Connected products — data disclosure (DS2)

Products connected to the Oras Digital Water Services cloud · Data Act (EU) 2023/2854 Art. 3(2)–(3)

Document	Data disclosure DS2, version 1.0 (17.11.2026)
Applies to	Oras Group sensor products and gateways for professional and public buildings that send data to the Oras Digital Water Services cloud; covers the product and the related cloud service
Describes	the Digital Water Services cloud as operated in 10/2026; revised when the service changes
Brands	Oras Group, Oras, HANSA, Gustavsberg, Vatette
Data holder	Oras Oy, Isometsäntie 2, FI-26100 Rauma, Finland

ITEM	STATEMENT
Data generated	Device telemetry per fixture (usage events, water temperature, battery level, Bluetooth® signal level, where applicable); gateway status; master data entered by the customer (registration and contact details, device configuration, installation and connection topology); data derived by the service (aggregates, reports).
Format, volume, frequency	Structured event snapshots of about 20 bytes, sent in batches by the gateway whenever a fixture is used (interval per gateway setting); gateway status about every 30 minutes; typically 10–20 MB per device per month. Raw incoming batches are archived for reprocessing and recovery (2 years).
Continuous / real-time	Yes — generated continuously in use and transmitted in batches while the gateway has a network connection.
Storage, retention	Briefly on the product and gateway, then in the Oras Group cloud service hosted on Microsoft Azure in the EU. Retention periods (set 11/2026): telemetry, hourly summaries and alarm history 2 years; generated reports and customer, account and device master data for the active relationship plus 90 days after closure, then deleted; backups 30-day rolling window; application logs 3 months. Automatic deletion after these periods is being implemented; until then data is deleted on request via customer support.

ITEM	STATEMENT
Access, retrieval, erasure	Customer dashboard (processed data and installation topology) and e-mail reports for selected devices, free of charge within the service. No self-service download or public API yet; export of raw or aggregated data is requested from customer support and delivered case by case. Deletion of a device, gateway, installation or the whole customer data on request via customer support, including backups (30-day window).
Use by Oras Group	Providing the service, customer dashboards and reports, alarms, maintenance and support of the installation — within the service agreement (Art. 4(13)); any further use, such as service development, only as allowed by the service agreement and the privacy notice.
Third parties	None. Data is not shared with any party other than the customer. Sharing at the customer's request on fair, reasonable and non-discriminatory terms (Art. 5); the customer can end it at any time.
Data holder, contact	Oras Oy operates the service. Requests on access, sharing and deletion: the customer support of the user's country (contact details on the brand website).
Personal data	Account data of the customer's users and telemetry linked to an installation are personal data where they can be linked to an individual; they are processed under the service agreement and the Oras privacy notice (GDPR).
Trade secrets, complaints	Trade-secret data may be subject to confidentiality measures (Art. 4(6)). Complaint with the competent authority of the user's Member State (Art. 37). Questions: compliance.orasgroup.com.

Information under Art. 3(2)–(3) of Regulation (EU) 2023/2854 for the products and service above, as known at the issue date; revised when the service changes. Security information under Regulation (EU) 2024/2847 will be added before 11.12.2027. Not a Declaration of Conformity.