Service Notice acc. to Article 3(3) EU Data Act

Service Name: MyKobold App

Provider: Vorwerk International & Co. KmG (in the following: "**Vorwerk**")

Release Date: September 12, 2025

Data Holder: Vorwerk International & Co. KmG (in the following: "**Data Holder**")

Contact information: EUDataAct@vorwerk.com

1 Purposes of using readily available data:

The Data Holder intends to use Readily Available Data within the meaning of the Data Act only for the following purposes:

- Performance of an agreement with the customer, user, lessee (in the following "Customer") or activities related to such agreement;
- monitoring and maintaining the functionality, safety, and security of the Product or Related Service to provide incident preparedness and incident response, troubleshooting, support, warranty, guarantee or similar activities and related data analytics to perform such activities, including the detection and investigation of incidents and root causes;
- assess, defend, and/or enforce Customer, Data Holder's or third party's claims related to the Product or Related Service;
- analysis and measurement of the effectiveness and use of the Vorwerk products and services, including statistical analysis, in particular for monitoring and maintaining the functioning, safety and security of a Product or Related Service and ensuring quality control;
- improving the functioning of any Product or Service offered by Vorwerk and/or the Data Holder including conducting quality control, predictive maintenance and offering support or warranty services;
- developing new features, functionalities and/or tools for the Products or Related Services by Vorwerk and/or the Data Holder, or by third parties acting on behalf of Vorwerk and/or the Data Holder;
- developing new Products or Services, either independently, collaboratively, or through special-purpose entities like joint ventures;
- billing and account management;
- compliance with applicable laws and protection and enforcement of Vorwerk's rights;
- aggregating Product and Service Data with other data or creating derived data, for any lawful purpose; and
- subject to Customer's prior consent, training of proprietary and third-party vendor AI models, AI systems and machine learning features.

The Data holder intends to allow third parties to use the data for purposes agreed upon with the Customer.

Categories of third-party recipients: Vorwerk Group companies and authorized service partners.

2 Right to lodge a complaint:

Customers have the right to lodge a complaint alleging an infringement of any of the provisions of this Chapter with the competent authority designated pursuant to Article 37 of the Data Act.

3 Information on the user agreement:

In this section Vorwerk provides information on "the duration of the contract between the Customer and the prospective Data Holder, as well as the arrangements for terminating such a contract" (Art. 3(3)(i)).

General contract duration and termination:
The user can delete their user account at any time and exclusively themselves in the settings under "My Profile" and terminate use of the app by deleting the app from their mobile device.

4 Product and Service Data:

a) Product data:
https://www.vorwerk-group.com/eudataact - Kobold Product Notices

b) Service Data:

Category	Description	Format	Estimated Volume
Account & Identity Data	User accounts and identifiers	Structured tabular data (e.g. relational database tables or CSV)	depends on usage
Device Linking Data	Registered devices, pairing information, device status	Structured tabular data (e.g. relational database tables or CSV)	depends on usage
Usage & Interaction Data	Logs of interactions via the app, reminders, notifications	Structured tabular data (e.g. relational database tables or CSV)	depends on usage
Event & Operational Data	Device event logs, cleaning/usage sessions linked to app	Structured tabular data (e.g. relational database tables or CSV)	depends on usage
Consent & Preference Data	User consents, settings, personalization entries	Structured tabular data (e.g. relational database tables or CSV)	depends on usage
Service & Support Data	Information for account management, troubleshooting, history	Structured tabular data (e.g. relational database tables or CSV)	depends on usage

c) Trade Secrets:
The Data Holder is the holder of trade secrets in the data generated by the connected product and/or the related service.

5 Information on Data Access, Retrieval and Erasure:

How can I get access to my data?
Please send an E-Mail to: EUDataAct@vorwerk.com

What are the technical means to exercise my rights under the EU Data Act?
Upon receipt of your request, your request will be reviewed and, if relevant, the data you requested will be compiled and made available in a secure environment.

Where and how long is the data stored?
The data that is collected for your request is stored for 30 days (EU-based cloud infrastructure].

Is the data shared with third parties?
No, we do not share your data with Third Parties.