
DATA PROTECTION INFORMATION

The protection of personal data during registration and use of Support App and Erbe ASSIST (together referred to as "the Apps") is important to us. Erbe takes all necessary technical and organizational security measures to protect personal data from loss and misuse. Information on which personal data is collected and how it is used is provided below.

1. RESPONSIBLE BODY/ DATA PROTECTION

1.1 Responsible body pursuant to Art. 4 No. 7 GDPR

The responsible body within the meaning of the GDPR is

Erbe Elektromedizin GmbH
Waldhörnlestrasse 17
72072 Tuebingen
Phone: +49 7071/755-0
E-mail: datenschutz@erbe-med.com

represented by the managing director Christian O. Erbe

1.2 Data Protection Officer

We have appointed a data protection officer for our company in accordance with Art. 37 GDPR. You can contact him as follows:

Walliser consulting GmbH
Altenwaldstrasse 8
72768 Reutlingen
Phone: +49 7121/69 702 - 26
E-mail: datenschutz@walliser-datenschutz.de

2. COMMUNICATION BETWEEN THE APPS AND ERBE CLOUD/ ERBE SERVER

- 2.1 The Support App downloads configuration files from the Erbe server to the mobile device when an Internet connection is established in order to update the contents of the Support App (e.g. instrument list, Service Center, etc...).

This is not applicable to the current version of Erbe ASSIST.

- 2.2 To ensure tap-proof data transmission, Support App and Erbe server communicate via an encrypted https web socket connection.

For Erbe ASSIST, all communication between the app and the backend is encrypted.

3. ACCESS TO DATA ON THE ERBE CLOUD/ ERBE SERVER

Access to the Erbe server is reserved exclusively for Erbe IT administrators and the third party managing the service.

4. COLLECTION, PROCESSING, USE AND DISCLOSURE OF PERSONAL DATA

4.1 General information and disclosure to third parties

4.1.1 Personal data is collected, processed and used in accordance with the provisions of the General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG). Accordingly, Erbe may in particular collect, process and use personal data insofar as this is necessary for the establishment and drafting of contracts or for the provision of services, see Art. 6 para. 1 lit. b) GDPR

4.1.2 The user's personal data will not be passed on to third parties or otherwise transmitted, unless this is necessary to verify a user's authorization. In this case, the data will be transmitted in compliance with data protection regulations and only for the purpose of verifying eligibility to the Erbe company based in the country in which the address provided by the user during the registration process is located. If no Erbe company exists in this country, the data will be transmitted to the Erbe sales partner responsible for this territory. Erbe reserves the right to contact the user using the information provided.

4.2 Login data

Refer to the Privacy Policy of Erbe Connect: [Information on data protection](#)

4.3 Usage data

Usage data is the personal data required to enable the use of the Apps.

4.3.1 Use of login data in the Apps

When logging into the Apps, the user's login data is requested by the Erbe server in order to display it in the app (e.g. surname, first name, organization, etc.) or to check whether the user is authorized to use the Apps.

4.3.2 Storage of access data on the mobile device

After retrieval from the Erbe server, the user's access data is stored on the mobile device to enable login in offline mode. To prevent misuse, this data is stored in encrypted form in the file directory of the mobile device.

For Erbe ASSIST, role and name (basic user data) are stored in a database. Since users log in via the browser, data storage follows a different approach. Access tokens are handled through Unified Login and are thus securely managed by the system.

4.3.3 Storage of user-specific settings on the mobile device

User-specific settings are stored on the mobile device for the Support App, and in the database for Erbe ASSIST.

4.4 Logging

In general, log files are not used for personal statistics or to measure the performance of individual users.

4.4.1 Log file

During use, the Support App records and stores the following data in a log file.

- Username
- Information on the Support App log file
- Information on user-specific settings for the Support App
- Information on logging in and out of the Support App
- Information on connecting and disconnecting from the Erbe server
- Information on the device status of the Erbe Server
- Information on data exchange with Erbe Sever
- Information on establishing and terminating a connection with VIO 3
- Information on the device status of the connected VIO 3
- Information on data exchange with VIO 3

The Support App uploads the Support App log file to the Erbe server when an Internet connection is established. After the upload, it is then deleted from the mobile device and a new Support App log file is created. Erbe uses the data stored in the Support App log file exclusively in non-personalized form. This is done for statistical purposes and to improve the Support App and our services.

During use, Erbe ASSIST records and stores the following data in a log file.

- Information on user-specific settings
- Information on logging in and out
- Information on connecting and disconnecting from the backend
- Information on data exchange with the backend

Currently, log files are only saved locally on the PC for Erbe ASSIST.

4.4.2 Legacy server log

When connecting to the Support App, the Erbe server stores information about the login and data exchange with the Support App ("**server log file**"). Erbe uses the data stored in the server log file exclusively in non-personalized form. This is done for statistical purposes and to improve the Support App and our services.

5. USE OF THE ANALYSIS SERVICE MATOMO

- 5.1 When using the apps, Erbe uses the Matomo analysis service to anonymously evaluate data on the use of the apps. This data is used to optimize the functionality of the app.
- 5.2 The device data is transmitted to Matomo for this analysis. If there is no internet connection at the time of collection, the data is temporarily stored and transmitted as soon as this is possible again.
- 5.3 The device data is processed exclusively in anonymized form. The anonymization is based on the legitimate interest pursuant to Art. 6 para. 1 lit. f) GDPR and serves to protect your personal data. No further merging with other data collected by Erbe takes place.

6. USE AND TRANSFER OF VIO DATA ON THE MOBILE DEVICE

- 6.1 VIO data downloaded from the VIO to the mobile device in the Support App, e.g. copy user sets, is synchronized with the Erbe server. This is only valid for Support App and not applicable to the current version of Erbe ASSIST.
- 6.2 The VIO data does not contain any personal data. This is standardized device data such as user programs, performance and error data.
- 6.3 Erbe reserves the right to analyze VIO data uploaded to the Erbe Server for statistical purposes.

7. AFFECTED RIGHTS

With regard to the processing of your personal data, you have the following rights vis-à-vis Erbe:

In accordance with Art. 15 GDPR, you have the right to obtain information about the personal data stored about you, including any recipients and the planned storage period. If incorrect personal data is processed, you have the right to rectification in accordance with Art. 16 GDPR. If the legal requirements are met, you can request the erasure or restriction of processing (Art. 17, 18 GDPR).

We draw your attention separately to your right to object in accordance with Art. 21 GDPR. If there are reasons arising from your particular situation that make the use of your personal data, which we use on the basis of a balancing of interests (Art. 6 para. 1 lit. f GDPR), inadmissible, you have the right to object to such use of your data. Furthermore, you have the right to revoke your consent granted under data protection law at any time in accordance with Art. 7 para. 3 GDPR.

Please send this to:

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72072 Tuebingen
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E-mail: datenschutz@erbe-med.com

If you believe that your rights in relation to the personal data concerning you have been violated, you have the right to lodge a complaint with a supervisory authority in accordance with Art. 77 GDPR.

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