Data Information Notice

Information notice for Onyyx Alarm Hub and Onyyx Phone Application.

Manufacturer: Inhep Electronics Ltd, 1 Manchester Road, Pinetown, 3610, South Africa

Service provider: Inhep Electronics Ltd, 1 Manchester Road, Pinetown, 3610, South Africa

Date: 24/06/2025 V1.0

1. Introduction

General

This information notice explains how data generated by, or collected through, the Onyyx Alarm Hub (the "**Product**") is accessed, used, and shared (including to provide Onyyx Phone Application (the "**Service**")) and how the data is otherwise processed, in line with the requirements under Article 3 of the EU Data Act.

Product and service description

The Onyyx Alarm Hub is a central alarm control device that connects to wireless peripherals, for security and home automation and controlled by the Onyyx Phone Application. Data is stored on both the physical device as well as remote servers hosting the phone application.
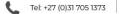
Data holders

The following parties receive data from the Product and/or the Service and may use the data for their own purposes ('data holders'):

Inhep Electronics Ltd, 1 Manchester Road, Pinetown, 3610, South Africa

Terms of use and quality of service

ids-protect-certification | IDS

Tel: +27 (0)31 705 1373 | Unit 1 Manchester Park, 1 Manchester Road, Pinetown 3610, South Africa | P O Box 738 · New Germany 3620 · South Africa | info@idsprotect.co.za | www.idsprotect.co.za

Inhep Electronics Holdings Pty Ltd
Company Reg no: 2007/002578/07

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2. Data which the Product is capable of generating

Product name	Nature of data	Format	Estimated volume	Collection frequency	Data retention
Onyyx Alarm Hub	Activity logs, battery status logs, connectivity logs (wifi levels), diagnostic data.	JSON	Data is generated each time it is used, as well as periodic status logs every 5 minutes. 2 mbs of data generated per week is typical for the product.	Data is collected continuously and in real-time.	Data is stored indefinitely

3. Data obtained by Inhep Electronics Ltd

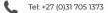| Service name	Nature of data	Format	Estimated volume	Data retention
Onyyx Phone Application	Alerts/notification logs, user interactions logs, diagnostic logs, device data, performance data	JSON	Data is generated each time it is used. ±100 mbs of data generated per week is typical of an average site for the related service.	Data is stored indefinitely

4. Data sharing and use

Type of data	Data use	Sharing of data	Identity of data recipient
Alerts/notification logs, user interactions logs, diagnostic logs, device data, performance data	Data may be used for product enhancements and bug fixes.	Data will not be shared with any third party.	N/A

5. Data access and user capabilities

Direct access to data	Indirect access to data	Erasure of data
Users have access to activity logs on the Onyyx Phone Application	Users can access remote server data by contacting Inhep Electronics Ltd's customer support team at ZAIDS.HELPDESK@idsprotect.co.za	The user can remove all data from the Onyyx Alarm Hub by resetting the physical device. Users can delete remote server data by contacting Inhep Electronics Ltd's customer support team at ZAIDS.HELPDESK@idsprotect.co.za

6. How to request data sharing

You may request us to share data with a specific third party by contacting Inhep Electronics Ltd's customer support team at ZAIDS.HELPDESK@idsprotect.co.za and submitting a formal request. We may under certain circumstances deny a request of data sharing to third parties.
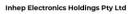
Tel: +27 (0)31 705 1373 | 91 Escom Rd, Cnr Escom & Henwood Rd New Germany · 3610 · South Africa | P O Box 738 · New Germany 3620 · South Africa | info@idsprotect.co.za | www.idsprotect.co.za

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7. Right to lodge a complaint

If you believe our handling of your data infringes your rights under applicable legislation, you have the right to lodge a complaint with the competent authority in your jurisdiction.

8. Trade secrets

In some cases, data from the connected products or related services may include trade secrets that we or our partners own. Trade secrets shall be preserved and disclosed only where all necessary measures prior to preserve their confidentiality are taken, in particular regarding third parties. In exceptional circumstances, our ability to grant access to data may be limited due to trade secrets.

9. Term and termination

Your contract with Inhep Electronics Ltd is valid for the length of your chosen subscription, beginning on the date you sign up or otherwise agree to the Terms of Use of the Service.

You may end the contract by contacting Inhep Electronics Ltd's customer support team at ZAIDS.HELPDESK@idsprotect.co.za

10.   Contact information

Should you have any questions regarding the data generated by the Product or the Service, do not hesitate to contact us at ZAIDS.HELPDESK@idsprotect.co.za

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