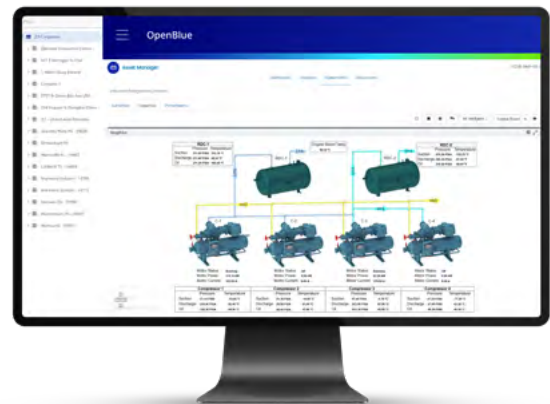


## CYBERSECURITY AND DATA PRIVACY SHEET

# Connected Industrial Refrigeration and Heating Services

Bringing you better data. **Connected Industrial Refrigeration and Heating Services** provides data-driven maintenance to boost performance, reduce downtime and lower operational costs.

- Enhanced Predictive Maintenance
- Improved Operational Efficiency
- Real-Time Data Access and Analysis
- Expert Analysis



### A comprehensive approach to keeping your business safe

Gain peace of mind with cyber-resilient systems and solutions which protect your data for use within this cloud application. Security is designed into all Johnson Controls products, hardware, hosted services and software. The **Connected Industrial Refrigeration and Heating Services** security features listed below enable you to unlock the value in your building knowing that your systems are protected.



#### Monitoring capabilities

Real-time monitoring, which provides key insights into operational efficiency, cost savings and alerts for improved management and compliance



#### Validated authentication

Multi-factor authentication (MFA) enhances access control by requiring additional proof of identity



#### Network segmentation

Segmenting Operational Technology (OT) traffic from management traffic enhances cybersecurity by minimizing the attack surface and preventing unauthorized access or disruption to critical operational systems



#### Data-at-rest protection

AES-256 encryption protects data-at-rest



#### Zero-trust cloud architecture

OpenBlue from site-to-cloud and within applies zero-trust management for enhanced data protection



#### Regular vulnerability assessments

The OpenBlue environment is continuously monitored for cyber events using automated tools

## How Connected Industrial Refrigeration and Heating Services protects your people and assets

Architectural environment is representative of OpenBlue Bridge with embedded Airwall Gateway

### Cloud

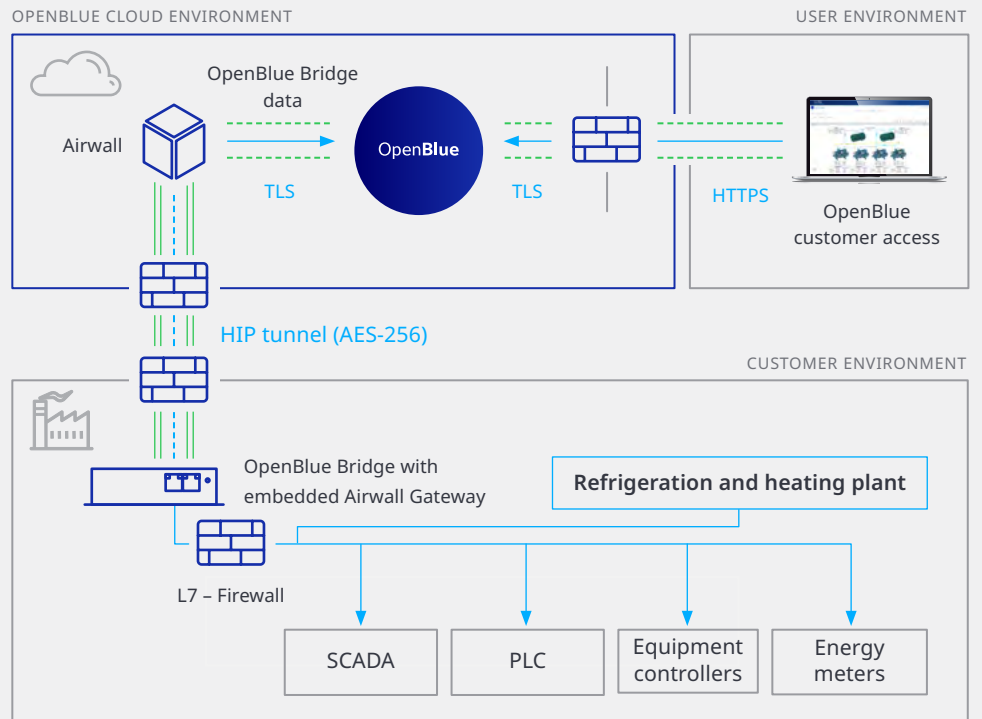
OpenBlue hosted data and applications.

### Layer 7 Firewall and DPI

Provides advanced security analyses of network traffic and security policies and controls. Deep packet inspection (DPI) further enhances protection by inspecting real-time data and prioritizing business-critical traffic.

### Zero-trust communication

Smart building data is collected and packaged via OpenBlue Bridge with its embedded Airwall Gateway for transport and conveyed securely via the Host Identity Protocol (HIP) tunnel to the cloud.



### ISASecure® Security Development Lifecycle Assurance (SDLA) certified

All Johnson Controls global development locations comply with this security lifecycle development certification conforming with ISA/IEC 62443-4-1 and encompassing all associated brands. This certification reinforces our customer commitment to provide cyber-resilient solutions that follow best-in-class industry practices.



ISASecure® Security Development Lifecycle Assurance (SDLA) program certified

## Data privacy

Johnson Controls has a Global Privacy Office and a Global Privacy Program, involved at the beginning and throughout the design and development of our processes, activities, products, services and solutions, in accordance with internationally accepted principles of Privacy by Design. The Johnson Controls Privacy Program is led by our privacy experts and designed with the most stringent global privacy and data protection laws. In addition to product-related information provided in this section please visit [www.johnsoncontrols.com/trust-center/privacy](http://www.johnsoncontrols.com/trust-center/privacy) for more details on our Global Privacy Program.

### a. Personal data processing details

See below details on each category of personal data processed by **Connected Industrial Refrigeration and Heating Services**, types of personal data within each category and the purpose of processing each type:

Personal data category	Type of personal data	Purpose of processing
Work-related identification details	<ul style="list-style-type: none"><li>• Full name</li><li>• Full email address</li><li>• User ID</li></ul> <ul style="list-style-type: none"><li>• Phone number</li><li>• Preferred language</li><li>• Picture (optional)</li></ul>	Account management

### b. Data retention and deletion

Johnson Controls has a Global Records Management Program, which includes a Global Records Retention Policy and procedures. The purpose of our Global Records Management Program is to detail the responsibilities and working instructions necessary for the use, maintenance, retention or deletion of data Johnson Controls is processing. The Global Records Management Program applies to all worldwide locations and legal entities controlled by Johnson Controls.

When Johnson Controls processes personal data on behalf of a customer, or when products are operating on customer site, to the extent provided by a product's functionalities and upon a system's configuration, customers may access such data and delete it at any time on their own. The default retention periods as predefined by Johnson Controls apply. See the below table for the default retention periods applied to Connected Industrial Refrigeration and Heating Services.

If, during the 90 days following the end of a subscription, Johnson Controls received from a customer a request to export their personal data, Johnson Controls will provide the customer an export of their personal data in a structured, commonly used, machine-readable format as reasonably determined by Johnson Controls. Such request must be made to the Johnson Controls Digital Customer Support email currently at [gp-obirsupport@jci.com](mailto:gp-obirsupport@jci.com). If not already deleted by the customer using available internal product deletion features, their personal data will be deleted after such 90-day period or as otherwise agreed. During any retention period, the provisions of the underlying agreement that are applicable to the retention and product of a customer's personal data continue to apply.

Default retention periods for customer personal data are as set forth in the table below:

Personal data category	Retention period	Reason for retention
Work-related identification details: <ul style="list-style-type: none"><li>• Full name</li><li>• Full email address</li><li>• User ID</li><li>• Preferred language</li><li>• Phone number</li><li>• Picture (optional)</li></ul>	For the subscription period +90 days	Account management

### c. Sub-processors

Please see below the list of current sub-processors utilized for **Connected Industrial Refrigeration and Heating Services**:

Service type	Sub-processor	Location of data centers
Cloud hosting service	Microsoft Azure (upon customer's choice)	United States, Canada, EU (Germany), Singapore
Cloud hosting service	Alibaba Cloud (upon customer's choice)	Saudi Arabia
Data hosting and computing service	Snowflake	Azure US, Azure EU, Azure Singapore

#### d. Cross-border data transfers

Many countries and jurisdictions have laws governing the transfer of personal data. As a multinational organization, Johnson Controls has substantial experience in dealing with cross-border transfer issues and restrictions. When Johnson Controls processes personal data for our own purposes or on behalf of a customer, we utilize the following transfer mechanisms which can assist our customers:

<b>Binding Corporate Rules (BCRs)</b>	The Johnson Controls BCRs are designed to ensure an adequate level of protection for personal data no matter where in the world it is processed by Johnson Controls. With respect to the European Union (EU), the Johnson Controls BCRs have been specifically approved by the EU Data Protection Authorities (DPAs) for transfer of EU personal data globally within Johnson Controls.
<b>Asia-Pacific Economic Cooperation Cross-Border Privacy Rules (APEC CBPR)</b>	The CBPR is a government-backed privacy certification which demonstrates that Johnson Controls complies with internationally recognized data privacy protections and is the framework approved for the transfer of personal data by Johnson Controls between participating APEC member economies: the United States, Mexico, Japan, Canada, Singapore, Republic of Korea, Australia, Chinese Taipei and the Philippines.
<b>Data hosting and computing service</b>	The PRP is a government-backed privacy certification that enables Johnson Controls to demonstrate to customers our accredited enterprise-wide Privacy Program, and to transfer data processed on behalf of our customers (including our cloud solutions) between the United States, Mexico, Japan, Canada, Singapore, Republic of Korea, Australia, Chinese Taipei and the Philippines. Please see the PRP Directory and the <a href="#">Johnson Controls PRP TRUSTe validation page</a> for more information.
<b>EU Standard Contractual Clauses (SCCs)</b>	Johnson Controls incorporates the EU's approved standard contractual clauses, also referred to as the "Model Contract", into the Johnson Controls Data Protection Agreement located at <a href="http://www.johnsoncontrols.com/dpa">www.johnsoncontrols.com/dpa</a> to afford contractual protection under the SCCs to our customers.
<b>US Data Privacy Framework (DPF)</b>	Johnson Controls is certified under the US DPF for transfers of personal data from the EU, UK and Switzerland.

Please note that this document is for customer guidance purposes only, is not legal advice and is subject to changes from time to time due to modifications of our solutions. Johnson Controls is not a law firm and does not provide legal advice. While Johnson Controls products and solutions are designed for use in compliance with applicable law, implementation and deployment of Johnson Controls products and solutions should be reviewed by appropriate customer advisors and stakeholders for such compliance.

We combine cybersecurity and privacy with digital innovation and building expertise to deliver smart building solutions.

To learn more, please visit our website at [www.johnsoncontrols.com/trust-center/cybersecurity/resources](http://www.johnsoncontrols.com/trust-center/cybersecurity/resources) or contact us at [productsecurity@jci.com](mailto:productsecurity@jci.com).

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