

FAQ on Kamstrup ServiceDesk (Within the Kamstrup Group and from the platform ServiceNow)

What is ServiceDesk?

ServiceDesk is a ticket handling platform used by Kamstrup, which is provided by the system supplier ServiceNow. The platform ensures transparency and documentation on all case and issue-handling in the relation between Kamstrup and you as our customer.

The platform ensures one easy accessible way to a number of different information for you as a customer, such as ongoing cases, solved cases as well as material on subjects of current interest.

The platform is used for all Kamstrup's customers.

Why and how does Kamstrup process personal data through ServiceDesk?

Through the data processing agreement between you and Kamstrup, Kamstrup obtains the right to process certain personal data on the end-customers of Kamstrup's systems OMNIA, READy and/or Analytics (Heat, Water and Power Intelligence) as part of the contract on the service, operation and or hosting of OMNIA, READy and/or Analytics.

ServiceDesk is managed by Kamstrup employees in different levels. Our service and support employees will receive the initial inquiry or incident-reporting, which creates the basis for a case.

If necessary, the Kamstrup service and support employee will escalate the ticket within the Kamstrup service organisation, who will assist solving the issue. To ensure our customers with the best possible service in this regard, we include colleagues from our customer support teams in a number of different countries in the service – including colleagues in the US.

In case of a technical issue with the ServiceDesk platform (as provided by ServiceNow), the service organisation will involve Kamstrup Group IT in Denmark, who is responsible for assistance on the technical side of the platform.

Why and how does ServiceNow process personal data through ServiceDesk?

If Kamstrup IT meets a technical problem with the platform, which cannot be solved internally, Kamstrup may involve ServiceNow asking for service. In such case, ServiceNow will gain access to the case to be able to solve the technical issue.

ServiceNow does not process customer data within the platform except where necessary for the purposes of providing customer support towards Kamstrup (in which case they will see the free-text from the inquiry) as well as for general infrastructure maintenance on the ServiceNow platform. Access occurs on a case-by-case basis and is strictly controlled, with activity being logged and monitored.

For the avoidance of doubt, ServiceNow will never have access to Kamstrup's remote reading system (OMNIA, READy and/or Analytics), but only the free text as placed in the ticket in the ServiceDesk.

What personal data is processed through ServiceDesk?

Because the ticket is created based on free text, the content varies.

In some situations, the ticket involves personal data on end customers, which is necessary for you as a customer to share with Kamstrup to solve the issue. An example could be an address or the meter ID.

We generally advise our customers to create internal instructions or procedures, which ensures that personal data is limited to the extent possible, and in particular that consumption data is not typed into the ticket.

Kamstrup has implemented internal processes, in situations where a customer types in sensitive data as part of the ticket – this will be deleted by Kamstrup.

For the avoidance of doubt, ServiceDesk will never have access to Kamstrup's remote reading system (OM-NIA, READy and/or Analytics), but only the free text as placed in the ticket in the ServiceDesk.

In which country/countries is data processed?

The customer support is handled by Kamstrup employees in the countries Austria, Czech Republic, Estonia, Denmark, Finland, Germany, Netherlands, Norway, Poland, Spain, Sweden, Switzerland and USA.

The activity relates to the following Kamstrup group subsidiary entities:

- Kamstrup Austria GmbH, Handelskai 94-96, Millennium Tower – 32, OG, TOP 321, A-1200 Vienna, Austria
- Kamstrup A/S, Industrivej 28, Stilling 8660 Skanderborg, Denmark (including activities in affiliates in Czech Republic, Denmark, Estonia, Finland, Germany and Switzerland)
- Kamstrup B.V., Gildenstraat 23, NL-7005 BL Doetinchem, Netherlands
- Kamstrup AS, Innspurten 1A, NO-0663 Oslo, Norway
- Kamstrup Sp. z o.o., ul. Kurzawska 9, PL-02-296 Warszawa, Poland
- Núñez de Balboa 29- 1ºE, ES-28001 Madrid, Spain
- Kamstrup AB, Vendevägen 89, 182 32 Danderyd, Sweden
- Kamstrup Water Metering L.L.C, 245 Hembree Park Drive, Ste. 110, Roswell, GA 30076 USA

Kamstrup's ServiceNow solution is hosted within the European Union, by the following entities and on the following locations:

- ServiceNow Nederland B.V.- Hoekenrode 3, 1102 BR Amsterdam, Netherlands. Company number – 53045998
- ServiceNow Ireland Limited (Ireland)- 1st Floor, The Sharp Building, 10-12 Hogan Place, Dublin 2, D02 TY74, Ireland. Company number – 549967

The technical maintenance of the platform is done using ServiceNow's global network of locations, technology and employees to provide the services by the following entities and in the following locations:

- ServiceNow, Inc. 2225 Lawson Lane, Santa Clara, California, 95054, United States of America and registered with the Secretary of State of the State of California, United States under number C3479942
- ServiceNow Australia Pty Ltd- Suite 9, 318-322 Stephenson's Road, Mount Waverly, VIC 3149, Australia. Company number- ACN 149 683 312
- ServiceNow Software Development India Private Limited- Knowledge City, 7th Floor, Plot No. 2, Phase 1, Survey No. 83/1, Raidurg Village, Serilingampally, Hyderabad, Rangareddi, TG 500081, India. Company number- CIN: U72900TG2014FTC092163 RoC Hyderabad registration number: 092163
- ServiceNow UK Ltd. (United Kingdom)- Strada Building, 1 Bridge Street, Ground Floor & 1st Floor, Staines TW18 4TP, United Kingdom. Company number – 6299383

- ServiceNow Japan K.K. (Japan)- Ark Mori Building, 1 12 32 Akasaka, Minato ku, Tokyo, Japan. Company number- 0100-01-154403

On which legal basis is data transferred to third countries and how is it ensured that adequate safeguards are in place?

Kamstrup

Kamstrup has inter-company data processing agreements in place, which regulates the transfer of personal data related to our customers within the group.

The data processing agreement incorporates the latest Standard Contractual Clauses, and for all transfers, we have conducted transfer impact assessments using the latest guidance from the European Data Protection Board.

The transfer impact assessment is available for download from Kamstrup's online accessible Privacy Site: <https://www.kamstrup.com/en-en/about-kamstrup/gdpr/datasecurity/documentation-and-faq>

ServiceNow

ServiceNow has an intra-group data Transfer and Processing Agreement in place which incorporates the Standard Contractual Clauses. Furthermore, ServiceNow products, services and operational procedures are designed to incorporate robust data protection safeguards throughout the entire product lifecycle and system architecture.

ServiceNow continuously monitors developments in each applicable country in which it processes data. This includes carrying out privacy transfer impact assessments in respect of transfers of data to specific countries to ensure that adequate safeguards are in place and that they continue to adhere to all relevant contractual obligations and remain compliant with all applicable laws.

The transfer impact assessment is available for download from Kamstrup's online accessible Privacy Site: <https://www.kamstrup.com/en-en/about-kamstrup/gdpr/datasecurity/documentation-and-faq>

Can processing of customer data be restricted to certain countries?

Whilst our version of ServiceNow's platform is hosted solely within the European Union, as of now, associated services including support and ServiceNow cloud management can not be provided without occasional transfers.

How does Kamstrup control ServiceNow?

Kamstrup controls all suppliers, who process personal data at least annually. For ServiceNow such control is ensured by obtaining the SOC 1 and SOC2 declarations, signed by an individual third party.

I have more questions. Where do I reach out?

Read more on privacy compliance on Kamstrup privacy site: <https://www.kamstrup.com/en-en/about-kamstrup/gdpr>

You contact Kamstrup's Data Protection Officer on DPO@kamstrup.com

Furthermore, we refer to ServiceNow's [customer facing FAQs](#).