



Privacy policy for J.O.E.® (JURA Operating Experience)

JURA Elektroapparate AG (hereinafter referred to as 'JURA') is the provider of J.O.E.®, the JURA Operating Experience. The protection of your privacy is very important to us and is something that we build into our business processes. If your use of J.O.E.® requires us to process your personal data, we will treat that data as strictly confidential and in accordance with the relevant legal provisions at all times. Our employees and agents are also obligated to comply with the legal data protection regulations that are laid down by law. The purpose of this privacy policy is to inform you of the extent to which and the purposes for which your personal data is processed in relation to your use of J.O.E.®. It also outlines the rights you have in relation to your personal data. You can access the latest version of this data privacy policy at any time via the app or by following this link to our website: www.jura.com/joe.

1. Controller responsible for processing your data

JURA Elektroapparate AG, Kaffeeweltstrasse 10, 4626 Niederbuchsiten, Switzerland (refer to our legal notice) is the data controller in accordance with Article 4(7) of the EU General Data Protection Regulation (GDPR). You can contact our data protection officer at privacy@jura.com, or by using our postal address and adding "Data Protection Officer".

2. Content of the data privacy policy

This privacy policy sets out the way in which we handle your personal data in relation to the functions and services offered by J.O.E.® on your smartphone/tablet/smartwatch as applicable. The functions and services are described in further detail in the terms of use. Personal data means any information concerning the personal or material circumstances of an identified or identifiable individual. This includes your full name, address, e-mail address, web address, mobile phone number and location details.

3. Nature of the data collected

▪ Installation data

Installation data relating to J.O.E.® will only be stored locally on your smartphone/tablet. Technical data relating to J.O.E.® and your automatic coffee machine is also stored locally on your smartphone/tablet/smartwatch as applicable. In other words, there is no way this data can be used to identify the owner of the device. You can use the functions of J.O.E.® without having to register or log onto your own user account. When you use J.O.E.®, your location is tracked as a way of pinpointing where your coffee machine is in the world (network-based location, GPS tracking, wireless networks). Your location is only stored locally on your smartphone/tablet until J.O.E.® is uninstalled or the cache is cleared.

▪ WiFi Connect

If you want to connect your coffee machine to the J.O.E.® app on your smartphone/tablet using WiFi Connect, you will need to select your WiFi network and if necessary enter the password for the WiFi network. To prevent unauthorised access to your coffee machine, JURA strongly recommends that WiFi Connect should only be used to connect the J.O.E.® app with adequate password protection (PIN). The first time you connect via WiFi Connect, the name of the WiFi network and the password are stored on the WiFi Connect for future connections to the router. The name of the WiFi network and the password are stored on the WiFi Connect in encrypted form. In the J.O.E.® app, the password is only stored temporarily while the connection is being established for the first time. It is not permanently stored in the J.O.E.® app.



- **Online shop**

You can place additional orders and order spare parts and other products using the J.O.E.[®] order function. This will connect you to the JURA online shop, so you will need to have a functioning network/Internet connection. If you decide to place an order via this function in J.O.E.[®], you will exit the J.O.E.[®] app. In this case you will also need to create a user account in the online shop on the JURA website if you do not already have one. This will only involve J.O.E.[®] transmitting the article number of the coffee machine you are using. No other data will be transmitted by J.O.E.[®]. Data provided for your online shop user account will not be synchronised with the J.O.E.[®] app either. Please do be aware, though, that the privacy policy and terms of use for the JURA online shop are different.

- **Cockpit**

If you need to speak to JURA customer support on the phone via the J.O.E.[®] Cockpit function, your smartphone/tablet/smartwatch as applicable will exit the J.O.E.[®] app and switch to its own phone app. J.O.E.[®] does not process or transmit any personal data as part of this process.

4. Data storage

In line with the applicable legal provisions, JURA stores your personal data for as long as is required to provide you with the services you request, to comply with the applicable legal provisions or to fulfil any other necessary purposes, such as compliance with our legal obligations, repair, maintenance and servicing of your coffee machine, settlement of disputes and implementation of our terms of use.

5. Provision of data to third parties

JURA does not provide any data to third parties for processing or marketing purposes.

6. J.O.E.[®] authorisations

As a technical prerequisite for using all the functions and services offered by J.O.E.[®], you must grant J.O.E.[®] authorisation to access certain functions and data on your device for technical reasons. If you don't want to grant this authorisation, or if you decide to manually withdraw this authorisation at a later date, you may not be able to use some of the functions and services offered by J.O.E.[®]. The authorisation categories are programmed differently by different manufacturers. Authorisation is partly divided into categories and there is no individual authorisation option. Point (a) in Article 6(1) of the GDPR serves as the legal basis in this case. The following authorisations are required by J.O.E.[®]:

- **Access to network/Internet connection**

You need to grant authorisation to allow J.O.E.[®] content to be downloaded properly onto your device. You will also need to have access to a functioning network/Internet connection if you want to connect to the JURA online shop via the J.O.E.[®] order function to place additional orders or order spare parts or other products, if you as the user want to forward counter readings/messages that J.O.E.[®] has received from your coffee machine (such as maintenance status) to your e-mail account or other apps (such as WhatsApp and Instagram), or if you want to access support videos for your coffee machine via J.O.E.[®]. You do not require access to a network/Internet connection to use any other J.O.E.[®] content.

- **Device ID**

J.O.E.[®] uses the machine ID to connect your smartphone/tablet/smartwatch as applicable to your coffee machine.



- **Location**

The location is required so that the app can identify exactly where your automatic coffee machine is (network location, GPS location, wireless networks).

- **Access to Bluetooth**

Authorisation is only required for the purpose of identifying and controlling your coffee machine (locally installed Bluetooth transmitter).

- **Access to WiFi**

Authorisation is only required for the purpose of identifying and controlling your coffee machine (locally installed WiFi transmitter).

- **Access to memory card**

Authorisations relating to storage/USB stored content are only required to store J.O.E.® content on your device so it can be accessed quickly.

- **Access to media data**

Authorisations relating to photos/media/files, altering or deleting SD card contents and reading SD card contents are only required to store and then access J.O.E.® on the SD card. In addition, access to your photo gallery is required to customise your speciality coffee. When you first install J.O.E.®, its standard images will be stored in your photo gallery until you manually delete them.

- **Access to e-mail account** or other apps used for sharing counter readings/messages

Authorisation to access your e-mail account or other apps via the standard dialogue of the operating system on your smartphone/tablet is required if you want to be able to forward counter readings/messages that J.O.E.® has received from your coffee machine (such as maintenance status).

7. J.O.E.® and Firebase Crash Reporting

Firebase Crash Reporting is a product from Google Firebase (Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA, "Google"). If J.O.E.® crashes for unexpected reasons, device information and application logs will be sent to JURA via Google Firebase at the time of the crash. User data will be transmitted anonymously during this process. Firebase Crash Reporting receives the following in real time: crash reports with details of the app status at the time of the crash, the codes and device information. These details help JURA to analyse the app errors, simplify app maintenance and improve stability. These interests are considered legitimate in accordance with point (f) in Article 6(1) of the GDPR.

Further information about Firebase Crash Reporting and data privacy can be found at:

- <https://www.google.com/policies/privacy/>
- <https://firebase.google.com/>
- https://firebase.google.com/docs/crash/#user_privacy

8. Data processing by app stores

When apps are downloaded from the app stores operated by Google (Google Play) or Apple (iTunes Store), some data is sent to the store operator (in particular: user name, e-mail address or customer number, time of download and unique device identifier). JURA has no control over and is not responsible for the collection of this data. JURA only receives a summary of the download and only processes this data to the extent that is necessary for downloading the mobile app to your mobile device. Point (b) in Article 6(1) of the GDPR serves as the legal basis in this case.



9. Data security

JURA employs technical and organisational security measures to protect your data against accidental or intentional manipulation, loss, destruction, misuse or access by unauthorised persons or unauthorised disclosure. Our security measures are regularly reviewed and are constantly being adapted in line with technological developments. Data transferred between our server and your smartphone/tablet (e.g. the device list that applies when the app is first installed or when updates take place) is encrypted (HTTPS protocol). Please do note, though, that it is impossible to guarantee that any transmission over the Internet is 100% secure or free from errors. Please bear this in mind when using online services provided by JURA.

10. Children

The functions and services offered by J.O.E.[®] are not designed to be used by anyone under the age of 16. In other words, you may not use J.O.E.[®] if you are not yet 16 years old. JURA does not knowingly collect data from persons under the age of 16. If you are the parent of a child under the age of 16 that you know is using J.O.E.[®], please get in touch with us using the contact details provided in section 10.

11. Changes to the data privacy policy

As a result of developments to our app or changes to legal or official provisions, it may be necessary for us to revise this data privacy policy. In this case, we will notify you of the relevant changes as part of software updates. You can access and print out the latest version of the data privacy statement at any time via the app or our website.

12. User rights

If personal data from you is processed, you are considered a data subject as defined by the GDPR. In addition to the right to lodge a complaint with a supervisory authority, you also have rights vis-à-vis the controller including the following:

12.1 Withdrawal of consent

You may withdraw any consent you have granted in accordance with data protection regulations, at any time and with future effect. Please note that if you choose to withdraw your consent, it may not be possible for you to use certain functions and/or services offered by J.O.E.[®] going forward.

12.2 Right to object

You have the right to object, on grounds relating to your particular situation, at any time to the processing of personal data concerning you which is based on Article 6(1)(e) or (f) of the GDPR, including profiling based on those provisions.

12.3 Right to information

You have the right to request, at no cost, information relating to the scope, source and recipients of any personal data being stored about you along with an explanation as to why the data is being stored and for how long. JURA will be happy to respond to your request provided that you clearly explain which data you wish to be informed about. Data stored in J.O.E.[®] will, however, only be stored locally on your devices, meaning it cannot be accessed by JURA.



12.4 Right to data portability

If data processing is based on your consent or on a data processing contract and data processing is carried out by automated means, you may have the right to data portability.

12.5 Right to rectification, restriction of processing and erasure

If – in spite of our efforts to ensure that data is accurate and up to date – you find that any incorrect information is being stored, we will correct it at your request. Additionally, you may request that the processing of data relating to you is restricted if, for example, the accuracy of the data concerned is being contested for a certain period. You are also entitled to have your data erased. Personal data will be erased if you withdraw your consent to its being stored, if knowledge of the personal data is no longer required to fulfil the purpose for which it was stored or if storage of the data is prohibited on any other legal grounds. In cases where deletion is prevented by a contractual obligation, an obligation under tax/commercial law or some other legal obligation pertaining to data retention, your data may only be blocked rather than being deleted.

To exercise your rights, or if you have any suggestions or complaints concerning the processing of your personal data, please contact us via the following address:

JURA Elektroapparate AG

“Data Protection Officer”

Kaffeeweltstrasse 10

4626 Niederbuchsiten

Switzerland

E-mail: privacy@jura.com

If you wish to exercise your right to be informed, we ask that you please submit a request in writing to the address provided above. Please provide your e-mail address so we can send you the requested information or ask you any questions we may have.

As at: 01 February 2021