4 (8) GDPR. This processing is therefore not part of this Privacy Policy.

We process 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

Required Processing

Doka processes technical information, telemetry data, log data, crash and error data, security events, performance data and similar information where this is necessary for the **secure and reliable operation** of the Digital Solutions. This includes

- registration, authentication, access management, session management,
- **security**, prevention of unauthorized access and misuse,
- availability, **performance**, technical monitoring, troubleshooting, crash and error analysis, technical diagnostics, technical quality assurance, maintaining the technical functionality and integrity of the Digital Solutions,
- ensuring that standard product **workflows** function reliably, and
- **maintaining and improving** the technical functionality, stability and security of the Digital Solutions.

This processing may include technical information, telemetry data, log data, crash and error data, security events, performance data and similar information.

Doka carries out this processing to pursue its **legitimate interest** in providing secure, stable and reliable Digital Solutions and protecting them against misuse, based on Art. 6 (1) (f) GDPR. For this processing, Doka is the **controller** within the meaning of Art. 4 (7) GDPR.

Optional processing subject to Your consent

Doka asks for your consent before using Cookies or Similar Technologies for product intelligence or analytics that are not necessary for the secure and reliable operation of the Digital Solutions. This includes product analytics, usage analytics, feature adoption analysis, user journeys, funnels, retention analysis, A/B testing, session replay, heatmaps, form analysis, detailed interaction recording, marketing-related analytics, profiling, cross-service tracking and similar technologies. Where such consent is required, the legal basis is your voluntary consent in accordance with Art. 6 (1) (a) GDPR and local telecommunications law (e.g. § 165 para. 3 Austrian Telecommunications Act 2021).

Use of Tools and Cookies or Similar Technologies

Depending on the Digital Solution and its configuration, Doka may use the following tools, as well as Cookies or Similar Technologies. Whether their use requires your consent depends on the purpose of their use:

- for the **secure and reliable operation**, such as crash reporting, error logging, technical diagnostics, stability monitoring, operational and infrastructure monitoring, availability, performance and security monitoring, troubleshooting and error analysis (for example using services such as Firebase provided by Google or Azure Application Insights provided by Microsoft) we use them based on our **legitimate interest** according to Art. 6 (1) (f) GDPR; and
- for **product intelligence and analytics** that go beyond the secure and reliable operation, such as understanding feature use, user journeys, drop-offs or heatmaps, based on your **consent** where implemented through non-required Cookies or Similar Technologies (for example using analytics functions of services such as Amplitude, Firebase Analytics or comparable tools).

Types of data

We process the following data for this purpose:

Device Information	• 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, SDK identifiers, local storage, session storage and device, app, installation or session identifiers, where used and where necessary for the relevant purpose • Browser Configuration
Usage	Required data • The Digital Solution you are using (incl. version and license information) • User settings on the website (e.g. system language) • Log files, technical telemetry and backend or system logs for error analysis, security reasons, abuse prevention, availability, performance and capacity monitoring, including technical telemetry, monitoring, performance and error analysis, crash and error logging and, where configured, analytics , and product and operational analytics, including through SDKs and similar technologies where applicable • Logs in the event of a system crash, crash reports, error data, stack traces and diagnostic events (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 or technical event • Name, URL, and amount of data transferred of the requested files • Access Status/HTTP Status Code • Content of the request (specific page) • Number, duration and time of views and, where limited to functional usage analysis for quality assurance, faulty process steps, unusual process duration, drop-offs, unsuccessful interactions, reachability and usability of key functions and navigation, usability and process quality • URL of the website from which our website is accessed Data processed based on your consent: • 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	• IP Location, region or comparable approximate location where necessary for security, availability, performance, abuse prevention or quality assurance
Feedback	• 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 Use of processors and 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. 4 (8) GDPR. External service providers support us, for example, with the technical operation and support of websites and apps, data management, provision of services, the sending of e-mails, the implementation of security measures, technical telemetry, crash reporting, error analysis, stability, performance, availability and capacity monitoring, product and operational analytics, marketing and website and app analysis. Depending on the Digital Solution and market availability, these service providers may include Microsoft Azure Application Insights, Firebase services provided by Google and Amplitude; such services may be integrated in web applications or mobile applications, including through SDKs, and may process technical events, crash or error data, performance or availability data and pseudonymous device, installation or session identifiers for the purposes described in this Privacy Policy. 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**, Doka complies with the applicable requirements for permissible transfers to third countries (e.g. in the case of transfers to Microsoft Azure servers, Firebase services or Amplitude 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 with the Customer, or you have previously expressly consented to the disclosure of your data.

If an Umdasch group company other than (i) Doka GmbH, Josef-Umdasch-Platz 1, 3300 Amstetten, Austria, or (ii) another Umdasch Group company identified by Doka GmbH for certain or all purposes related to Doka's Digital Solutions ("Doka GmbH") provides the Digital Solution, that group company is responsible for the Digital Solution it provides as Controller in accordance with Art. 4 Clause 7 GDPR. **Doka GmbH acts as a (sub-)processor** in accordance with Art. 4 Clause 8 GDPR. Doka GmbH may support that group company, for example in technical operation or support.

C.2 Duration 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 those disputes are concluded.

Doka processes your customer feedback and usage data for the purposes described in section B.3 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.