Privacy Notice for Toshiba Home AC Control App Users

1. About this notice

Protecting your personal data and helping you control how we use and share it are very important to us.
In this notice, we explain how we collect, use, disclose, and protect the personal data that we receive from you. Please take the time to read and understand this notice.

2. Information about us

For the purpose of data protection law, we Carrier Air Conditioning (Thailand) ("we", "us" and "our") are a data controller in respect of your personal data.
(a) Our main office address: 114/9 Moo 5, Bangkadi Industrial Park, Tivanon Road, Tambol Bangkadi, Amphur Muang, Pathumthani 12000, Thailand.
(b) Our email address: ctcwifigroup@carrier.com
We designate Carrier RLC Europe S.A.S as our representative. The contact details of our representative are as follows.
(a) Our representative's office address: Route de Thil - 01120 Montluel, France
(b) Our representative's email address: ctcwifigroup@carrier.com

3. Definitions

In this notice:
(a) your "personal data" means any data which relates to you and from which you can be identified;
(b) our "affiliates" includes our subsidiaries, our parent companies, and any subsidiaries of our parent companies;
(c) "processing" means any activity or operation that is carried out in respect of your personal data, such as collecting, storing, using, transferring or deleting it, and
(d) "app" means the Toshiba Home AC Control application that enables you to control your compatible air conditioners using a compatible device (smartphones, tablets, etc.).

4. How we collect your personal data and what personal data we collect

We will collect and process the following personal data about you:
(a) Information you give us. This includes information about you that you give us when installing the app and setting the information. The information that you give us will be:
user name, password, email address, country, air conditioner location, smart phone location and the name of the room or the floor where the air conditioning is set.
(b) Information we collect about you. When you operate the air conditioner through the app, we automatically collect information regarding the ID of the Smart device control interface between your compatible device and air conditioners, the settings of air conditioner, email address, country, air conditioner location and the operational status of your air conditioner, including the name of the room or the floor where the air conditioning is set.

(c) Information that sales entity, dealers and distributors collect about you. This includes information about you that sales entity, dealers and distributors collect when installing the air conditioner or after service. The information that you give us will be: customer name, where install air conditioner, service history, air conditioner installation condition data.

5. Purpose and legal basis of processing personal data

(a) We use the personal data that we hold about you so that you can control your compatible air conditioner in and outside of your room and that we provide such services through this app and the management, maintenance and improvement of this app.
(b) Provide our Services - to provide our Services or any specific feature that you may request.
(c) Customer Support Services - to provide customer support services for our Services, or to deal with any other support queries you may have (such as complaint handling);
(d) Provide information - to provide usage information, failure information, power consumption information, health information and other service information to you.
(e) Analysis Purposes for Services improvements – for assessment and analysis of our market, customers, products, devices and other Services and your use thereof, in order to develop and improve new and existing CARRIER products and Services.
(f) Protect our rights, privacy, safety or property, and/or that of our affiliates, you or others.
The legal basis for the processing of your personal data is your consent.
We will only use your personal data to the extent that it is necessary to do so to fulfil the purposes described above.

6. Disclosure of personal data to recipients

We may share your personal data with recipients in the situations described below:
(a) Employees of our Product Planning Department and Design Engineering department (and, in some cases, employees of other departments) and our affiliates, who are authorized and need to access the data; and,
(b) Outsourcing companies which store your personal data in their servers and/or to which we entrust the processing such as deletion of your personal data; and,
(c) Our third-party service providers who provide services such as app design, development, interoperability, maintenance, and data analysis.
We share personal data about you with such third party service providers solely for the purpose of enabling them to perform services on our behalf and they will operate only in accordance with our instructions; and,
(d) Our sales entity who sales our product
We share personal data about you with such sales entity solely for the purpose of enabling them to improve services.
(e) Third parties when required by law
We share your personal data as required by the laws of the each country as applicable, public authority or competent regulator of the each country as applicable.
(f) Other Parties with your consent or at your direction
We share personal data about you with third parties when you consent to or request such sharing. Third parties take to secure your personal data same as our privacy notice.

7. Third Party Applications

Third party applications provided by a third party ("Third Party"), including, but not limited to, application, contents, advertisement or any other materials provided by third parties, ("Third Party Applications") are available through the Service but are not the responsibility of CARRIER. These Third Party Applications are operated by third party companies other than CARRIER and are not under the control of CARRIER. The inclusion of Third Party Applications on the Service does not imply endorsement or sponsorship of the application by CARRIER.
When Users use Third Party Applications, Users do so at their own risk. Any dealings that Users have with Third Party Applications, including the delivery of and the payment for goods and services, and any other terms, conditions, warranties or representations associated with such dealings are solely governed by the terms agreed between a User and the relevant Third Party.
CARRIER shall not control and not be responsible or liable for any Third Party Applications or any content, advertising or other materials on or available from or provided by Third Party Applications. CARRIER makes no warranty or representation regarding any Third Party Applications or the information appearing on any Third Party Applications or any of the products or services described on any Third Party Applications. CARRIER will have no liability arising out of or related to Third Party Applications and/or their content, or for any damages or loss caused or alleged to be caused by or in connection with any purchase, use of or reliance on any such content, goods, or services available on or through any Third Party Applications.

8. Storage limit of personal data

We will retain the personal data that we collect about you while we provide the services of this app, except to the extent that we are required by law to retain it for a longer period of time in which case, we will retain it for the period required by law.

9. Your rights

You have a number of legal rights in relation to the personal data that we hold about you. These rights include:
(a) the right to obtain information regarding the processing of your personal data and access to the personal data which we hold about you;
(b) the right to request that we rectify your personal data if it is inaccurate or incomplete;
(c) the right to request that we erase your personal data in certain circumstances. This may include (but is not limited to) circumstances in which you withdraw your consent;
(d) the right to request that we restrict our processing of your personal data in certain circumstances. This may include (but is not limited to) circumstances in which:
(i) you dispute the accuracy of your personal data (but only for the period of time necessary for us to verify its accuracy); or
(ii) we no longer need to use the personal data except for the establishment, exercise or defense of legal claims;
(e) the right to receive any personal data which we process about you on the basis of your consent (as opposed to any other legal ground) in a structured, commonly used and machine-readable format and/or request that we transmit that data to a recipient where this is technically feasible. Please note that this right only applies to personal data which you have provided to us;

(f) the right to withdraw your consent to our processing of your personal data at any time. Please note, however, that we may still be entitled to process your personal data if we can rely on another legal ground for doing so;
(g) the right to lodge a complaint with the data protection regulator (details of which are provided below) if you think that any of your rights have been infringed by us.
You can exercise your rights by contacting us using the information about us above.

10. Where to obtain more information

The French Commission Nationale de l'Informatique et des Libertés ("CNIL") is the lead supervisory authority that bears the primary responsibility for supervising our compliance with data protection laws in Europe.
You can lodge a complaint with the CNIL or find out more information about your rights by contacting the CNIL, or by searching its website, at https://www.cnil.fr/en/home.
If you are not living in France, you can lodge a complaint or ask for more information about your rights to your national Supervisory Authority. You may find the list and contact details of all European Supervisory authorities at https://edpb.europa.eu/about-edpb/board/members_en.

11. Contacts

If you have questions, comments and requests regarding this privacy notice, please contact us using the information about us above.