

Pre-contractual information requirements pursuant to Art. 3(3) of the Data Act (EU Regulation 2023/2854)

Connected Service:

twinio

Contact data

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I. Product Data

1. Type, (estimated) scope, and frequency of collection of product data:

twinio enables tool data to be sent to the machine and updated tool data to be transmitted back to twinio from the machine. twinio processes tool data, including any values updated by the machine, such as metres cut. The scope of the data depends on the machine. As a rule, this data is recorded and transmitted by the machine at the end of a machining cycle, but this depends on the machine.

2. Access to Product Data:

Users can export product data in the twinio frontend. This is done in CSV format.

3. Storage and Deletion of Product Data (Retention Period):

The collected data is stored both on the machine and on an external server (for more information, see II 2 below).

II. Connected Service Data

1. Type and (estimated) scope of the connected service data to be generated

- twinio provides a complete overview (tool data) of all tools, including the option to enrich the tool data and their condition, e.g. grinding cycles and metres cut, etc.
- twinio itself only collects usage data for the analysis of user behaviour after opt-in.

2. Access to Connected Service Data

The data will be stored for the duration of the existing service provision contract and will be deleted 90 days after the end of the contract.

3. Storage and Deletion of Connected Service Data (Retention Period)

Users can export the data in the twinio frontend after logging in. This is done in CSV format.

III. Use of Readily Available Data by the Provider or Third Parties

The provider uses the above data to improve its services and develop new functions. The data will only be passed on to third parties (such as sharpening services or tool manufacturers) with the express consent of the user and for clearly defined purposes.

IV. Information about the data holder

tapio GmbH as the provider of the 'twinio' service.

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V. Contact method:

The service provider can be contacted at service@tapio.one.

VI. Disclosure of data to third parties

Users can contact service@tapio.one if their EU Data Act data is to be shared with third parties.

VII. Right of appeal

In the event of violations of the provisions of Chapter II of the Data Act, the user has the right to lodge a complaint in accordance with Article 37 of the EU Data Act.

VIII. Duration of the Agreement and Termination

The contract term and termination are regulated separately in the separate contract for the provision of the 'twinio' service.