

## Privacy policy

**The purpose of this privacy policy is to inform you about data processing in connection with the use of appWash. The processing of personal data takes place exclusively within the framework of the applicable statutory data protection regulations, in particular the General Data Protection Regulation ("GDPR").**

### 1) General information

#### a) Personal data

According to Art. 4 No. 1 GDPR, "personal data" means any information relating to an identified or identifiable natural person (hereinafter "data subject"); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

#### b) Responsible persons

The controller within the meaning of Art. 4 No. 7 GDPR is Miele Operations & Payment Solutions GmbH  
Carl-Bertelsmann-Straße 161M, 33332 Gütersloh  
Tel: +49 5241 8673190  
E-mail: [info@appwash.com](mailto:info@appwash.com)

#### c) Data protection officer

You can contact our data protection officer at the postal address, telephone number or e-mail address stated under 1 b).

### 2) Personal data

#### a) General information

With appWash, you can easily organise and manage washing and drying processes. Before using appWash for the first time via the app or the website, you must verify your e-mail address, register and create an account. After registering, you can reserve, activate and stop the washing machines and dryers available to you on our website or via the app. Billing for the use of the washing machines and dryers you use is also done via appWash.

In connection with the use of appWash, the following data is processed if it is provided during registration:

- First name and surname,
- E-mail address,
- Address,
- Data relating to the washing or drying process (number/location/time).

For the initial registration and creation of an individual account, we process your first and last name, your e-mail address and your address. This data is also required for invoicing. To calculate the invoice amount, we need the data of the individual washing and drying processes (number/location/time). We also process your e-mail address to verify your account.

The processing of the aforementioned data is necessary for the fulfilment and billing of the services offered by appWash. The legal basis for data processing is Art. 6 para. 1 lit. b) GDPR. Furthermore, the data is evaluated in pseudonymised/anonymous form so that our services can be continuously optimised. The legal basis for this is Art. 6 para. 1 lit. f) GDPR, whereby the optimisation of our services also constitutes our legitimate interest. / The legal basis for this is your consent, Art. 6 para. 1 lit. a) GDPR.

Your data will only be stored for as long as it is required to fulfil the respective purpose or until you withdraw your consent, unless data processing is permitted on another legal basis.

#### b) appWash App

The appWash app is available in app stores operated by third parties. Downloading the appWash app generally requires prior registration with the respective app store. We have no

influence on the personal data processed in this context. The data controller in this context is solely the operator of the respective app store. Further information on this can be found in the data protection information of your respective app store.

In order to use our appWash app to its full extent, some system authorisations are required. You will be asked to grant the relevant authorisations at the start of using the appWash and/or only when using the respective function. Please note, however, that the proper use of the appWash app requires access to certain functions of your mobile device (smartphone or tablet) and access to your personal data.

In addition to the data mentioned in section 2 a), your so-called app usage data and your IP address are also processed when you use the appWash app. The processing of this data is necessary to fulfil the services offered by the appWash app. The legal basis for the processing of the data is Art. 6 para. 1 lit. b) GDPR. Furthermore, app usage data is evaluated in pseudonymised/anonymous form so that our appWash app can be continuously optimised. The legal basis for this is Art. 6 para. 1 lit. f) GDPR, whereby the optimisation of the appWash app also constitutes our legitimate interest. / The legal basis for this is also your consent, Art. 6 para. 1 lit. a) GDPR.

The data will only be stored by us for as long as it is required to fulfil the respective purpose or until you withdraw your consent, unless the data processing is permitted on another legal basis.

#### c) appWash web application / website

Each time you visit our website, your browser automatically transmits data that is stored in the server's log files. This involves the following data ("log files data"):

- Information about the browser type and version used,
- Operating system of the user,
- Internet service provider and IP address of the user,
- Date and time of the call.

We have log file data analysed anonymously in order to continuously improve the website, to adapt the website to the interests of our users and to rectify errors more quickly. These purposes also constitute our legitimate interest in data processing in accordance with Art. 6 para. 1 lit. f) GDPR. The log file data is used in non-anonymised form exclusively to identify faults and to ensure system security, including detecting and tracking unauthorised access attempts and attempts at fraud and misuse. They are stored for 7 to 14 days for this purpose and then deleted. Log file data whose further storage is required for evidentiary purposes are excluded from deletion until the respective incident has been finally clarified and may be passed on to investigating authorities in individual cases.

We also use cookies or similar technologies such as pixels (hereinafter generally referred to as "cookies") on our website. Cookies are small text files that are stored by your browser on your end device, or image files such as pixels. The next time you visit our website with the same end device, the information stored in cookies is sent back either to our website ("first party cookie") or to another website ("third party cookie").

The information stored in the cookies enables the respective website to recognise that you have already visited it. This makes it possible to display the website to you in the best possible way according to your preferences. Only the cookie itself is identified on your end device. Beyond this, personal data is only processed with your express consent or if this is absolutely necessary in order to be able to use the service offered and called up by you accordingly.

We will inform you in advance about the use of cookies by means of a banner. Cookies that are not required for the provision of our services will only be activated with your prior consent.

You can also deactivate certain cookies on our cookie settings page. Furthermore, you can generally prevent the storage of cookies by setting your browser software accordingly; in this case, you may not be able to use all functions of our website to their full extent.

**d) Card terminal appWash tap & go**

The appWash tap & go card terminal can be used without collecting and storing personal data.

**e) Additional information for operators of appWash facilities**

For the creation of an operator account and the subsequent business relationship with the operator of appWash facilities, we may also process personal data. These are e.g.

- First name and surname of the operator,
- E-mail address of the operator,
- Address of the operator and the locations,
- Telephone number of the operator,
- Data relating to the appWash setup,
- bank details (IBAN, etc.) and
- Tax data (e.g. tax ID, if required).

The processing of the aforementioned data is necessary for the fulfilment and billing of the services offered by appWash. The legal basis for data processing is Art. 6 para. 1 lit. b) GDPR. The data will only be stored for as long as it is required to fulfil the respective purpose or until you withdraw your consent, unless data processing is permitted on another legal basis.

**3) Commercial communication**

If and insofar as you have given us your consent to contact you for advertising purposes, e.g. by e-mail newsletter, the data processing required in the context of establishing contact is carried out on the legal basis of Art. 6 para. 1 lit. a) GDPR ("consent"). You can revoke your consent to us at any time with effect for the future (e.g. by using the unsubscribe link contained in the email). Commercial communications may be sent via external service providers. In this respect, these service providers act for us as processors bound by instructions.

**4) Contact options**

You will find various ways to contact us in our appWash app and on our website. If you use these and contact us by email, for example, we will process the data you provide to us when you contact us in order to respond to your enquiry.

We have a legitimate interest in responding to enquiries sent to us. The legal basis for data processing is Art. 6 para. 1 lit. f) GDPR. If your enquiry is aimed at the conclusion of a contract, the legal basis is Art. 6 para. 1 lit. b) GDPR.

The data transmitted to us in the course of contacting us will be deleted after completion of your enquiry, unless and insofar as we are obliged to store it for reasons of commercial and tax law.

**5) Social media appearances**

**a) Note on Instagram**

We operate the Instagram account "appwash\_bymiele" and "mieleops\_equestrian" on the Instagram social network of Facebook Ireland Ltd, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2 Ireland ("Instagram"). If you visit our account, Instagram collects data and may process it in the USA. This also happens if you are not a registered Instagram user or are not currently logged into your Instagram account. According to Instagram, the data collected includes your IP address, information about your operating system, hardware versions and browser type, data collected from cookies set by Instagram about your usage behaviour and other technical data. You can find more information on this in Instagram's privacy policy, which you can access here: [https://help.instagram.com/519522125107875?help=page\\_content](https://help.instagram.com/519522125107875?help=page_content).

**b) Note on YouTube**

We operate the YouTube channel appWash powered by Miele on the YouTube video platform of YouTube LLC, 901

Cherry Ave, San Bruno, CA 94066 USA ("YouTube"). If you visit our channel, YouTube will collect data and may process it in the USA. This also happens if you are not a registered YouTube user or are not currently logged into your YouTube account. We have no influence on the processing of the data collected, as it is carried out solely by YouTube. According to YouTube, the data collected includes your IP address, information about your operating system, hardware versions and browser type, data collected from cookies set by YouTube about your usage behaviour and other technical data. You can find more information on this in YouTube's privacy policy, which you can access at <https://policies.google.com/privacy>.

**c) Note on LinkedIn**

We operate the LinkedIn profile <https://linkedin.com/company/miele-operations-payment-solutions-gmbh> on the LinkedIn career platform of LinkedIn Ireland Unlimited Company ("LinkedIn Ireland"). If you visit our LinkedIn profile, LinkedIn Ireland collects data and may process it in the USA. This also happens if you are not a registered user of LinkedIn Ireland or are not currently logged into your LinkedIn account. You can find more information on this in LinkedIn Ireland's privacy policy, which you can access at <https://www.linkedin.com/legal/privacy-policy>

**6) Transfer of personal data to third parties**

Some of the appWash services are provided by our external service providers, ease2pay, Burg, Oudlaan 50, 3062 PA Rotterdam Netherlands. Involuum acts as a processor bound by instructions for individual processing operations.

Furthermore, we may transfer your data to the following additional categories of recipients as part of the processing operations mentioned in this privacy policy:

- External consultants (e.g. lawyers, tax consultants, auditors);
- Service providers and vicarious agents;
- Company of the Miele Group;
- insurance; and
- Authorities and state institutions.

We only transfer your personal data to third parties if this is necessary for the fulfilment of the contract, if we or the third party have a legitimate interest in processing your personal data or if you have consented to the data transfer. Furthermore, we transfer your personal data if we are obliged to do so due to legal provisions or official or court orders.

**7) Place of data storage**

Unless expressly stated otherwise in this privacy policy, your personal data will be stored on servers within the territory of the European Union

**8) Rights of data subjects**

Data subjects have various rights under the GDPR. These include in particular

- Right to information: In accordance with Art. 15 GDPR, you can request confirmation as to whether personal data concerning you is being processed by us. If such processing is taking place, you can also request further information from us about the processing.
- Right to rectification: In accordance with Art. 16 GDPR, you have a right to rectification and/or completion if the processed personal data concerning you is incorrect or incomplete.
- Right to restriction of processing: In accordance with Art. 18 GDPR, you can request the restriction of the processing of personal data concerning you.
- Right to erasure: In accordance with Art. 17 GDPR, you also have the right to request that we erase the personal data stored about you under certain conditions.
- Right to data portability: In accordance with Art. 20 GDPR, you also have the right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format and to transmit those data to another controller without hindrance from us.

**9) Right of appeal**

You have the right to lodge a complaint about the handling of your personal data with the data protection authority responsible for you or us.

**10) Right of objection**

If your personal data is processed on the basis of legitimate interests in accordance with Art. 6 (1) (f) GDPR, you have the right to object to the processing of your personal data in accordance with Art. 21 GDPR if there are reasons for this arising from your particular situation or if the objection is directed against direct advertising. In the latter case, you have a general right to object, which will be implemented by us without specifying a particular situation.