



# Privacy Policy testo Smart Connect

As of March 2026

## Table of Contents

<b>Table of Contents</b> .....	1
<b>Platform Information</b> .....	2
<b>Controller</b> .....	2
<b>Contact Details of the Data Protection Officer</b> .....	2
<b>Processed Personal Data</b> .....	2
<b>Processing Activities, Purposes and Legal Bases</b> .....	2
<b>Cookies</b> .....	8
<b>Retention Period</b> .....	8
<b>Processors and Transfer to Third Countries</b> .....	9
<b>Rights of the Data Subject</b> .....	10



## Platform Information

Name: testo Smart Connect

URL: [www.smartconnect.testo.com](http://www.smartconnect.testo.com)

The "testo Smart Connect" platform serves as a measurement data management system. Using your measuring instruments, you transfer your measurement data (e.g. temperature and flue gas values) to the cloud. Via the above URL, you can then access your data and, amongst other things, manage your measurement locations, customers and devices, and create reports. Processing is carried out automatically as a cloud service.

## Controller

Testo SE & Co. KGaA  
Celsiusstrasse 2  
79822 Titisee-Neustadt  
Germany

+49 7653 / 681-0

[info@testo.de](mailto:info@testo.de)

[www.testo.com/de](http://www.testo.com/de)

## Contact Details of the Data Protection Officer

The data protection officer of the controller is:

DataCo GmbH  
Sandstrasse 33  
80335 Munich  
Germany

+49 89 7400 45840

[www.dataguard.de](http://www.dataguard.de)

## Processed Personal Data

The following provides an overview of all categories of personal data that may be processed in the course of using testo Smart Connect. These are not processed in every case, but only depending on the processing activity used (see next section).

- **Names:** First name, surname, company name
- **Salutation:** Mr, Ms
- **Role:** Owner, management, employee, ...
- **Authentication data:** Username, email address, access token



- **Electronic communication data:** IP address, URL, device information, type and version of operating system, ...
- **Unique identifiers:** Database IDs, UUIDs, session IDs, serial numbers, ...
- **Regional data:** Country, language, time zone, IP-based geolocation
- **Contact data:** Email address, telephone number
- **Address data:** Street, postcode, city, country
- **Assigned devices:** Assignments of serial numbers to the Testo account
- **Free-text entries:** Information freely entered by the user, e.g. the designation of a measurement site
- **Billing data:** Ordered additional functions and subscriptions, costs, invoices
- **Usage behaviour:** Frequency of use of certain functions
- **Advertising information:** Product references, target audience for advertising campaigns, revenue

## Processing Activities, Purposes and Legal Bases

The processing activities carried out by Testo serve to provide testo Smart Connect and are listed below:

Processing Activity	Purpose	Legal Basis	Personal Data
Data transmission when accessing backend systems via browser or app	Access to the backend systems via standard internet protocols is necessary in order to transfer the data to the user's end device and to provide the agreed services.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Electronic communication data, regional data (used solely for routing to the nearest data centre)
Registration of a tenant account, tenant management	Registration of a tenant account is a prerequisite for using the cloud service, as users, devices, etc. are linked to a tenant. The tenant management function allows a company account to be configured. The tenant-based assignment also	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Names, salutation, authentication data, role, unique identifiers, address data, regional data



	serves to protect customer data against unauthorised access.		
User management	User management allows users to be added to a company account (thereby enabling access to customer data), removed again, and assigned roles. The assignment also serves to protect customer data against unauthorised access.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Names, salutation, authentication data, role, unique identifiers
Licence management	Licence management allows the basic functionality to be extended with specific functions.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Names, address data, unique identifiers, contact data, billing data
Device management	Device management allows smart measuring instruments to be registered and thus the assignment of devices and measured values to a tenant. The assignment also serves to protect customer data against unauthorised access.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Unique identifiers
Customer management	Customer management allows users to create their customers.	Where Testo is not acting as a processor:	Names, contact data, address data, unique identifiers

		Performance of contract (Art. 6(1)(b) GDPR)	
Measurement location management	Measurement location management allows measured values to be assigned to measurement locations and these to be allocated to customers of Testo's customers.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Free-text entries
Report management	Report management allows reports to be created on a one-off or regular basis and sent by email.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Contact data, free-text entries
Audit trail	The audit trail makes it possible to track which user made which changes. This includes changes made by Testo Support.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Unique identifiers, contact data
Power Business	Enables customers to carry out statistical analyses relating to their own customers, e.g. the frequency of measurements and customer visits, or which customer has which burner types.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Names, free-text entries
Logging	During logging, events triggered by the user or system operation are recorded in text form, giving developers insight into the system status. This is	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Where technically possible, only pseudonymous data is logged, e.g. database IDs; however, in exceptional cases, further personal data

	<p>necessary to ensure the security and stability of the system, in particular:</p> <ul style="list-style-type: none"> <li>• Resolving software errors</li> <li>• Performance analysis</li> <li>• Analysis of resource consumption (e.g. number of SMS messages sent)</li> <li>• Customer support</li> </ul>		may also be affected by the processing.
Backups	<p>Regular backup copies of the data are created to ensure</p> <ul style="list-style-type: none"> <li>• the security and stability of the systems.</li> <li>• Verhindern/Begrenzen von Datenverlust</li> </ul>	<p>Where Testo is not acting as a processor:</p> <p>Performance of contract (Art. 6(1)(b) GDPR)</p>	All of the above
Support	<p>Support assists customers with questions and problems that arise during use of the software. Following authorisation by the customer, support staff may also access the account using a support user account.</p>	<p>Where Testo is not acting as a processor:</p> <p>Performance of contract (Art. 6(1)(b) GDPR)</p>	Names, contact data, and all data required to resolve the customer's issue
Web: Analysis of usage behaviour	<p>To improve the app, certain actions performed by the</p>	<p>Consent (Art. 6(1)(a) GDPR)</p>	Unique identifiers, usage behaviour



	user are logged and analysed.		
App: Crash analysis	To improve reliability and stability, crash reports are sent to Testo, which can be used to reproduce and analyse the problem that has occurred.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Unique identifiers, assigned devices (type, serial number), contact data, electronic communication data
App: Update notification	The end user is notified within the app, via push notification or email, about new updates, such as firmware updates for Testo devices.	Legitimate interest (Art. 6(1)(f) GDPR)	Unique identifiers, assigned devices (type, serial number), contact data, electronic communication data
App: Marketing messages	The end user is sent marketing information within the app, via push notification or email, about accessories for registered products, as well as further Testo products and services, and surveys on customer satisfaction and product improvement.	Consent (Art. 6(1)(a) GDPR)	Unique identifiers, registered devices (type, serial number), contact data, Namen (optional), Electronic communication data, Regional data, usage behaviour
App: Analysis of usage behaviour	To improve the app, certain actions performed by the user are logged and analysed.	Legitimate interest (Art. 6(1)(f) GDPR)	Registered devices, usage behaviour, unique identifiers
App: Crash analysis	To improve reliability and stability, crash reports are sent to Testo, which can be used to reproduce and analyse the problem that has occurred.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Electronic communication data



App: Synchronisation of measurement and customer data	To synchronise between multiple measuring instruments, customer management data from Testo measuring instruments is synchronised with testo Smart Connect via the testo Smart App.	Where Testo is not acting as a processor:  Performance of contract (Art. 6(1)(b) GDPR)	Names, contact data, address data, unique identifiers, device data, measurement data
--	--	--	--

## Cookies

Our platform uses cookies. Cookies are small text files that are stored on your end device and contain certain information.

### Technically necessary cookies

Some cookies are necessary to ensure the basic functions of our website. Without these cookies, the website cannot operate properly.

These cookies are used in particular for the following purposes:

- Providing user sessions
- Authenticating users
- Controlling system load
- Ensuring system stability
- Storing your cookie settings

Processing is carried out on the basis of Section 25(2) No. 2 TDDDG and Art. 6(1)(f) GDPR. Our legitimate interest lies in the technically error-free and secure provision of the website.

### Retention Period

Session cookies are automatically deleted when your visit ends. Other cookies are deleted after a specified retention period.

## Retention Period

The personal data of the data subject will be erased or blocked as soon as the purpose of storage no longer applies. Storage may also take place if this has been provided for by the European or national legislature in EU regulations, laws or other provisions to which the controller is subject. Data will also be blocked or erased when a retention period prescribed by the aforementioned standards expires, unless there is a necessity for further storage of the data for the conclusion or performance of a contract.

In essence, erasure can be carried out in two ways:



- The tenant account can be deleted via a support request. This results in all data linked to the tenant becoming inaccessible (measurement data, registered measuring instruments, reports, further users, etc.).
- The data of further user accounts (created by the tenant and other users) will be automatically deleted when the corresponding data is removed via the website.

Backups are automatically deleted after 7 days. Log entries are automatically deleted after 30 days.

In the case of paid additional functions, billing and payment data will be retained in accordance with the applicable statutory provisions.

## Processors and Transfer to Third Countries

We use the following service providers who carry out data processing on our behalf.

<b>Dienstleister</b>	<b>Purpose of Data Transfer</b>	<b>Ort der Datenverarbeitung</b>
Aiven Oy Antinkatu 1 00100 Helsinki Finland	Infrastructure management	For customers from <ul style="list-style-type: none"><li>• Europe, Africa: EU</li><li>• Asia/Pacific: Singapore</li><li>• Americas: USA</li></ul>
Amazon Web Services EMEA SARL 38 Avenue John F. Kennedy L-1855 Luxembourg	Hosting of services and databases, sending of emails	For customers from <ul style="list-style-type: none"><li>• Europe, Africa: EU</li><li>• Asia/Pacific: Singapore</li><li>• Americas: USA</li></ul>
Microsoft Ireland Operations Limited One Microsoft Place South County Business Park Leopardstown, Dublin 18 Ireland	Hosting of services, handling of support requests	EU
MongoDB Deutsche GmbH Solmsstrasse 41 60486 Frankfurt am Main	Database hosting, incl. backups, migration, key management for encryption	For customers from <ul style="list-style-type: none"><li>• Europe, Africa: EU</li><li>• Asia/Pacific: Singapore</li><li>• Americas: USA</li></ul>
Auth0, Inc. 10800 NE 8th St, Suite 700 Bellevue, WA 98004 United States	Identity management, user authentication	EU
Chargebee, Inc. 340 S Lemon Ave #1537 Walnut, CA 91789	Licence management, subscription service	EU



United States		
Catamorphic, Co. 1999 Harrison St, Suite 1100 Oakland, CA 94612 United States	Feature flag and toggle management	USA – only pseudonymous data is transferred
CM.com N.V. Konijnenberg 24 4825 BD Breda Netherlands	Sending of SMS messages	EU
Datadog, Inc. 620 8th Ave., 45th Floor New York, NY 10018 United States	Logging, performance management, error tracking, analysis of usage behaviour	EU
Functional Software, Inc. 45 Fremont Street, 8th Floor San Francisco, CA 94105 United States	Analysis of app crashes to improve reliability and stability	USA – the connection is made via a proxy that prevents the transfer of personal data
Atlassian Pty. Ltd. Level 6, 341 George St. Sydney NSW 2000 Australia	Handling of support requests	EU
Oracle Corporation 2300 Oracle Way Austin, TX 78741 United States	Sending of email advertising, campaign and lead management	EU
TeamViewer Germany GmbH Bahnhofsplatz 2 73033 Goeppingen Germany	Remote support	EU

Based on the selection of country during the registration process, we automatically determine the location of data storage for hosting and infrastructure service providers.

In principle, all personal data collected directly from European users is processed within the EU. Testo only processes data in third countries where such data either has no personal reference or where additional protective measures are applied that make it impossible for the data importer to establish a personal reference without the use of additional data (e.g. through anonymisation or pseudonymisation). In every case, Testo concludes contracts with all service providers with a third-country connection on the basis of the so-called standard contractual clauses, in order to ensure an adequate level of data protection. Copies of these contracts can be requested at [privacy@testo.de](mailto:privacy@testo.de).

## Rights of the Data Subject

If your personal data is processed, you are a data subject within the meaning of the GDPR and you have the following rights against Testo, depending on the reason and nature of the processing of your personal data:



- Access (Art. 15 GDPR): You can request information about whether and what data we process about you.
- Rectification (Art. 16 GDPR): You can request the rectification of inaccurate data or the completion of incomplete data.
- Erasure (Art. 17 GDPR): You can request the erasure of your data, provided that the statutory requirements are met.
- Restriction of processing (Art. 18 GDPR): Under certain conditions, you can request restriction of processing.
- Data portability (Art. 20 GDPR): You can receive your data in a structured, commonly used and machine-readable format, or have it transferred to another controller.
- Objection (Art. 21 GDPR): You can object to the processing if it is based on Art. 6(1)(e) or (f) GDPR. In the case of direct marketing, there is a right to object without giving reasons.
- Complaint (Art. 77 GDPR): You can lodge a complaint with a data protection supervisory authority, in particular in the Member State of your habitual residence, your place of work, or the place of the alleged infringement.

To exercise your rights, you can contact us at any time using the contact details provided in this privacy policy.