



# Honeywell Voice Automated Solutions - Operator Privacy Notice

This Privacy Notice explains how Honeywell International Inc. or the affiliate of Honeywell International Inc. that has entered into an agreement with the customer ("**Honeywell**" or "**our**"), the "data controller", collects, uses and shares personal information from our customers and their users ("**Customer**", "**user**", "**you**" and "**your**") in connection with their deployment and use of the Honeywell Voice Automated Solutions ("Solutions").

## **1 Information Processed on behalf of the Customer**

This Privacy Notice does not cover any personal information we process on behalf of our Customer (where we act as a 'data processor'), which is addressed by our contracts with our Customer. The personal information we collect in connection with your use of the Honeywell Voice Automated Solutions may be combined with personal information we collect under our online [Honeywell Privacy Statement](https://www.honeywell.com/us/en/privacy-statement) at <https://www.honeywell.com/us/en/privacy-statement>. If you have any questions or concerns about how your personal information is processed, including the retention period and any consequences to you for not providing personal information, you should contact the person or entity who has contracted Honeywell to process this information (e.g. your employer).

## **2 Information Processed by Honeywell**

### **2.1 How we use personal information**

We use your personal information to provide you with the services including to learn to recognize your individual speech pattern, to train our machine learning algorithm and to analyse and improve our products and services.

### **2.2 How we share your personal information**

We will share your personal information within Honeywell and its affiliates for the purpose of providing the services. We may also pass on your information to a third party to for customer and technical support services.

### **2.3 Data Transfers**

Your personal information may be transferred to Honeywell servers in United States and Amsterdam, Netherlands, Dublin, Ireland which may be outside of the country in which you reside. This means that the personal information we collect may be processed in countries where data privacy laws apply that do not provide the same level of protection as in your country of residence. However, Honeywell will always take appropriate measures to protect your privacy and ensure a level of protection for personal data comparable to that in your country of residence, including implementing appropriate contractual safeguards (such as standard contractual clauses). We will take all reasonable and necessary security measures to protect the personal information we transfer.

### **2.4 Legal basis for processing your personal information**

Our legal basis for processing your personal information will be based on your consent which you understand that you are providing on a purely voluntary basis. If you do not consent, or if you later withdraw your consent, then you will not be able to use the Solution. You may withdraw your consent at any time by contacting [Honeywellprivacy@honeywell.com](mailto:Honeywellprivacy@honeywell.com)

## **2.5 Your Data Privacy Rights**

You may have, among others, the following rights under applicable law to request: (i) access, correct, update or request deletion of your personal information; (ii) object to the processing of your personal information, ask us to restrict processing of your personal information or request portability of your personal information; (iii) not to have a decision made about you that is based solely on automated processing, including profiling if that decision produces legal effects about you or significantly affects you; and (iv) you have the right to complain to a data protection authority responsible for overseeing compliance with data protection law in your jurisdiction about our collection and use of your personal information if you believe our processing of your personal information does not comply with applicable data privacy laws. Similarly, if we have collected and processed your personal information with your consent, then you can withdraw your consent at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal. If you have any questions about the type of personal information that we hold about you or if wish to exercise any of your data subject rights, please send a written request to [HoneywellPrivacy@honeywell.com](mailto:HoneywellPrivacy@honeywell.com)

## **2.6 Retention of Your Information**

We will retain your personal information as necessary in connection with the purposes described in this Privacy Notice, and in accordance with Honeywell's retention policies and applicable law. Your personal information that is collected by Honeywell in connection with the Solution will be kept for 1 year. You may delete your speech template at any time. See [https://help.honeywellaidc.com/Software/VoiceConsole/Content/Operators/manage\\_templates.htm](https://help.honeywellaidc.com/Software/VoiceConsole/Content/Operators/manage_templates.htm).

## **2.7 Contacting Us**

If you would like to contact us for any reason regarding our privacy practices, please email us at or see our full Privacy Statement online at <https://www.honeywell.com/us/en/privacy-statement>.

By using the Solution and submitting your personal information, you consent to Honeywell's collection of your personal information and the transfer of your personal information to Honeywell International Inc in the US - Honeywell Privacy 4D5 115 Tabor Road, Morris Plains, NJ 07950

See [help.honeywellaidc.com/privacy](https://help.honeywellaidc.com/privacy) for latest version.