

# GEM ONE Connected products and related services

Gem One NV (“Gem One”), a company incorporated under the laws of Belgium, having its registered seat at Brabantstraat 15, 8790 Waregem, Belgium and registered in the RPR/RPM Ghent, Kortrijk division, under enterprise number 0730.663.386, develops and provides telematics and connected safety solutions for industrial machinery fleets. These solutions combine hardware devices installed on machines and used by operators or pedestrians with a cloud-based platform (“GemOne Cloud” or, where applicable, the relevant dashboard environment) to help customers manage safety, compliance, productivity and maintenance.

In accordance with Regulation (EU) 2023/2854 (Data Act), this page provides information on:

- a) the data generated by our connected products;
- b) how that data can be accessed and used; and
- c) the data processed through our cloud platform and related services.

Our solutions generate data about your use, and the environment in which you use, the solutions. Most solutions do so continuously and in real-time, but some solutions only generate data on an event-based basis. Such data is stored on, and can be erased from, dedicated storage components on-board, as well as in a cloud environment provided that you have an active internet connection for the solution, in accordance with applicable terms and conditions. Depending on the services you have chosen, data is accessible and retrievable in accordance with the applicable terms and conditions and technical documentation:

- a) through the on-board interface of the solution (which may require you to procure compatible hardware to access the data stored therein);
- b) using an application programming interface (“API”);
- c) by registering and logging into one of our Gem One Cloud or online dashboards/configuration platforms, as applicable.

## Connected products and product data

### Our connected products

The following products we offer, qualify as connected products under the Data Act:

- Sapphire V2S and Sapphire V3;
- Onyx V4;
- Proximity solutions including beacons and wearables;
- Battery monitoring solutions (BMS).

### Data generated by our connected products

The following data is generated:

- Machine and operational data:

- Machine usage, ignition and runtime;
  - Utilisation and activity logs;
  - Working records and operational events;
  - Load, weight and hydraulic data, where applicable.
- Location and movement data:
  - Satellite-determined location;
  - Movement patterns;
  - Geofencing events.
- Technical and diagnostic data:
  - CAN bus data and diagnostic information;
  - Sensor readings;
  - Device health and status information;
  - Firmware and connectivity information.
- User and access data:
  - Operator identification;
  - Access control events;
  - Driver linking and user association events.
- Safety and event data:
  - Warnings, alarms and incidents;
  - Impact and checklist data;
  - Proximity warnings and related safety events;
- Battery data (BMS):
  - Voltage, current and temperature;
  - Battery state of charge and state of health;
  - Charging cycles and interlock events.
- Proximity data (for proximity solutions):
  - Proximity and distance measurements between beacons and wearables;
  - Relative speed and motion direction;
  - Warning activations and muting events;
  - Automatic driver linking and unlinking events;
  - Speed-control related trigger events;
  - Usage, telemetry and configuration data.

## Data formats

Data is generally available in formats appropriate to the relevant solution and/or interface, such as:

- CSV
- JSON
- XML
- API-defined formats;
- Machine- or device-native formats.

Actual data volumes, update frequency and latency depend on the product, configuration, connectivity, and subscription level. For connected telematics products, indicative ranges may vary from low-volume event data to substantially larger operational datasets over time.

# Gem One Cloud and related services

## Our related services

Gem One provides cloud-based and dashboard services that allow customers and authorised users to:

- monitor machines, fleets and safety events;
- analyse performance and operational behaviour;
- configure warnings, thresholds and safety parameters;
- manage access and user settings;
- receive alerts and notifications;
- export and share data.

These services qualify as related services under the Data Act where they incorporate, transmit or make available product data and affect the functions, behaviour or operation of the connected product.

## Data processed in related services

The related services process:

- the product data described above;
- the following related service data:
  - o account and authentication data;
  - o user activity and usage data;
  - o configuration settings and rules;
  - o system messages and notifications;
  - o API and system logs;
  - o analytics and contextual reporting data.

## Data formats

Common formats include CSV, JSON, XML and other technical or solution-specific formats where relevant.

## Contact point

For any questions related to the information provided above, you can contact [support\\_emea@gemone.com](mailto:support_emea@gemone.com)