



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. We take great care to protect your privacy within our operational processes. If your use of J.O.E.® requires us to process your personal data, we will treat that data as strictly confidential and apply the relevant legal provisions at all times. Our employees and contractors are also required to comply with the applicable legal data protection provisions. The purpose of this privacy policy is to inform you of the extent to which and the purposes for which your personal data has to be 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 most recent version of this privacy policy at any point via the app or on our website at: www.jura.com/joe.

1. Data controller

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 by sending them an e-mail to privacy@jura.com or by posting a letter addressed to the 'Data Protection Officer' to our usual address.

2. Privacy policy content

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. These functions and services are described in more detail in the terms of use. Personal data is any personal or factual information relating to an identified or identifiable natural person. This includes your full name, address, e-mail address, web address, mobile number and location details.

3. 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 specialty 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.

▪ 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. You will then need to create a user account for the online shop on the JURA website if you don't 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 prerequisite for using all of 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. The legal basis is covered by Article (6)(1)(a) of the GDPR. 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 saved from your coffee machine (such as care updates) 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.

- **Machine ID**

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

- **Location**

Your location is required to pinpoint where your coffee machine is in the world (network-based location, GPS tracking, wireless networks).

- **Access to Bluetooth**

Authorisation is only required to make it possible to detect and control your coffee machine (Bluetooth transmitter in your location).

- **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. You will also need to grant access to your camera roll if you wish to customise your specialty coffee. When you first install J.O.E.®, its standard images will be stored in your camera roll 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 dialog 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 saved from your coffee machine (such as care updates).

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

Firebase Crash Reporting is a product provided by Google Firebase (Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA, 'Google'). If J.O.E.® unexpectedly crashes, device information and application logs are sent immediately to JURA via Google Firebase. Any user data is anonymised before being transmitted. Firebase Crash Reporting receives crash reports containing details on the app status when it crashed, bits of code and device information in real time. This information helps JURA to analyse faults with the app, provide app maintenance with greater ease and improve stability. These legitimate interests are covered by Article 6(1)(f) of the GDPR.

You can read more about Firebase Crash Reporting and data protection here:

- <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 you download the app from the app stores provided by Google (Google Play) or Apple (iTunes Store), some data is transmitted to the store operator (user name, e-mail address or customer number, time of download and unique device identifier in particular). JURA has no influence over this data being collected and has no responsibility in this respect. JURA only receives a download summary and processes this data only to the extent required to download the mobile app on your mobile device. The legal basis is covered by Article (6)(1)(b) of the GDPR.

9. Data security

JURA takes technical and organisational security measures to protect your data against being tampered with accidentally or intentionally, lost, destroyed, misused, accessed by unauthorised parties or disclosed without authorisation. We regularly review our security measures and update them constantly in line with relevant technological developments. Data is encrypted (HTTPS protocol) before being transmitted between our server and your smartphone/tablet (for example, list of models when the app is first installed and subsequently updated). 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 relating to people 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 privacy policy

It may be necessary to update this privacy policy when we develop our app or if there are any changes to the legal or regulatory provisions. If this is the case, we will point out any changes to you when you run software updates. You can access the most recent version of the privacy policy at any point via the app or on our website, where you also have the option to print it out.

12. User rights

If your personal data is processed, you are classed as a data subject under the GDPR. This means that you have the right to lodge a complaint with a supervisory authority as well as the following rights with respect to the data controller:

12.1 Right to withdraw consent

If you have given consent to processing of your data, you have the right to withdraw that consent at any time 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 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 be informed

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, despite our best efforts to keep your data correct and up to date, we end up storing inaccurate information about you, we will rectify this without undue delay when you ask us to do so. You also have the right to ask us to apply restrictions to the processing of your personal data in certain situations, such as if the accuracy of your personal data is contested for a period. You also have the right to have your data erased. Your personal data will be erased if you withdraw consent to your data being stored, if the personal data is no longer required in relation to the purposes for which it was originally stored or if storage of the data is impermissible for other legal reasons. If the data cannot be erased because it



needs to be stored for contractual reasons or under tax, commercial or any other law, we will only be able to block your data rather than erasing it.

Please use the following contact details if you wish to exercise your rights or if you have any suggestions or complaints relating to the processing of your personal data:

JURA Elektroapparate AG

Data Protection Officer

Kaffeeweltstrasse 10

4626 Niederbuchsiten

Switzerland

E-mail address: 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.

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