
automatic systems GmbH & Co.KG

Grumbach

# Manual for Incubator

# Operating Manual for Incubator

## CTD7

# Content

# Installing your Grumbach Incubator

### Dear Customer!

For your GRUMBACH-incubator we would like to wish you every success. Before you start incubating you should read the manual.

## Safety instructions

We accept no liability for damage caused by non-observance of these instructions or improper handling. In these cases, all warranty claims expire.

Read these instructions completely before using the incubator for the first time!

For safety reasons, any unauthorized design changes to the device and the components intended for use with the device are not permitted!

The determination of valid measurement results, conclusions and measures derived therefrom are the sole responsibility of the user! A liability or guarantee for the correctness of the provided results (data) is excluded. Under no circumstances will liability be assumed for damages resulting from the use of the retrieved measurement results.

## Important!

Be sure to pull the electrical plug to disconnect from power supply before cleaning the incubator.
For incubator CTD7, please check the filters regularly every eight days. In young birds with feathers, dust formation is very high.

# The incubating room

The operating conditions can be different according to the place of setting. Components like the outside temperature, outer humidity, strength of the electric current can be relevant.
Your incubator should be installed in a room free of an excess amount of vibration like passing cars and trucks or other machinery. Basements are an ideal place, normally they offer an optimal incubating room climate. The temperature where your machine is installed should be around 18-20 degrees Celsius / 60-65 degrees and not higher than 25 °C!
Hygiene is necessary in the incubating room. Bacteria, virus and fungi which are brought to the room with shoes can get into the incubator if you allow them to stay in the incubating room. The floor should be disinfected at least once a week and all surfaces (of the incubator and others) must be kept clean.

## Inspect your incubator before using!

Despite all care and effort to insure safe transportation, you should thoroughly check out all systems to make sure the unit is functioning properly. A 2-3 days run without eggs should be carried out.

# Starting

Make sure you are familiar with the incubator and its controls. After plugging into a properly grounded 230 voltage safety socket, which is according to the regulations, your incubator is operational.

# Safety thermostat

Additionally, we installed a safety thermostat in all incubators, which prevents over- heating. For safety reasons, the adjustment is made with a thin screw driver:
1/10 of a turning is equal to 1 °C. A turn to the right causes an increase of the shutdown temperature, a turn to the left reduces it.
The shutting down of the temperature will be confirmed with a quiet click and the extinction of the thermo- and the humidity control lights.

It is necessary that the stopper is fixed to its shut down temperature after the test run. Please turn it very carefully, as a minimum turn already changes the shutdown temperature.
When you let the temperature rise with the thermo adjustment you can decide about the exact shut down temperature. The shutdown temperature should be at least 1 °C above the incubating temperature because the feeler sensor of the protective thermostat is located next to the heating spiral and senses a higher temperature there than inside the breeding room.

# Tank flap

The flap is only to be used when you wish to reduce humidity while the tank is full. Behind the knob is a flap which opens or closes the installed filler pipes. Position 3 means “open”. This adjustment is necessary if you use the automatic humidity, so humid air can be blown from the tank into the breeding room. The six o’clock setting means that the flap closes the tank and no unnecessary moisture enters the incubating chamber; additionally, the set value for the moisture must be reduced to 5 %. This rotary control saves a pouring out of the water from the tank when the air humidity in the breeding room has gone up.

# Turning of eggs

There are trays situated in every incubator to hold the eggs. The ground of these trays is made of covered punch metal. The eggs must be laid on the rollers so that the pointed sides are opposite the blunt sides (in such a way, that the blunt ends and the pointed ends point towards each other). This prevents a rolling away of the eggs into one direction. Always fill the trays from the middle to the outside to support the air circulation.
The eggs should lie on the trays horizontally during incubating. It does not matter though if the eggs are half diagonal- if done so the capacity is higher. Depending on the egg, from the 1st to the 3rd breeding day, they can be turned. In manual machines the turning is done by pushing the egg tray to the back of the incubator, then pulling to the front.

# Light switch

The light switch works the light for the breeding room of the incubator. With normal switching, the light stays on for at least 1minute. This time prologues when you use switches on the touch panel. If you want the light to stay on permanently Turn on the light switch while holding for 2 seconds.

# Putting in the eggs

If the incubator has been working without faults during a 2-3 days testing period, you can start to put in the eggs. Once the eggs are inside the incubator the temperature will fall. There is no need to worry- because, when the incubator was open, a lot of heat has escaped, and the temperature of the eggs is much lower. It would be wrong to turn up
the heat, as the eggs first must adopt the breeding temperature. After a few hours the thermometer will show the correct temperature.
The eggs trays with rollers are adjustable to each size of egg by fitting the gaps between the rollers to the egg size, the egg lies horizontally on two rollers. The eggs' blunt ends should lie towards each other blunt ends and the pointed eggs towards each other, so the eggs do not pile up.

# Incubating temperature

The ideal temperature recommended by experts is 37,5 °C in the beginning. A proven fact is, that the temperature to strive for is 37,8 °C / 100 °F. For the three days before hatching the temperature can be about 0,5 °C to 1 °C less.

# The hatch

If the incubating has gone well, you can be relaxed while you await the day of hatching. You should then move the eggs to the Hatcher, or, if you plan to do the hatching in the same incubator, suit the temperature and the humidity to the eggs. Take out the trays with rollers and put the eggs on the grating floor. It is often more favorable to put the eggs in special hatching trays.
To avoid bad pollution during hatching you could cover the floor of the incubator with paper before. The temperature for the hatch should be around 37° C. To raise the intake of oxygen for the chicks, experts recommend putting eggs into a diluted hydrochloric acid solution. This will remove the layer of fat. (5 liters of water, 1 tablespoon of 18 per cent hydrochloric acid). The temperature in the leach should be about 37 °C, after the bath the eggs should be cleaned thoroughly with fresh water (also 37 °C warm). For other eggs it is enough to brush of the layer of fat carefully to enable a better way through for the oxygen.
To supply the eggs with the necessary humidity during the hatch, at first, the openings for the fresh air should stay closed. By adjusting the openings, you can dispense the humidity in the incubator.
Please do not open the incubator unnecessarily until the last chick has freed itself from its shell.

# Cleansing and disinfection

After the completed hatch, the incubator should be cleaned thoroughly with a damp cloth. The drawers can be scoured with soapy water and the trays of Compact and closet incubators can be just cleaned with water. After that, the incubator should be heated and disinfected.
Before the eggs are put in, you could disinfect those reliably with our recommended disinfectant. Afterwards you should let some air in. When the incubating season is over, and the incubator has been cleaned thoroughly it should be left open, so the humidity
left in the incubator can escape. Before the next incubating, it is necessary to clean the filter and change the filter paper.
It is senseless to ignore little faults and hope that they can repaired later. The incubator must work faultlessly.

The determination of valid measurement results, conclusions and measures derived therefrom are exclusively subject to the user's own responsibility! A liability or guarantee for the correctness of the provided results (data) is excluded. In no case will liability be assumed for damages resulting from the use of the retrieved measurement results.

# Checkpoints before putting in the eggs:

- Range of temperature
- constant temperature
- air humidity
- noise pollution

# Incubator:

- horizontal position of the incubator
- measuring instruments (thermometer)
- operating elements (controls)
- test run
- water sterilized by boiling
- trouble-free running

# Applies to all menu items:

All values which have to be changed during operation in the menu are directly confirmed on the respective page and are then only active.
The changed values become active with a time delay. All values of the individual menu items refer to 24 hours.

# Operation


1. Premium Touch Display
2. Main switch
3. Water fill in/Water drain plug
4. Tank flap
5. Fresh air
6. Egg trays with rollers
7. Security thermostat

# Technical data

| | |
|---|---|
| Voltage | 230 V |
| Frequency | 50th... 60 Hz |
| Rating: | 500 w/AC-1 |

### Capacity of different egg sizes per turning horde:

| Eggs | Bantams | Parrot Pheasants | Quail | Ducks | Geese | EMU Nandu | Ostriches |
|---|---|---|---|---|---|---|---|
| 42 | 48 | 62 | 120 | 30 | 15 | 8-12 | 4-5 |

# Service

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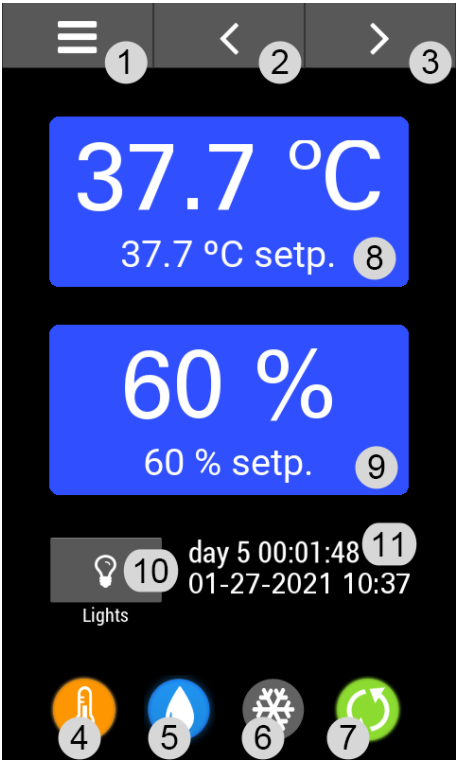
Internet: www.grumbach brutgeraete.de

Important!
Since 1 January 1996, the CE marking has been compulsory in conjunction with the EMC Directive.
Our products are subject to DIN EN 55104 (December 1995) regarding the immunity of household appliances and meet the EMC requirements.
If the incubator is disturbed by high-frequency currents from the network, a temporary impairment of the operating behavior may occur. After the fault, the device works as intended.

# Home




| | |
|---|---|
| 1 | menu/home |
| 2 | page back |
| 3 | page forward |
| 4 | temperature |
| 5 | humidity/water tank |
| 6 | cooling |
| 7 | turn |
| 8 | Setpoint temperature |
| 9 | humidity |
| 10 | light |
| 11 | calendar breeding time (visible, if active-see under point 5-) and time used for logs |

Important!
Be sure to unplug the appliance before cleaning the incubator.
For incubator CTD7 Please check the filters regularly every eight days.
In the case of young animals with plumage, dust.

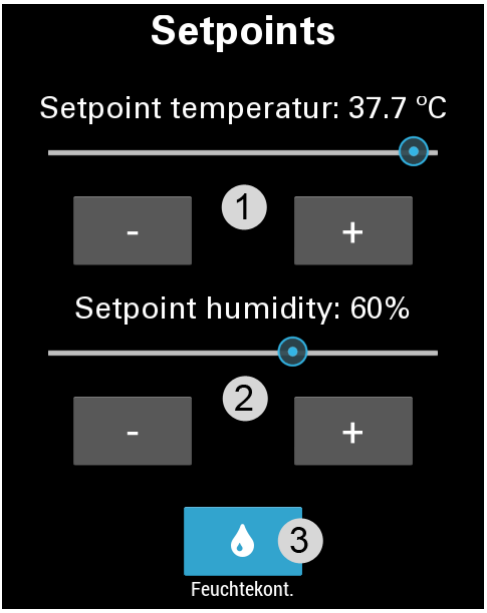
# Menu

Configuration sites can be reached via (<) and (>) buttons, as well as the (☰) button.


| | |
|---|---|
| 1 | Temperature and humidity set points |
| 2 | Rotation phases |
| 3 | Cooling / Night phases |
| 4 | Offset and temperature unit |
| 5 | Breed calendar, screen lock, logging |
| 6 | Threshold values |
| 7 | Email and internet connection |
| 8 | Display, language and time settings |
| 9 | Test site |
| 10 | Ethernet (network cable) / Wifi |
| 11 | Error page |
| 12 | Info page |

# 1. Temperature and humidity target

This menu can also be reached on the home screen by touching the temperature or humidity.

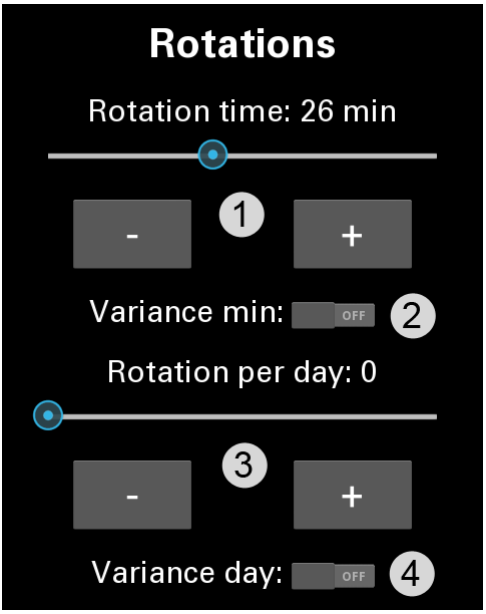



| | |
|---|---|
| 1 | Set point temperature |
| 2 | Set point humidity |
| 3 | Humidity regulation active/inactive |

Note:

If the slider and the buttons are disabled (grayed out), the calendar is active (see → Under point 5. Brood Calendar, data logging went, language).

# 2. Rotation phase

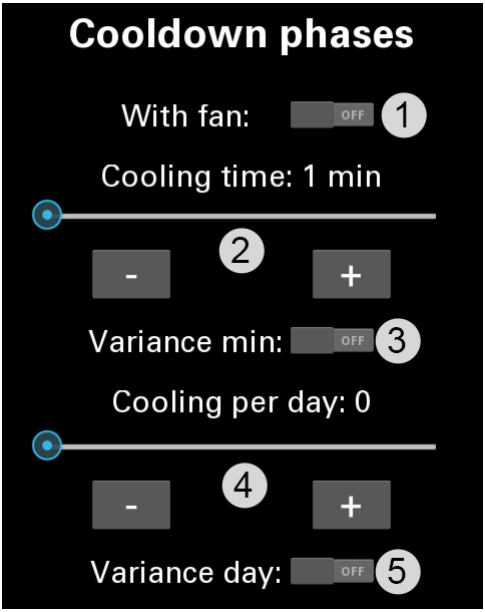



| | |
|---|---|
| 1 | Rotation time (1-30 minutes) |
| 2 | When activated, the set rotation time will vary by up to 30% |
| 3 | Rotations per day (0-24) |
| 4 | When activated, the set rotation quantity is varied up to 30% |

Note:
If the slider and the buttons are disabled (grayed out), the calendar is active (see → Under point 5. Brood Calendar, data logging went, language).

# 3.1 Cooling Phases

Please note that no active cooling is possible. The "cooling" of the brood chamber is based on the supplied air of the room.

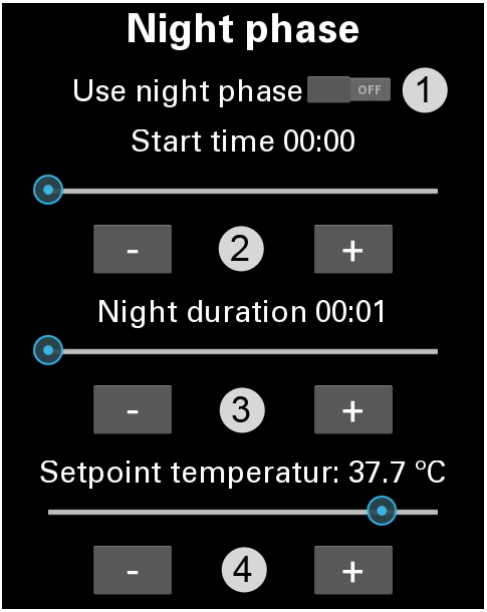



| | |
|---|---|
| 1 | Additional fan active while cooldown phase is active (on/off)<br>Only in Air Quality Version |
| 2 | Cooling phase length (1-90 minutes) |
| 3 | When activated, the set cooling time will vary by up to 30% |
| 4 | Cooling per day (0-12) |
| 5 | When activated, the set cooling rate is varied up to 30% |

Note:
If the slider and the buttons are disabled (grayed out), the calendar is active (see → Under point 5. Brood Calendar, data logging went, language).

# 3.2 Night Phases

Please note that no active cooling is possible. The "cooling" of the brood chamber is based on the supplied air of the room.

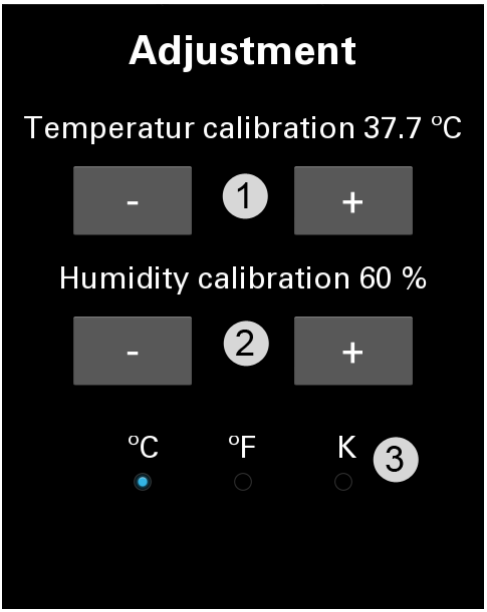



| | |
|---|---|
| 1 | When activated, night phase will start at the set time, duration and setpoint temperature |
| 2 | Start time of the night phase (please also adjust time on page 21 “time adjustment”) |
| 3 | Duration of the night phase in hours and minutes |
| 4 | Setpoint temperature during night phase |

Note:
If the slider and the buttons are disabled (grayed out), the calendar is active (see → Under point 5. Brood Calendar, data logging went, language).

# 4. Offset, temperature unit

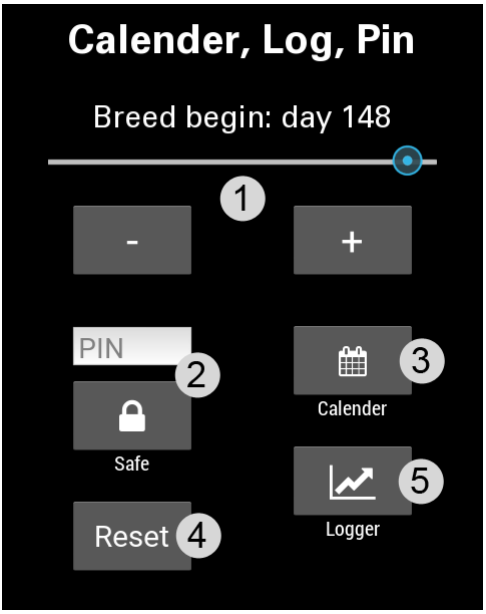
To obtain the highest possible accuracy of temperature and relative humidity, we recommend you the use of the supplied Capillary Thermometer and Hair Hygrometer.




| | |
|---|---|
| 1 | corrected temperature |
| 2 | corrected humidity |
| 3 | Selection: Celsius, Fahrenheit, Kelvin |

# 5. Brood Calendar, data logging and language

The breeding time display and the setting of the incubation day are only valid if the calendar is activated.



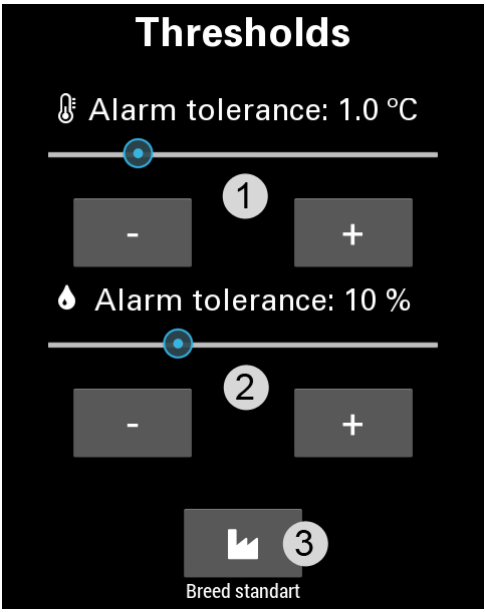

| | |
|---|---|
| 1 | Selection of breeding start day |
| 2 | Automatic screen lock. To unlock, press the cooling icon(bottom right) for 3 seconds |
| 3 | Activation of the breeding calendar configured via Browser |
| 4 | Restart of the breeding cycle including rotation and cooling phase |
| 5 | Log to USB-Stick Logs the device status every minute an FAT16/FAT32/FAText formatted USB-Stick |

Note:

If the calendar is enabled, only the values entered in the Web browser are accepted (see Web browser → Sub 2nd. Calendar.)

# 6.1 Thresholds

A tolerance value monitors unusual fluctuation in temperature and humidity outside the cooling phases. As soon as the desired temperature and target humidity has been reached, the tolerance monitoring begins.
If the present temperature/humidity is outside the tolerance value, the background color of the temperature/humidity changes to red, as well as a corresponding error on the error page is visible. In addition, the alarm is also triggered if there is no approximation to the target temperature/target air humidity for an extended period. This also triggers any set alarm mails and can be viewed in the log as well as the browser.



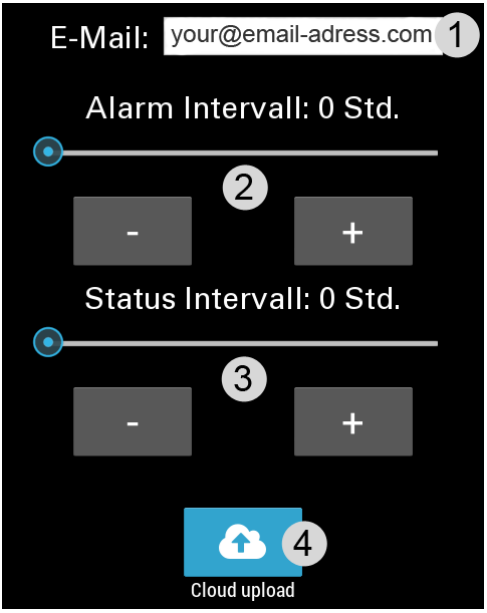

| | |
|---|---|
| 1 | Tolerance Value temperature |
| 2 | Tolerance Value Humidity |
| 3 | Establishing the breeding standard (default) |

# 7. E-mail, live data

If you want to keep up-to-date with important values of your incubator, there are several possibilities:

- Receive emails when there is an alarm
- Track emails about the state every n hours, as well as live data of the incubator by browser.

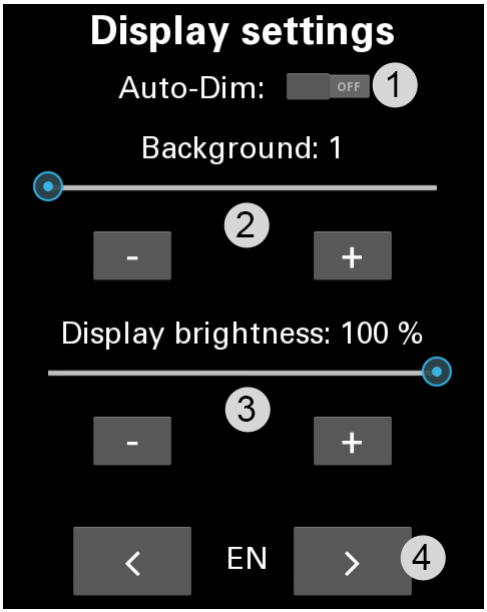
Note: Default is 0 hrs = inactive.




| | |
|---|---|
| 1 | Email address Enter email address for alert and status emails |
| 2 | Alarm interval in hours before this email is resent |
| 3 | Interval of status emails |
| 4 | Send the state data to our servers. Https://procon-grumbach.de (see Web browser→ 3rd.Procon-Grumbach) |

# 8.1 Device description, display settings

With the auto-dim function the display will reduce its brightness to minimum after 60 seconds user inactivity.
By adjusting the display brightness, you get the possibility to reduce your power consumption.



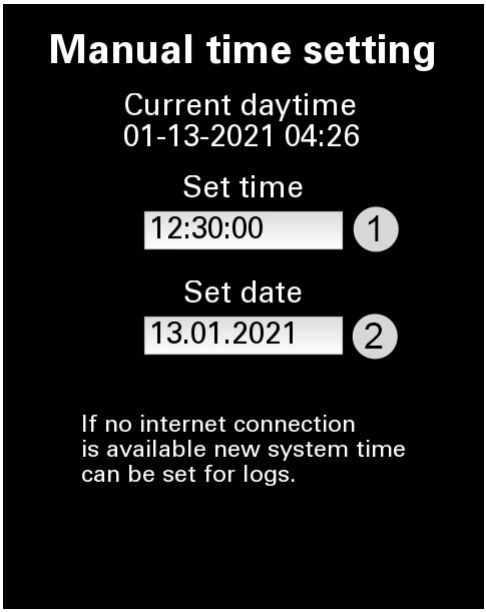

| | |
|---|---|
| 1 | Auto-Dim function |
| 2 | Background color/Background image |
| 2 | Display brightness |
| 3 | Language settings |

# 8.2 Time adjustment


On this page you can adjust the time which will be used for timestamps in logs. If connected via internet the time can be retrieved automatically on startup.
The time in GMT (Greenwich meantime must once be adjusted to work appropriately)

When there is no internet connection available, you could enter a manual time before logging starts

| | |
|---|---|
| 1 | Timezone adjustance (greenwich meantime) |

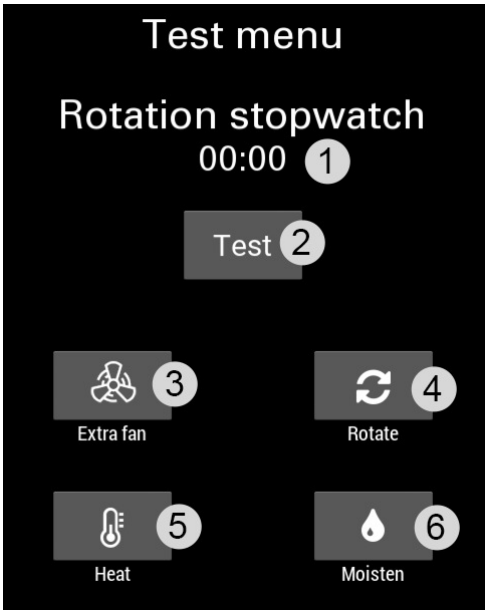



| | |
|---|---|
| 1 | Touch „set time“ for time adjustment menu |
| 3 | Touch „set date“ for date adjustment menu |

# 9. Test

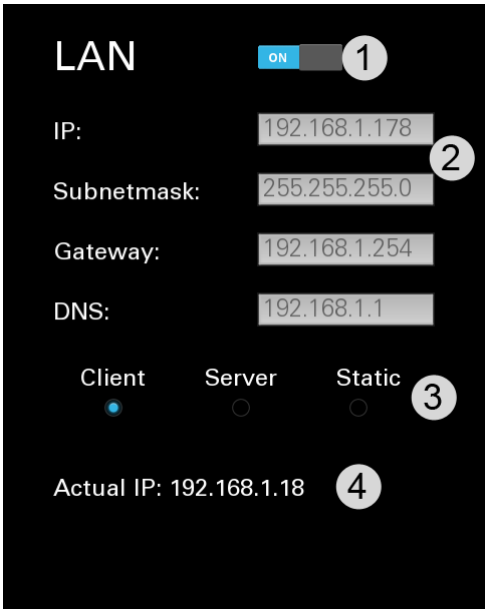
To test the functions of your incubator, first activate the test switch (current regulation is interrupted). The stopwatch runs when the test switch and the rotary switch are pressed. It stops as soon as the rotary switch is confirmed again.

When switching to another side, the normal incubator control is continued.




| | |
|---|---|
| 1 | Stopwatch |
| 2 | Test switch |
| 3 | Rotate |
| 4 | Moisturize |
| 5 | Heating |

# 10.1 Ethernet Connection (LAN)




| | |
|---|---|
| 1 | Activating the connection |
| 2 | Setting data when a static connection is selected |
| 3 | Choice of connection Type |
| 4 | Display of the current IP |

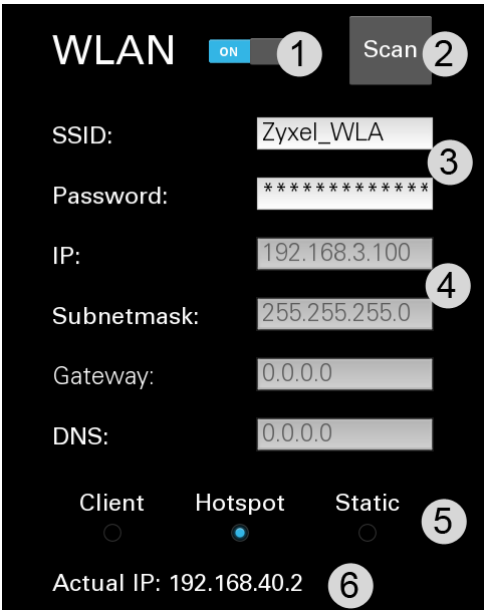
Select the type of connection:

- Client is recommended if there is already an existing DHCP server on the network (router, etc.)
- Static if you want to set the connection manually
- Server creates a specified network in the network area "192.168.40/8" With the IP "192.168.40.1". Computers can then automatically connect to it. This setting is not recommended for existing DHCP on the network.

Note:

The settings data will only be active if the connection types be selected statically or server.

# 10.2 WiFi connection (WLAN)



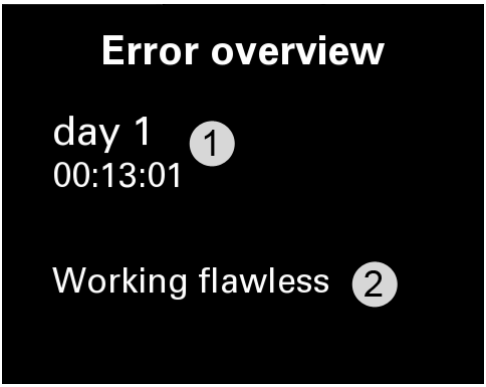

| | |
|---|---|
| 1 | Activating the connection |
| 2 | Displays available networks |
| 3 | Data of the WLAN Network you want to connect to or create |
| 4 | Setting data when selecting a static connection |
| 5 | Choice of connection type |
| 6 | Current IP of the CTD7 |

Select the type of connection:

- Automatic Network setting client.
- Static if you want to manually set the network address.
- Server creates a hotspot with specified network IM Network Area "192.168.40/8" with IP "192.168.40.2".

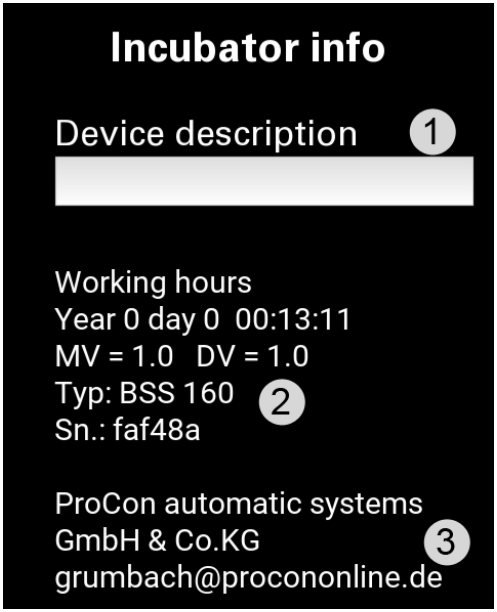
# 11. Error page

When the background color of the bottom icons on the main screen is colored red, an error occurred. Those errors can be looked up here.




1 Breeding time of the last connection to the regulation processor
2 Listing of possible errors

# 12. Info page



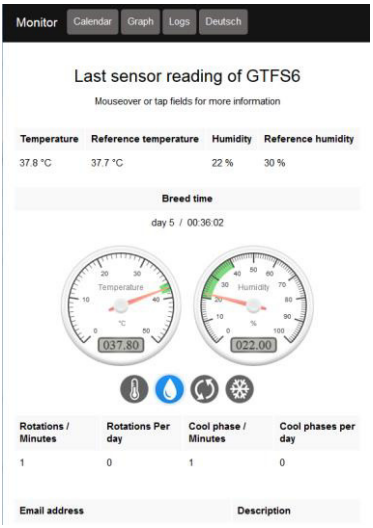

1 Here you can enter a description of the device
2 List of the complete duration of your incubator, microcontroller version, display version, device type, serial number
3 Contact

# Web browser

As described in points 10.1 and 10.2, you can read your current IP address (if the device is connected to a network) on these pages. This can then be entered in your Web browser of your device, which is connected to the same network, and is connected directly to the main page.

## 1. Home

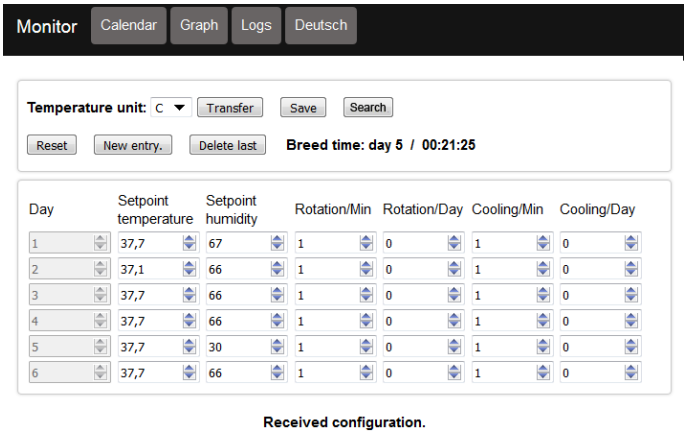
Once you have built a working Netzwerkverindung, you can connect to your favorite PC/smartphone via a browser. The address, which must be entered in the browser, can be found on the Ethernet or WiFi page in the display, under current IP. For example, if 192.168.40.1 is displayed, enter http://192.168.40.1 in the browser. On the now visible main Page you can select sub-pages in the top panel or change the language to English.
The main page gives you an overview of the most important settings and real-time data of your incubator.



# 2. Calendar

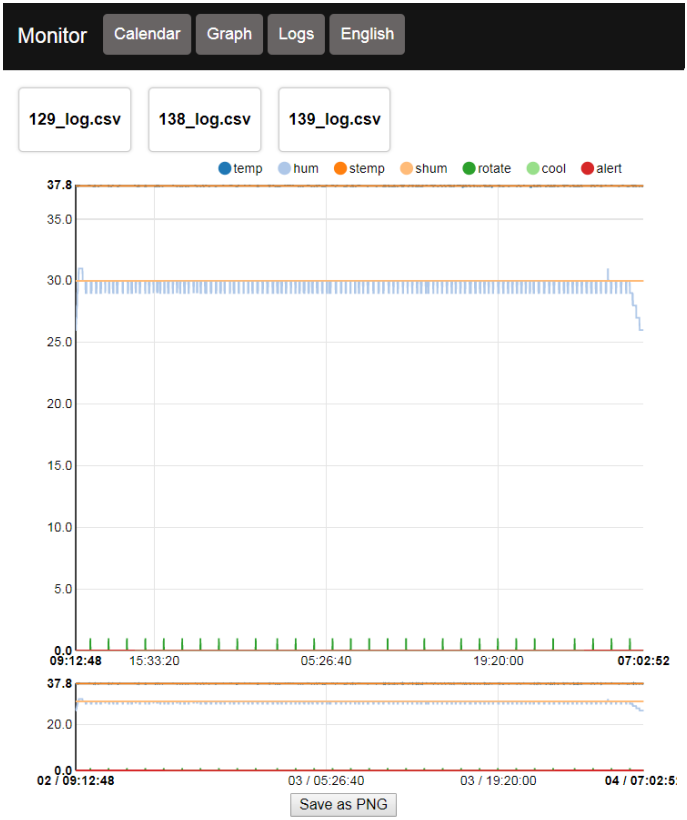
A complete breeding cycle of a maximum of 160 days can be predefined. The new entry button can be used to add a tag and remove the last day with last delete. With "Save" You can download your settings to your PC and read them back with the button "browse" if desired.

Transfer will eventually send the settings to your incubator. For security reasons, these must be read directly on the display before they become active. On the Display page "Brood Calendar, data logging, language" Activate the calendar and confirm the settings.



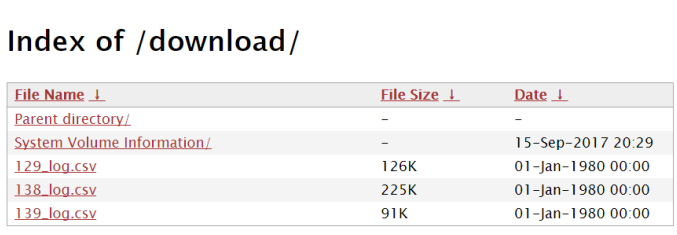
# 3. Graph

Already logged data on the USB-Stick can be visualised here. Just click on the disired log be patiend till the diagramm is build up entirely on your Browser.
In the lower graph area you can zoom by marking the time area.
Single Linevaluesets can be blended out by clicking there names on the legend.
With the search Button you can also visualize logs  that are stored on your pc/smartphone



# 2. Logs

Existing logs on the USB stick can be downloaded here on the PC/smartphone.



Index of /download/

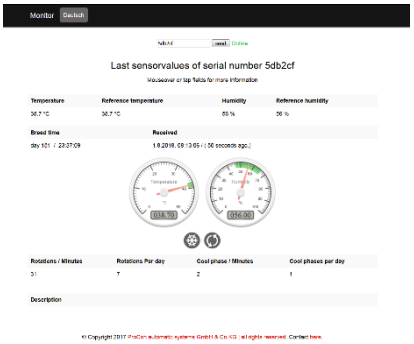
| File Name ↓ | File Size ↓ | Date ↓ |
|---|---|---|
| Parent directory/ | - | - |
| System Volume Information/ | - | 15-Sep-2017 20:29 |
| 129_log.csv | 126K | 01-Jan-1980 00:00 |
| 138_log.csv | 225K | 01-Jan-1980 00:00 |
| 139_log.csv | 91K | 01-Jan-1980 00:00 |

The determination of valid measurement results, conclusions and measures derived therefrom are exclusively subject to the user's own responsibility! A liability or guarantee for the correctness of the provided results (data) is excluded. In no case will liability be assumed for damages resulting from the use of the retrieved measurement results.

# 3. Website ProCon-Grumbach

The worldwide access is done via the page www.procon-grumbach.de . Just enter The Serial number of your device (operation → 12. info page) and click Submit.
On this page you will see new data of the machine in 60 seconds.

Note:
**The incubator must have access to the Internet via The network. Furthermore, the Cloudupload must be activated (see operation→ 7. E-mail, live data).**




1 Here you can enter the serial number

2 List of possible faults such as empty water tank, tripping of the safety thermostat

# Breeding recommendation

| Fowls breeding | Duration of breeding: 21 days | |
|---|---|---|
| Temperature: | 1. – 17. day | 37,8 °C |
| | 18. – 21. day | 37,0 °C (hatch) |
| Humidity: | 1. – 19. day | 55 – 60 % relative humidity |
| | 20. – 21. day | 70 % relative humidity |
| Turning: | 3. – 17. day | 5 times daily |
| Candeling: | 4. + 17. day | |

| Duck breeding | Duration of breeding: 28 days | |
|---|---|---|
| Temperature: | 1. – 22. day | 37,6 – 37,7 °C |
| | 23. – 28. day | 37,0 – 37,5 °C |
| Humidity: | 1. – 22. day | 55 – 60 % relative humidity |
| Cooling: | from 10. day | 2 times daily until picking |
| Turning: | 2. – 22. day | 3 – 6 times daily |
| Candeling: | 14.; 17. + 22. day | |

| Parrot breeding | Temperature | Humidity |
|---|---|---|
| Cockatoo | 37,1 – 37,2 °C | 38 – 42 % relative humidity |
| Macaw | 37,1 – 37,2 °C | 48 % relative humidity |
| Amazone | 37,0 – 37,3 °C | 50 – 52 % relative humidity |
| Different species | 37,0 – 37,3 °C | 45 – 47 % relative humidity |
| Recommendation: | Breeding after loss of weight of 15 % | |
| During hatching: | 36,8 °C | 75 % relative humidity |
| Turning: | 6 times daily | |

| Falcon breeding | Duration of breeding: 32 days | |
|---|---|---|
| Temperature: | 1. – 30. day | 37,5 °C |
| | Pecking | 37 °C |
| Humidity: | 1. – 30. day | 50 – 55 % relative humidity |
| | Pecking | 75 – 80 % relative humidity |
| Turning: | 1. – 30. day | 6 times daily |

# attachment 1: Privacy Policy

## Privacy Policy

We are very delighted that you have shown interest in our enterprise. Data protection is of a particularly high priority for the management of the ProCon automatic systems GmbH & Co.KG. The use of the Internet pages of the ProCon automatic systems GmbH & Co.KG is possible without any indication of personal data; however, if a data subject wants to use special enterprise services via our website, processing of personal data could become necessary. If the processing of personal data is necessary and there is no statutory basis for such processing, we generally obtain consent from the data subject.
The processing of personal data, such as the name, address, e-mail address, or telephone number of a data subject shall always be in line with the General Data Protection Regulation (GDPR), and in accordance with the country-specific data protection regulations applicable to the ProCon automatic systems GmbH & Co.KG. By means of this data protection declaration, our enterprise would like to inform the general public of the nature, scope, and purpose of the personal data we collect, use and process. Furthermore, data subjects are informed, by means of this data protection declaration, of the rights to which they are entitled.
As the controller, the ProCon automatic systems GmbH & Co.KG has implemented numerous technical and organizational measures to ensure the most complete protection of personal data processed through this website. However, Internet-based data transmissions may in principle have security gaps, so absolute protection may not be guaranteed. For this reason, every data subject is free to transfer personal data to us via alternative means, e.g. by telephone.

## 1. Definitions

The data protection declaration of the ProCon automatic systems GmbH & Co.KG is based on the terms used by the European legislator for the adoption of the General Data Protection Regulation (GDPR). Our data protection declaration should be legible and understandable for the general public, as well as our customers and business partners. To ensure this, we would like to first explain the terminology used.
In this data protection declaration, we use, inter alia, the following terms:

### a) Personal data

Personal data means any information relating to an identified or identifiable natural person (“data subject”). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

### b) Data subject

Data subject is any identified or identifiable natural person, whose personal data is processed by the controller responsible for the processing.

### c) Processing

Processing is any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

### d) Restriction of processing

Restriction of processing is the marking of stored personal data with the aim of limiting their processing in the future.

### e) Profiling

Profiling means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements.

### f) Pseudonymisation

Pseudonymisation is the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.

### g) Controller or controller responsible for the processing

Controller or controller responsible for the processing is the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.

### h) Processor

Processor is a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

### i) Recipient

Recipient is a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

### j) Third party

Third party is a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

### k) Consent

Consent of the data subject is any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

## 2. Name and Address of the controller

Controller for the purposes of the General Data Protection Regulation (GDPR), other data protection laws applicable in Member states of the European Union and other provisions related to data protection is:
ProCon automatic systems GmbH & Co.KG
Bettwiesenweg, 18
35325 Mücke
Hessen
Phone: 06400956910
Email: kherth@procononline.de

Website: www.prococononline.de;www.procon-grumbach.de

### 3.General principles for processing of personal data

In order to ensure that your personal data is processed correctly and with a suitable level of data protection, ProCon automatic System GmbH & Co.KG has adopted the following processing principles:

- Personal data is processed lawfully, fairly and in a transparent manner;
- Personal data is collected only for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- Personal data shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Personal Data shall be accurate and, where necessary kept up to date and inaccurate or incomplete personal data will be rectified or erased or further processing suspended.
- Personal data shall not be kept in a form which permits identification of the Data Subjects for longer time than necessary for the purposes for which the data was collected or for which it is further processed.
- Personal data shall be processed in a manner that ensures appropriate security of the personal data.

## 4. Types of personal data

We will collect and process your personal data in a number of ways when you engage with us via the various existing channels.

Some of the personal data is necessary to process in order for us to provide you with the services you have requested and some personal data you can choose to provide voluntarily. We will always let you know which personal data is necessary (e.g. via the use of an asterisk (*)) and the consequences of not providing such data to us, for instance that we will not be able to (fully) satisfy your request.

The personal data that we collect and process can generally be divided into the following categories:

- Contact information such as name, address, phone number, email address, title, place of work, etc.
- Information that you provide when contacting us via online contact forms, emails or phone

- Profile information in case you create a profile or account with us, including username and password
- User information such as technical data regarding usage and viewing, including IP addresses when you visit our websites or applications, including on third party sites
- Transaction information, including credit card information when you purchase goods or services from us
- Information from smart metering, metering the consumption of heating, cooling, water and other utilities

As a general rule we will not process any special categories of personal data (special personal data) about you unless you have provided your explicit consent thereto or we are required to do in order to comply with applicable regulation.

## 5. Our purposes for processing your personal data

We only process your personal in order to pursue a legitimate purpose and generally we will only process your personal data if:

- You have provided your consent to such processing; or
- The processing is necessary for the performance of a contract; or
- The processing is necessary for compliance with a legal obligation that we are subject to; or
- The processing is necessary for the purposes of the legitimate interests pursued by us or by a third party and such processing is not considered to be harmful towards you.

We process your personal data for the following purposes:

- To provide you with products, services and information that you request from us; or
- To send you newsletters or other marketing material, including surveys; or
- To administer our business relations and negotiate and execute agreements; or
- To provide general customer service and support; or

- To gain customer insights and knowledge of how our various services, including websites and applications, and products are used as well as evaluation and improvement hereof; or
- To communicate with you regarding various matters; or
- comply with any applicable law.

## 6. Cookies

We may use cookies on our websites or our applications. Please read more about the use of cookies in our cookie policy, which you can find in the footer of each website.

The purposes of processing of data collected by the use of cookies, are the following:

- to operate, improve and optimise the performance and user experience of the website and its services,
- perform customer and user analysis and segmentation in order to improve our understanding of our users, and provide better and tailored services to users, including you,
- statistical purposes.

## 7. Disclosure, transfer and making available personal data to recipients

Personal data will only be disclosed in the following cases:

- Meet any applicable law, regulation, legal process, or enforceable governmental request. We share information about the number and type of requests we receive from governments in our Transparency Report.
- Enforce applicable Terms of Service, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security, or technical issues.

We may share personally identifiable information with our partners, such as our distributors.

## 8. Your consent

As stated above some of our processing activities will be based on your consent. In such case, you will have the right to withdraw your consent at any time.

If you withdraw your consent, we will cease to process your personal data, unless and to the extent the continued processing or storage is permitted or required according to the applicable personal data legislation or other applicable laws and regulations.

Please note that the withdrawal of your consent will not affect the lawfulness of processing conducted prior to the withdrawal. Further, as a consequence of your withdrawal of your consent, we may not be able to satisfy your requests or provide you with our services.

## 9. Data Security

In order to safeguard your personal data, ProCon has implemented appropriate technical and organizational measures to ensure a level of security appropriate to the risks represented by the processing and the nature of the personal data to be protected, having regard to the state of art and the costs of their implementation.

Following the evaluation of the risk, ProCon has taken measures to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, in particular where the processing involves the transmission of personal data over a network, and against all other unlawful forms of processing.

## 10. Your rights

You have the right to access to the data processed about you, subject to certain

statutory exceptions. Furthermore, you can object to the collection and further processing of your personal data. In addition, you have the right to correct your personal data, if necessary. You may also choose to request us to restrict the processing.

We will delete or correct any information, which is inaccurate or out of date by reason of the time elapsed since it was collected or by reason of any other information in our possession.

If you provide us with a written request, we will also delete your personal data without undue delay, unless we have a legal basis to continue the processing, e.g. if the processing is necessary to establish, exercise or defeat a legal claim or necessary to the performance of a contract with you.

In order to make use of any of the rights mentioned above, please contact us via the points of contacts listed in section 16.

With regard to such requests, kindly provide us with relevant information to take care of your request, including your full name and email address so that we can identify you. We will respond to your request as soon as possible and within one month.

If you disagree with our processing of your personal data please be informed that you can lodge a complaint with your local data protection agency.

## 11. Links to other websites, etc.

Our websites may contain links to other websites or to integrated sites. We are not responsible for the contents of the websites of other companies (third-party websites) or for the practices of such companies regarding the collection of personal data. When you visit third-party websites, you should read the owners' policies on the protection of personal data and other relevant policies.

## 15. Changes to this Privacy Policy

We reserve the right to amend this Privacy Policy in the future due to changes in applicable legislation. We will inform you of any such amendments.