

Information on the Data Act

Last update: September 2025

The Data Act (Regulation (EU) 2023/2854) establishes a comprehensive legal framework for fair access to and use of data within the European Union. Its objective is to increase data availability, promote innovation and competition, and strengthen the rights of users of connected products and related services.

This document provides information on connected products, related services, and data processing services offered by the SSI Schäfer Group.

Connected Products (Logistics Systems of the SSI Schäfer Group)

The connected products of the SSI Schäfer Group comprise a broad portfolio of logistics systems, ranging from automated vertical lift modules such as the SSI LOGIMAT to shuttle systems, picking stations, and automated guided vehicles (AGVs). The systems used are tailored to the individual needs of each customer and therefore vary from customer to customer.

- **Product Data**

During the operation of the logistics systems, the connected products of the SSI Schäfer Group continuously generate data—partly in real-time, partly cyclically. This includes raw data such as process image data (e.g. data streams), messages related to material flow control, log data, and visualization data. The type, format, and estimated volume of the generated product data depend on the specific logistics system and may vary depending on warehouse size, layout, and the underlying customer processes. Formats range from XML files to plain text files.

- **Storage Location and Retention Period**

Depending on the type, the data generated through the use of the logistics systems is stored either directly on the respective device (e.g. on the control system as a text file), on remote servers, or not stored at all. The retention period depends on the specific system configuration.

- **Access and Retrieval of Data**

Due to the individual nature of the various logistics solutions and their adaptation to the specific needs of each customer, the respective contractual partner of the SSI Schäfer Group must be contacted in order to determine the modalities for accessing, retrieving or deleting the data.

Related Services (Software Solutions of the SSI Schäfer Group)

The software portfolio of the SSI Schäfer Group includes various solutions such as WAMAS WMS (Warehouse Management System), WAMAS WCS (Warehouse Control System), WAMAS MFS (Material Flow System), WAMAS Robotics, and WAMAS Lift & Store. The software solutions used are as versatile as the logistics systems themselves and therefore vary from customer to customer.

- Collected Product Data and Related Service Data

The software solutions of the SSI Schäfer Group continuously collect various product data during the operation of the logistics systems—partly in real time, partly cyclically—and also generate related service data. These include information on system status, inventory levels, goods allocation, and visualization data. The type, format, and estimated volume of data collection depend on the specific software solution and the underlying customer processes and requirements.

- Storage Location and Retention Period

Depending on the type, the data generated through the use of the software solutions is stored either directly on the respective device (e.g. on the control system as a text file), on remote servers, or not stored at all. The retention period depends on the specific system configuration.

- Access and Retrieval of Data

Due to the individual nature of the various software solutions and their adaptation to the specific needs of each customer, the respective contractual partner of the SSI Schäfer Group must be contacted in order to determine the modalities for accessing and retrieving the data.

- Use of Readily Available Data for Own Purposes

The data holder, i.e. the respective company within the SSI Schäfer Group, uses readily available data - within the scope of contractual agreements - to provide, maintain and/or optimize the contractually agreed services to the customer. Additionally, such data may be also for general improvement of its services and for marketing purposes, insofar as this does not conflict with legitimate interest shown by the customer towards SSI (such as the protection of the customer's business secrets).

- Information on the Prospective Data Holder

The data holder is the entity within the SSI Schäfer Group with whom the contract has been concluded. The trade name and the address of the establishment of the data holder can be found in the respective contract. A list of other data processing parties within the SSI Schäfer Group is provided in **Annex 1**.

- Communication and User Requests

Communication with the data holder takes place via email, telephone, or postal mail. If a main contract has been concluded between the customer and SSI Schäfer, reference is made to the contact modalities agreed therein. Customers may also submit requests regarding data sharing via these communication channels.

- Right to Lodge a Complaint

The customer has the right to lodge a complaint with the competent authority pursuant to Article 37 of the Data Act in the event of an infringement of the Regulation.

- Trade Secrets

The SSI Schäfer Group may be the holder of trade secrets that are accessible via connected products or generated during the provision of related services.

- Contract Duration

The duration of the contract between the customer and SSI Schäfer is agreed individually. Relevant information regarding the contract term and termination options can be found in the respective contract.

Data Processing Services (Digital Services of the SSI Schäfer Group)

In addition to connected products and related services, the product and service portfolio of the SSI Schäfer Group also includes other data processing services such as SaaS solutions. The provisions governing these services are set out in the respective (service) contracts. Chapter VI of the Data Act regulates switching between such data processing services ("cloud switching"). The provisions of the Data Act also include the obligation to provide information on the website.

- Jurisdiction Governing the ICT Infrastructure

The ICT infrastructure used by the SSI Schäfer Group in the area of data processing services (SaaS solutions) is subject to the following jurisdiction:

- Austria
- Description of Technical, Organisational and Contractual Measures in Case of Government Requests from Third Countries

The SSI Schäfer Group will examine requests from government authorities in third countries for access to or transfer of non-personal data stored in the Union, will take legal action against such requests or reject them, insofar as the access or transfer would conflict with Union law or applicable national law.

Annex 1 – Additional Data Processing Parties

In particular, the following entities of the SSI Schäfer Group may act as additional data processing parties, provided that the respective entity is not already a contractual partner:

Name	Address
SSI Schäfer GmbH & Co. KG	Fritz-Schäfer-Straße 20 57290 Neunkirchen/Siegerland Germany
Fritz Schäfer GmbH	Fritz-Schäfer-Straße 20 57290, Neunkirchen/Siegerland Germany
SSI Schäfer Automation GmbH AT	Fischeraustraße 27 8051 Graz Austria
SSI Schäfer Automation GmbH DE	i_Park Klingholz 18/19 97232 Giebelstadt Germany
SSI Schäfer IT Solutions GmbH AT	Friesachstraße 15 8114 Friesach bei Graz Austria
SSI Schäfer IT Solutions GmbH DE	i_Park Klingholz 18/19 97232 Giebelstadt Germany
SSI Schäfer B.V .	Linie 1 6678 PK Oosterhout Netherlands
SSI SCHÄFER NV	Ambachtenlaan 14 B-3001 Leuven Belgium

SSI Schäfer System International AB	Bronsåldersgatan 9 213 76 Malmö Sweden
SSI Schäfer A/S	Niels Jernes Vej 10-12 9220 Aalborg Denmark
SSI Schäfer Limited	Rickyard Barn Ground Floor Pury Hill Business Park, Alderton Road Paulerspury, Towcester, Northamptonshire NN12 7LS United Kingdom
SSI Schaefer SIA	Mārupes nov., Mārupes pag. "Vismaņi k-1" LV-2167 Latvia
SSI Schaefer S.A.S.	2 Rue Armand Meyer 49300 Cholet France
SSI Schaefer, logistični sistemi, d.o.o.	Ob Dravi 06 2000 Maribor Slovenia
SSI Schäfer SRL	B-dul Industriei nr. 6 300714 Timisoara Romania
SSI Schäfer Sistemas Internacional, S.L.	C/Can Pi No 17, Pol. Ind. Gran Vía Sur Antigua Ctra del Prat 17, 08908 L'Hospitalet de Llobregat Bcn, Spain
SSI Schäfer AG	Schaffhauserstrasse 10 8213 Neunkirch Switzerland

INCAS S.p.A.	Via Milano 16 13856 Vigliano Biellese (BI) Italy
SWAN GmbH	Annastraße 3 86150 Augsburg Germany
SWAN AT GmbH	Brückenkopfgasse 1 8020 Graz Austria
Schaefer Sistemas International S.A. de C.V.	Lope de Vega 125, Piso 9, Col. Polanco V Sección, Delegación Miguel Hidalgo, C.P. 11560, Ciudad de México México
SSI Schaefer Systems (M) Sdn Bhd	No. 15, 3rd Floor, Jalan TP 5, Taman Perindustrian Sime UEP 47620 Subang Jaya Selangor Darul Ehsan Malaysien
Schaefer Systems Int. Sdn. Bhd. (Malaysia)	PLO 25, Jalan SR/3 Kawasan Perindustrian Simpang Renggam 86200 Johor Malaysien