

Supplementary Conditions

for Stannah Connected Services

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Where the Contract includes remote monitoring services (Connected Services), delivered through the Lift Connectivity Platform (the Platform), these supplementary conditions form part of the Agreement between Stannah and the Purchaser, and should be read alongside Stannah's standard Trading Terms and Conditions.

1) Definitions

"Monitoring Data" means data generated by the lift control system and transmitted via Stannah Remote Monitoring (SRM), including fault codes, event logs, usage and journey data, availability status, and other operational data collected through the Platform)

It's not intended to include personal data under applicable data protection law, except where personal data arises incidentally through the operation of the equipment. In that case, it will be processed in accordance with [Stannah's Privacy notice](#).

2) Connected Services

If the Purchaser has opted for any of the Connected Services, Stannah shall install any remote monitoring devices to the equipment necessary to enable the Connected Services. Unless otherwise agreed, such remote monitoring devices and the software running on them are the property of Stannah and/or its appointed OEM (meaning Stannah's appointed original equipment manufacturer from time to time). The Purchaser grants Stannah a right to use the Connected Services to collect, export and use the data generated by the equipment.

Stannah owns the data exported to Stannah, subject to applicable data protection legislation. If the Connected Services are terminated, the Purchaser shall upon request give Stannah access to the equipment to remove any remote monitoring devices owned by Stannah. Such right shall survive the expiration or termination of the Contract.

The Purchaser shall not:

- use the remote monitoring devices other than as part of the equipment.
- reverse engineer or otherwise attempt to obtain the source code of any software running on the devices.

3) SIM for Remote Monitoring

The SIM card supplied with Stannah's equipment remains Stannah's property. During the warranty period of the equipment, Stannah will subscribe to and maintain the GSM connection required for remote monitoring and/or Connected Services where applicable. The Purchaser accepts that network operators and/or third parties may alter, upgrade, or disrupt the network, which may affect data or voice connectivity. Stannah is not responsible for any resulting unavailability or disruption.

The SIM may be replaced with a M2M SIM and the system fulfils the regulatory requirements with any standard SIM in accordance with the instructions contained within the User Manual.

4) Telephone Line

If the signal is not suitable for GSM operation, the Purchaser is responsible for provision of telecommunication lines (including but not limited to related equipment where needed) required for remote monitoring systems and/or Connected Services, and payment of all costs and charges relating to the maintenance and use of the same.

5) Local Area Network & Cabling

The following are excluded from Stannah's responsibility and will be charged separately if Stannah agrees to carry them out: all cabling and wiring in the building structure and running up to related interfaces (including without limitation the local area network and:

- i. repair, renewal and replacement of LAN;
- ii. LAN cabling or similar infrastructure used in the building and/or any repairs or other work required due to inferior LAN performance;
- iii. third party solution connections or final integration works;
- iv. any connections outside the lift shaft;
- v. network connections;
- vi. maintenance of building access databases; and
- vii. telecommunications lines, intercom and other connections (including related equipment where applicable) required for the proper functioning of Stannah's equipment

6) Intellectual Property

Stannah shall retain title and ownership of all the intellectual property rights relating (whether directly or indirectly) to any materials provided by Stannah under or in relation to this Contract, including but not limited to spare parts, components, drawings, manuals, technical documentation, software, firmware or other intellectual property in the course of and in connection with the connect services.

Stannah grants the Purchaser an irrevocable, non-exclusive, perpetual, non-transferable and royalty-free licence to use any copyrighted works for all reasonable purposes contemplated by the Contract. The Purchaser shall not in any form copy, modify or reverse engineer Stannah's software, or allow any third party to do the same. Stannah will not provide moral rights waivers.

7) Purchaser Data Access

Where agreed under the Agreement, the Purchaser may be given access to a dashboard or data reports via the Platform showing Monitoring Data relating to their equipment. The format, frequency and scope of such access shall be as agreed in the warranty/service contract. Stannah reserves the right to vary or withdraw dashboard access on reasonable notice, including where required by the OEM or Platform provider. Any dashboard or report is provided for information only and does not constitute a performance guarantee or safety certification.

8) Third-Party Disclosure

Stannah is under no obligation to provide Monitoring Data or any data generated by the Connected Services to any third party, including (without limitation) insurers, lift consultants, solicitors or other persons. However, where reasonably requested by the Purchaser, Stannah may, at its discretion and subject to applicable law, confidentiality obligations and any third-party rights, agree to provide such data. Where Stannah agrees to provide data, or is required or permitted to do so by applicable law, regulation or order of a court or competent authority, Stannah may:

- i. require satisfactory evidence of the requesting party's authority and, where appropriate, the Purchaser's consent;
- ii. charge reasonable administrative costs for the collation, preparation and provision of such data;
- iii. provide the data in such format, scope and level of detail as Stannah considers appropriate in the circumstances; and
- iv. redact or withhold any information where disclosure may reasonably be considered prejudicial to Stannah's interests or those of any third party.
- v. Nothing in this clause:
 - a. requires Stannah to create, retain, process or disclose data other than as held in the ordinary course of providing the Connected Services.

- b. limits Stannah's right to disclose data where required or permitted by law, or where Stannah reasonably considers such disclosure necessary to protect health, safety or its legitimate business interests.

9) SRM Availability and Failure Protocol

If the SRM becomes unavailable or connectivity to the Platform is lost, Stannah will use reasonable endeavours during normal working hours to restore connectivity once notified by the Purchaser or once the issue is detected by Stannah. The Purchaser is responsible for ensuring alternative emergency communication arrangements are in place in accordance with applicable lift regulations until connectivity is restored. Stannah is not liable for any loss, damage or regulatory non-compliance arising from loss of SRM connectivity caused by matters beyond its reasonable control, including but not limited to network outages, OEM platform downtime, or site power loss.

10) Platform - Connectivity and Updates

Platform software updates are typically downloaded directly from Stannah and its appointed OEM cloud platform. Where applicable, the equipment will connect to the Platform following installation and it will, whilst it remains covered by a Stannah warranty/service contract.

If, after the warranty period, the Purchaser does not enter an applicable Stannah Service Contract, connectivity to the Platform may be disabled and the equipment may no longer receive remote software updates. In that case, the Purchaser will be solely responsible for implementing any recommended or required updates, which may require replacement of the hardware.

11) Notice of Disablement

Stannah will give the Purchaser at least 30 days' prior written notice before disabling the link to the Platform. Where disablement is required for safety, security or regulatory reasons, Stannah may act with shorter notice and shall notify the Purchaser as soon as reasonably practicable thereafter.