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How We Process Personal Data

Below you will find information on how Personal Data Controlled by Customers of the BM Group are Processed in the context of the BuildingMinds Platform Services and Professional Services (collectively "**Service(s)**") which are provided by a BM Group entity as a Contractor:

Definitions

In the context of this document all capitalized terms which are defined in the General Data Protection Regulation (EU 2016/679 – "**GDPR**") shall have the meaning as defined in the GDPR.

The term "**BM Group**" refers to BuildingMinds Schweiz AG and its corporate affiliates, the term "**Customer**" shall mean the customer Controlling the Personal Data, the term "**Contractor**" shall mean the BM Group entity Processing Personal Data Controlled by the Customer and the terms BuildingMinds Platform Services, Professional Services, and Services refer to the products and services defined in the individual contract between the Customer and the Contractor ("**Contract**").

Processing of Personal Data

Personal Data are Processed to provide Services under the Contract in accordance with its terms. The respective roles and responsibilities of the members of the BM Group with respect to the provision of the BuildingMinds Platform Services and Professional Services are described below.

Roles and Responsibilities of the BM Group Entities

The following members of the BM Group are responsible for the following Processing activities:

BuildingMinds Schweiz AG

BuildingMinds Schweiz AG, Bahnhofstrasse 12, 9100 Herisau, Switzerland is the central contracting hub of the BM Group for non-US Customers. BuildingMinds Schweiz AG either only enters into any framework agreements, which provide a general framework for individual Contracts, with non-US Customers, or (also) into the actual individual Contracts with non-US Customers. BuildingMinds Schweiz AG will have access to all Personal Data Processed on behalf of Customers that entered into individual Contracts with BuildingMinds Schweiz AG.

BuildingMinds Real Estate Solutions GmbH

BuildingMinds Real Estate Solutions GmbH, c/o Mindspace, Friedrichstraße 68, 10117 Berlin, Germany is the central technical and operational hub of the BM Group. BuildingMinds Real Estate Solutions GmbH operates the BuildingMinds Platform and provides all Services, whether directly as a Contractor or as a sub-contractor of other BM Group entities. BuildingMinds Real Estate Solutions GmbH therefore has access to all Personal Data Processed on behalf of Customers within the BM Group and Processes such Personal Data for the provision of the Services.

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BuildingMinds, Inc.

BuildingMinds, Inc., C/O Schindler Elevator Corporation, 1133 6th Avenue, 28th Floor, New York, New York 10036, USA is the central contracting hub of the BM Group for US Customers. BuildingMinds, Inc. enters into any framework agreements, which provide a general framework for individual Contracts, with US Customers, and (also) into any actual individual Contracts with US Customers. BuildingMinds, Inc. will have access to all Personal Data Processed on behalf of Customers that entered into individual Contracts with BuildingMinds, Inc.

Subprocessors and Sub-Subprocessors

The BM Group makes use of the following third-party services to provide its own Services:

Hosting of the BuildingMinds Platform and further Microsoft Services

The BuildingMinds Platform is hosted in the Microsoft Azure European cloud. The cloud is operated by Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18 D18 P521, Ireland. Microsoft Ireland Operations Limited is a subsidiary of Microsoft Corporation, One Microsoft Way Redmond, WA 98052-6399, USA.

The BuildingMinds Platform also makes use of further services provided by Microsoft, including the Microsoft Azure OpenAI Service used for generative artificial intelligence features within the platform.

The Microsoft Azure European cloud is ISO 27001 certified. Use of the Microsoft Azure European cloud is subject to standard terms which ensure that the users control all data hosted on their behalf.

For more information on Processing activities, see:

https://www.microsoft.com/en-us/trust-center/privacy/data-access

A current list of sub-processors is available here:

https://aka.ms/subprocessor

Mailing Services

For sending mails in connection with our Services, BM Group makes use of the Mailjet mailing service. The Mailjet mailing service is operated by Mailjet SAS, 13-13 bis, rue de l'Aubrac, 75012 Paris, France.

The Mailjet mailing service is ISO 27001 certified. Use of the Mailjet mailing service is subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities and a current list of sub-processors, see:

https://www.mailjet.com/legal/dpa/

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Utility Sync Add-On

For the optional Utility Sync add-on of the BuildingMinds platform, BM Group makes use of utility consumption data integration services provided by different sub-processors. We use the following sub-processors for this purpose:

Rhino B.V, Hogehilweg 19, 1101 CB Amsterdam, the Netherlands ("Rhino Service").
Mestro AB, Kungsgatan 10, 11143 Stockholm, Sweden ("Mestro Service").
Arcadia Power Inc, 5600 S Quebec St D320, Greenwood Village, CO 80111, United States ("Arcadia Service").
Meterbeheer BV, Danzigerkade 15A6, Amsterdam, the Netherlands ("Meterbeheer Service").
Perse Technology Limited, Mappin House, 4 Winsley Street, London W1W 8HF, United Kingdom ("Perse Service").

Use of all these services are subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities, please contact privacy@buildingminds.com. For general information, please see:

1. Rhino Service: https://rhino.energy
2. Mestro Service: https://mestro.com/en/
3. Arcadia Service: https://www.arcadia.com/
4. Meterbeheer Service: https://www.meterbeheer.nl
5. Perse Service: https://www.perse.io

User Support

For user support and communication related to the use of our BuildingMinds Platform, BM Group makes use of the Intercom IO Service. Intercom IO is employed solely within our platform as a sub-processor for facilitating real-time communication, support ticket submission, guided product walkthroughs, tooltips, and surveys. The Intercom Services are operated by Intercom, Inc. 55 2nd St, 4th Floor San Francisco, CA 94105 United States.

The Intercom Service is ISO 27001 certified. Use of the Intercom Service is subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities, see:

https://www.intercom.com/legal/data-processing-agreement

A current list of sub-processors is available here:

https://www.intercom.com/legal/subprocessors-list

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Cloud-based Data Warehouse & Data Analytics

The BuildingMinds Platform makes use of Snowflake's services and data cloud to unite siloed data, to securely analyse and process data, power data applications, and execute diverse AI/ML and analytic workloads. The Snowflake Service is operated by Snowflake computing Netherlands B.V., FOZ Building, Gustav Mahlerlaan 300-314, 1082 ME Amsterdam, Netherlands.

The Snowflake Services are ISO 27001 certified. Use of the Snowflake Services are subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities and a current list of sub-processors, see:

https://www.snowflake.com/en/legal/addenda/data-processing-addendum/

Event Streaming

The BuildingMinds Platform makes use of the Confluent Platform (Apache Kafka) for event streaming and the real-time processing and integration of data within the platform. The Confluent services are operated by Confluent, Inc., 899 West Evelyn Avenue, Mountain View, CA 94041, USA.

The Confluent services are ISO 27001 certified. Use of the Confluent services is subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities and a current list of sub-processors, see:

https://www.confluent.io/legal/confluent-cloud-subprocessors/

Electronic Signatures

The BuildingMinds Platform integrates the Docusign e-signature service via API, enabling users of the Customer to obtain and collect electronic signatures and consents, for example so-called tenant consents (consents of tenants to the collection of their energy consumption data). The Docusign services are operated by Docusign, Inc., 221 Main Street, Suite 1550, San Francisco, CA 94105, USA.

The Docusign services are ISO 27001 certified. Use of the Docusign services is subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities, see:

https://www.docusign.com/legal/terms-and-conditions/data-protection-attachment

A current list of sub-processors is available here:

https://www.docusign.com/trust/privacy/subprocessors-list

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Data Orchestration

The BuildingMinds Platform makes use of Astronomer's Astro service, a managed Apache Airflow service, for the orchestration of data pipelines and workflows within the platform. The Astronomer services are operated by Astronomer, Inc., 50 West 23rd Street, Suite 1400, New York, NY 10010, USA.

The Astronomer services are ISO 27001 certified. Use of the Astronomer services is subject to standard terms which ensure that users control all data processed on their behalf.

For more information on Processing activities and a current list of sub-processors, see:

https://www.astronomer.io/legal/dpa/

Artificial Intelligence Services

Certain features of the BuildingMinds Platform make use of artificial intelligence services, namely the extraction of data from Energy Performance Certificates (EPCs), the AI assistant (chatbot), and the extraction of data from invoices.

For the underlying generative AI processing, the BuildingMinds Platform uses OpenAI models provided through the Microsoft Azure OpenAI Service (see “Hosting of the BuildingMinds Platform and Further Microsoft Services” above) as well as Anthropic’s Claude models. The Claude service is operated by Anthropic, PBC, 548 Market Street, PMB 90375, San Francisco, CA 94104, USA, and is hosted in the United States.

For observability and tracing of the AI features, the BuildingMinds Platform uses the LangSmith service, operated by LangChain, Inc., San Francisco, CA, USA. The LangSmith data is hosted in the European Union.

Use of these services is subject to standard terms (including, where applicable, EU Standard Contractual Clauses for transfers to third countries) which ensure that users control all data processed on their behalf.

For more information on Processing activities and the relevant sub-processors, see:

https://trust.anthropic.com/

https://trust.langchain.com/subprocessors

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