

Overview of Data Collected by Nuki Devices and Services

As a company, we want to provide you with comprehensive information about your rights under the **EU Data Act**.

This legislation expands your control over your data and obliges us to be more transparent.

YOUR DATA AT A GLANCE

Smart Locks, Smart Door & Opener

| DATA TYPE | DESCRIPTION | PURPOSE/FUNCTION | ACCESSIBILITY FOR USERS |
|--------------------------------|--|---|---|
| Smart Lock Access Logs | Who opened or closed the door when and how (e.g., via app, fob, keypad)? This includes the date, time, and the access method used. | This is a core function of a smart lock, enhancing user security and control. | Visible in Nuki App, export through Nuki App* |
| Nuki Device Internal Logs | Logs that are required for error analysis and troubleshooting. | Error Analysis and Troubleshooting: If the lock isn't working correctly, usage data provides insights into malfunctions, connection drops, or other issues. | Export through Nuki App* |
| Nuki Device Configuration Data | Wifi Configuration, Door Configuration, Accessory Configuration, Service Configuration and Smart Actions including Night Mode Settings | Enables the core functionality of the Nuki Device. | Visible in Nuki App, export through Nuki App* |
| Nuki Device Status Data | Battery level, Wifi connection status, Matter configuration status, Door Status | Enables the core functionality of the Nuki Device. | Visible in Nuki App, export through Nuki App* |
| Nuki Device Authorization Data | List of Users and devices that are authorized to access the Nuki Device. | Enables the core functionality of the Nuki Device. | Visible in Nuki App, export through Nuki App* |
| Nuki App Nuki device data | cached config/metadata for connected Nuki devices | Display device data correctly in the app even when the device is not reachable | Visible in Nuki App, export through Nuki App* |

| DATA TYPE | DESCRIPTION | PURPOSE/FUNCTION | ACCESSIBILITY FOR USERS |
|---|---|--|--|
| Nuki App Authorization data | Cryptographic data created when pairing the app with a device or redeeming an invitation | Required to communicate with a Nuki device | Not provided as this would compromise the integrity of the product and could pose a significant security risk |
| Nuki App Nuki device backup data | Stored when creating a backup of a device via the admin settings or during initial setup of a new device | Used to restore Nuki device data from an existing device to a new Nuki device during initial setup | Visible in Nuki App, not provided as this would compromise the integrity of the product and could pose a significant security risk |
| Nuki App Keypad Information | Stores maintenance pin for a keypad, if the user has selected to save this | Automatically pair with a known Keypad without requiring the user to enter the pin again | Not provided as this would compromise the integrity of the product and could pose a significant security risk |
| Nuki App Nuki Web Account Info | Authentication information of Nuki Web accounts that the user has logged in with; used to provide users with a list of available accounts to use for a specific Nuki device and to automatically. Includes the user's email address and the access token required for a login | display account information and automatically login before displaying push notification settings or the Nuki web connection status | Visible in Nuki App, not provided as this would compromise the integrity of the product and could pose a significant security risk |
| Nuki App Warnings | Stores information about local notifications/warnings that are displayed in the app | Used to display warnings/notifications on the screen that is reachable via the bell icon on the main screen | Visible in Nuki App, not provided as this would compromise the integrity of the product and could pose a significant security risk |
| Nuki App Wearable Device Mapping | Stores information about wearable-to-nuki-device pairings (Garmin, Huawei, Tizen) | Displaying the list of Nuki devices that are configured for a connected wearable device + synching the information of selected Nuki devices to that wearable | Visible in Nuki App, not provided as this would compromise the integrity of the product and could pose a significant security risk |
| Nuki App App Logs | app debug logs that is included when a support ticket is created via the app | needed to properly handle customer support cases | Not provided, as the data could expose vulnerabilities in our systems, potentially putting our products and all users at risk |
| Nuki App Battery report | report file generated when using the battery report function in the app | needed to properly handle customer support cases | Export through Nuki App* |

| DATA TYPE | DESCRIPTION | PURPOSE/FUNCTION | ACCESSIBILITY FOR USERS |
|--|---|--|-------------------------|
| Nuki App Auto unlock report | report file generated when using the auto unlock report function in the app | needed to properly handle customer support cases | Export through Nuki App |

Nuki Web & Smart Hosting Service

| DATA TYPE | DESCRIPTION | PURPOSE/FUNCTION | ACCESSIBILITY FOR USERS |
|-------------------------------|---|--|---|
| Device Config | Configuration data of Nuki devices | Operation / Function | Export through API or request at Nuki |
| Device Auths | Authorisations permitting access to Nuki devices, and their granularity | Access Control | Export through API or request at Nuki |
| Activity Log | Log of device interactions, such as unlock events, performed by users at a particular time. (Length of data storage?) | Provides a historical log of access events to the user for auditing. | Export through API or request at Nuki |
| Notifications | Notifications which are sent to the user based on various events being triggered | Keeps the user informed of interactions within the product offering | Export through API or request at Nuki |
| Server connection | Logs of when the devices connected to the server | Monitoring of connectivity issues | Not provided, as the data could expose vulnerabilities in our systems, potentially putting our products and all users at risk |
| REST API requests | Log of which API requests were sent, including METHOD and IP address | Rate limiting and security | Not provided, as the data could expose vulnerabilities in our systems, potentially putting our products and all users at risk |
| Integrated Services | Account access granted third-party services, and their permitted scopes | Authentication mechanism between Nuki and third-party services | Export through API or request at Nuki |
| Smart Hosting Services | Internal services linked to an account | Linking / Authentication mechanism | Export through API or request at Nuki |

| DATA TYPE | DESCRIPTION | PURPOSE/FUNCTION | ACCESSIBILITY FOR USERS |
|---------------------------------------|---|--|---|
| Smart Hosting Service Listing | Listings synced from internal integrations | Display of listing that are linked to bookings and authorisations | Export through API or request at Nuki |
| Smart Hosting Service Bookings | Bookings synced from internal integrations | Display of bookings that are linked to listing and authorisations | Export through API or request at Nuki |
| Subscription Status | Which subscriptions the user has purchased, including validity and expiry date. | Offer differing services to the user based on which services they have purchased | Export through request at Nuki |
| In-Home Delivery | Logs of delivery attempts, including timestamps and success rate | Error tracking in service implementation | Not provided as this would compromise the integrity of the product and could pose a significant security risk |

How to access your data

Some of your data is generated and stored directly on your personal device, like your smartphone. You can view this data directly within the app or device settings. As the protection of your privacy is very important to us, we do not have access to them - consequently, we are unable to provide you with an indirect data export.

*We're also working hard to ensure that this data can be exported in a machine-readable format directly on your device, and this feature will be released shortly. All other data not stored locally on your device can be requested from us.

You can submit a request to us at any time to receive a copy of your data. We will process your request as quickly as possible and provide the data to you in a common, machine-readable format.

- Send us an informal request: Use the following email address: datarequest@nuki.io
- Identity Verification: For security reasons, we require identity verification to ensure that only you can access your data.
- Data Provision: After a successful review, we will provide you with a comprehensive overview of your data.

Privacy Policy

All detailed information about the processing of your personal data, such as the purposes of the processing, the legal basis, and your rights as a data subject under the GDPR, can be found in our Privacy Policy.