

DATA PROCESSING SCHEDULE – INTERACT PRO

Last updated: June 2025

This Data Processing Schedule (“DPS”) applies when Signify Processes Your Personal Customer Data. This DPS is subject to the terms and conditions of the Data Processing Agreement as published on <https://www.signify.com/global/legal/digital-terms/dpa> as may be updated or amended from time to time (the “DPA”). Terms when capitalized in this DPS will have the meaning assigned to them in the DPA, unless defined differently in this DPS.

Categories of Data Subjects

The categories of Data Subjects which will be subjected to Processing include:

- Individuals on Your premises where the Software Services are deployed.

Categories of Personal Customer Data

The types of Personal Customer Data which will be subjected to Processing includes:

- Sensor data such as energy consumption.

Special categories of data transferred (if applicable)

There will be no Processing of Special categories of Data.

Nature & Purpose of Processing

The purposes of Processing the Personal Customer Data subjected to Processing is performance of a contract, including:

- To provide You with the functionalities of the Software Services.

Frequency of Transfer

The transfer of the categories of Personal Customer Data is performed:

- On a continuous basis, unless instructed otherwise by You.

Duration of Processing

We will Process Personal Customer Data for the duration during which the relevant Software Services are provided to You, unless instructed otherwise by You.

Retention Period

Our default for retaining Personal Customer Data is three months after the end of the relevant Software Services, after which it will be deleted unless instructed otherwise by You or if required by Applicable Data Protection Laws. You may also request deletion of the Personal Customer Data during the term of the Software Services.

(Sub-) Processor(s)

The following Sub-processor(s) will have access to Personal Customer Data for the term of the provision of Software Services to You or until the contract with the respective sub-processor is terminated:

- Amazon Web Services: for data storage purposes.

International Transfers

The Personal Customer Data is stored in Ireland, which is accessible by Our operations teams in Germany and India, and local system engineers during commissioning and local customer satisfaction teams for quality purposes and support.