

Satisfyer Connect App - Data Protection Notice

As of: December 12, 2021

We are pleased that you have chosen the Satisfyer Connect App so you can experience something really special with your Satisfyer device.

In the following we will inform you about the processing of personal data while using our Satisfyer Connect App. Personal data refers to all data that can be related to you personally, such as login name, email or IP address. In the following, we will simply use the term "data". Which of your data we actually process depends on the specific use of the Satisfyer Connect App. Regardless of this, we adhere to the highest standards of data security.

1 Controller responsible for data processing

The controller according to Art. 4 (7) of the General Data Protection Regulation (GDPR) is:

Triple A Marketing GmbH
Am Lenkwerk 3
33609 Bielefeld
Germany

Contact options:

Support: [app.support\(at\)satisfyer.com](mailto:app.support(at)satisfyer.com)
Data protection: [privacymanager\(at\)satisfyer.com](mailto:privacymanager(at)satisfyer.com)
Data protection officer: [kontakt-dsb\(at\)althammer-kill.de](mailto:kontakt-dsb(at)althammer-kill.de)

2 Download and installation

When you download the Satisfyer Connect App, the required information about your Android or Apple account is transferred to the operator of the respective app store, in particular your user name, email address, time of download and the unique number of the mobile device (IMEI). The Satisfyer Connect App is only updated on request. We have no influence on this data processing and are not responsible for it.

3 General use

In this section we explain the data processing that can generally take place while using the Satisfyer Connect App. In the following sections we will go into the special functions of the Satisfyer Connect App. We will also inform you about the storage period of your data, the legal basis and possible processing of your data outside the European Union (EU).

In addition, the general provision and maintenance of the Satisfyer Connect App is carried out with the support of service providers who work on our behalf and can therefore also view your data to the extent required. We also deal with the service providers involved individually for each section or special function of the Satisfyer Connect App.

Details: During general use, we process (technical) data about your mobile device and your internet connection.

Examples:

- MAC and IP address
- Date and time of access, time zone
- End device (model), operating system, version and language
- Name of the mobile device
- Unique number of the mobile device (IMEI)
- Unique number of the network subscriber (IMSI)
- Advertising ID of your mobile device (assigned by the manufacturer of the mobile device)

The actual amount of data transmitted depends on which mobile device (smartphone or tablet) and which operating system (iOS or Android) you are using.

In addition, every installed Satisfyer Connect App receives a pseudonymous User ID assigned by us (e.g. 1234567890).

- Satisfyer Connect App User ID (SAT User ID)

The SAT User ID is absolutely necessary in order to differentiate between the users of the Satisfyer Connect App and to be able to offer the functions of the Satisfyer Connect App.

Storage period: Our protocols (logs) are deleted after max. 60 days.

Legal basis: The data is technically necessary in order to be able to offer you the Satisfyer Connect App and to guarantee the stability and security of the Satisfyer Connect App (Art. 6 (1) (f) GDPR, § 25 II TTDSG). We process the Satisfyer Connect App user ID (SAT User ID) within the scope of our terms of use (Art. 6 (1) (b) GDPR).

Participating service providers: We use the services of Amazon Web Services Inc. (AWS) to provide the Satisfyer Connect App.

Processing outside the EU: Despite the server location within the EU, data processing in the context of the provision of the Satisfyer Connect App via AWS in countries outside the EU cannot be ruled out. For the exceptional cases in which your data is transmitted to the US or other countries outside the EU (e.g. as part of technical support) , we have implemented suitable data protection guarantees. These are the standard contractual clauses of the European Union, which we will be happy to make available to you on request.

3.1 Diagnostic data

Diagnostic data is information on the “health status” of the Satisfyer Connect App. They enable us to analyze possible errors and crashes of the Satisfyer Connect App. With your consent, you allow us to access the diagnostic data in order to improve the Satisfyer Connect App.

Details: In this case some additional pseudonymous data is transmitted to our server. This is data about your mobile device and certain events that led to a problem or crash while you were using the Satisfyer Connect App.

This does not include data such as your login name, partner, vibration pattern or other sensitive data.

Examples:

- Crashlytics Installation UUID for every mobile device
- Timestamp of a crash
- Version number of the Satisfyer Connect App
- Operating system and version
- Manufacturer and type of mobile device, processor, RAM and storage capacity
- Technical parameters related to a crash during use (program code and logic)

The actual amount of data transferred depends on which operating system you are using, which error has occurred and which settings you have made for advertising tracking on your mobile device.

Storage period: The diagnostic data is generally deleted after 180 days.

Legal basis: The evaluation of the diagnostic data takes place with your consent (Art. 6 (1) (a) GDPR, § 25 I TTDSG). You can revoke your consent at any time in the settings of the Satisfyer Connect App.

Participating service providers: We use the Firebase Crashlytics technology, a software development kit (SDK) from our service provider Google Ireland Ltd., to evaluate the diagnostic data.

Data processing outside the EU: Despite the server location within the EU, data processing within the framework of the Firebase Crashlytics technology from Google Ireland Ltd. in countries outside the EU cannot be ruled out. For the exceptional cases in which your data is transmitted to the US or other countries outside the EU (e.g. as part of technical support) , we have implemented suitable data protection guarantees. These are the standard contractual clauses of the European Union, which we will be happy to make available to you on request.

4 Satisfyer Connect - Local functions

In this section we explain the possible data processing in the context of remote control of your Satisfyer devices.

4.1 Live Control / Bluetooth pairing

Live Control enables you to remotely control a Satisfyer device via Bluetooth.

Details: As soon as a Satisfyer device is connected to the Satisfyer Connect App, we also process the version of the firmware (internal mini operating system) of your connected Satisfyer device. The Bluetooth coupling of a Satisfyer device with your Android-based mobile device could require the release of your location data (GPS) - but this data is not processed by us. The reason for this is the support of the Satisfyer Connect App from older Android versions.

Third parties involved: No additional service providers are involved.

Storage period: The data on the firmware of your Satisfyer device will be processed until you delete your user account.

Legal basis: Our Terms of Use (Art. 6 (1) (b) GDPR).

Data processing outside the EU: No additional data processing outside the EU.

4.2 Programs

With the programs you can develop your own individual vibration patterns and experience exciting adventures with a compatible Satisfyer device.

Details: Your programs are saved locally on your mobile device. If you would like to share one of your vibration patterns with other users of the Satisfyer Connect App (community), these will be transferred to our server and offered for download.

- Vibration pattern
- Name of the vibration pattern
- Login name (optional)

If you do not share your vibration patterns anonymously, all users of the Satisfyer Connect App can see your login name.

Third parties involved: No additional service providers are involved.

Storage period: You can delete your programs at any time.

Legal basis: Our Terms of Use (Art. 6 (1) (b) GDPR).

Data processing outside the EU: No additional data processing outside the EU.

4.3 Ambient Sounds

With Ambient Sounds you can use the microphone of your mobile device to convert the ambient noise live into a sensual or crazy vibration pattern for the “Live Control” function of your Satisfyer device.

Details: The ambient noises (e.g. music, speech, etc.) are only processed temporarily on your mobile device and cannot be saved permanently.

Third parties involved: -

Storage period: -

Legal basis: -

Data processing outside the EU: -

4.4 Music Vibes

With Music Vibes you can connect the Satisfyer Connect App to your local music library on your mobile device or to a supported music streaming service. The app of a music streaming service supported by the Satisfyer Connect App must be installed on your mobile device. You can then play your favorite music using the integrated music player in the Satisfyer Connect App and at the same time convert it into sensual vibration patterns on your Satisfyer device. The connection can be canceled at any time.

Details: During the connection of your local music library or a music streaming service, all data is processed locally on your mobile device. The connected music streaming service learns that you are using the Satisfyer Connect App, but does not receive any data relating to the use of your Satisfyer Connect App or a Satisfyer device connected to the Satisfyer Connect App (e.g. login name, vibration pattern, etc.) . The connection to a music streaming service can only be canceled in the settings of the music streaming service.

Third parties involved: A music streaming service you have selected is not involved in our data processing, but learns that you are using the Satisfyer Connect App via the corresponding interface. We are not responsible for this processing.

Storage period: -

Legal basis: -

Data processing outside the EU: Depending on the music streaming service, your data can also be processed in countries outside the EU. We are not responsible for this processing. The Terms of Use and Data Protection Notice of the music streaming service you use apply.

5 Your data protection rights

You have the following rights towards us with regard to the processing of your data:

- Right to information,
- Right to correction or erasure,
- Right to restriction of processing,
- Right to data portability.

You also have the right to lodge a complaint with a data protection supervisory authority about the processing of your data.

5.1 Right to objection and revocation

If you have given your consent to the processing of your data, you can revoke this at any time. Such a revocation affects the permissibility of the processing of your data after you have provided it to us.

Insofar as we base the processing of your data on the balancing of interests (the legal basis is then Art. 6 (1) (f) GDPR), you can object to the processing. This is the case if the processing is not necessary in particular to fulfill our contract (terms of use), which is addressed by us in the explanation of the individual data processing and functions within the Satisfyer Connect App above in this Data Protection Notice.

5.2 Right to object to direct mail

Of course, you can also object to possible processing of your data for advertising and data analysis purposes at any time.

If we use your data as part of the functions of the Satisfyer Connect App for direct advertising and a related data analysis, we will inform you about this data processing above in this Data Protection Notice, including the possibility of exercising your right of objection using technical means.

5.3 Contact options

You can contact us at any time to exercise your rights. The best way to do this is to use this email address:

privacymanager(at)satisfyer.com

You are also welcome to contact our data protection officer in confidence. The best way to do this is to use this email address:

kontakt-dsb(at)althammer-kill.de