

## Agreement concerning the use of machine data

### **I. Introduction:**

This agreement concerning the use of machine data contains important information on after-sales services provided by TRUMPF (in the following also referred to as products), specifically pertaining to any software-based services offered by TRUMPF.

### **II. Background:**

Information and data security is a key issue for future-oriented companies whose business depends on innovation. By investing in innovative TRUMPF technology, you have chosen a trusted partner with the ability to support these needs.

IT security is an area that calls for the highest vigilance.

The analysis of log data generated during machine operations helps TRUMPF to continuously improve its products and develop new troubleshooting methods. TRUMPF also regularly checks the software installed on its machines for security vulnerabilities. As part of our efforts to continuously improve our products and services, and speed up fault analysis, TRUMPF wishes to transfer selected data records from TRUMPF machines to our customer service and to interpret these records. Access to the data is restricted to authorized TRUMPF engineers.

The transferred and interpreted data will be used to:

- Perform automatic checks on the installed base of machines to verify whether new TRUMPF security updates are available. If required, security updates can be installed via the Online-Update-Manager.
- Reduce response times by transferring data directly to TRUMPF's experts.
- Implement targeted measures to reduce unscheduled downtime by improving data analysis (predictive maintenance).
- Identify servicing and maintenance requirements of individual machines in order to optimize scheduling of maintenance work on each machine.
- Improve our products by channeling the acquired information back to the product development teams.

### **III. What types of data are collected?**

The uninterrupted process of data documentation for TRUMPF machines relates exclusively to information on status monitoring. To reassure operators that their data will be treated with the utmost discretion, the following paragraphs provide details concerning the data collection and analysis process. The most frequently addressed issues relate to:

- The protection of industrial secrets and proprietary know-how,
- The protection of intellectual property,



- And the elimination of personal data.

### **Data and transmission security**

The data are transmitted either via the TRUMPF telepresence portal, using TRUMPF C-Labs-based software, or via another suitable transmission link. In all cases, the chosen transmission link is based on innovative technologies and the latest security standards. The data are transmitted from the machine to TRUMPF via a secure connection, then stored and processed in a secure environment that complies with the latest (IT-based) security standards. The systems used to transmit, store and process the data are protected against unauthorized access and meet modern data security standards.

### **Content of the transferred data records**

The upload routine selects the following types of data records for transfer at regular intervals from the machine to TRUMPF:

- All messages in the machine's message list, for instance failure notifications and information on events of relevance to fault diagnosis, and data concerning the status of various machine components.
- Static machine data such as machine version and software version, correct classification of failure events and identification of corresponding solutions.

No machine programming data or other types of data relating to the processed workpieces (e.g. parts geometries) are transferred.

### **Use of the data by TRUMPF**

TRUMPF declares that:

- The unedited data, which may be traceable back to a single customer, will be used exclusively for products and services that are offered to that specific customer.
- Before being used for any other purpose (e.g. new product development, compilation of statistics, etc.) the data will be anonymized to prevent identification of the original source.
- No data nor any information derived from it (analysis results) will be communicated to third parties without being anonymized as described above (only TRUMPF Werkzeugmaschinen GmbH + Co. KG and its associated companies are authorized to receive the data).
- No attempt will be made to obtain or reconstruct the customer's know-how, or to make such information available to unauthorized third parties.
- It will not capture or store any personal data.
- All data will be encrypted prior to transmission.

## **IV. Data use agreement**

The CUSTOMER hereby accepts TRUMPF's request to transfer and interpret the non-personalized data described in this document for the purposes stated in this agreement, and gives TRUMPF permission to install the necessary software on the machines operated by the CUSTOMER.

This agreement is valid for an unlimited term. The CUSTOMER has the right to withdraw consent at any time, without prior notice, by sending a simple notification to the responsible TRUMPF service organization.



TRUMPF promises the customer that the transferred data will be treated with confidentiality, as described in this document.