

Data Act Notice

September 12, 2025

Otis Worldwide Corporation and its subsidiaries and affiliates in the European Economic Area (collectively, "**Otis**", "**we**", "**our**", or "**us**") respect your rights under the Data Act, which may be applicable for elevators/escalators located in the European Economic Area ("**EEA**").

This Data Act Notice ("**Data Act Notice**") and the respective terms of your subscription for our services (together "**Data Act Terms**") cover the parties rights and obligations under the EU Data Act.

To the extent your elevator (or escalator) in the EEA ("**Connected Elevator**") is in scope of the Data Act ("**Data Act**", **Act**) and obtains, generates or collects data concerning its use or environment and is communicating product data via an electronic communication service to us ("**Data**"), these Data Act Terms apply.

To the (limited) extent Data includes information, which under applicable laws constitutes personal data, please also consult our Otis Global Privacy Notice, which is available on www.otis.com.

This Data Act Notice describes our practices as they relate to:

1. The collection and processing of Data in general.
2. How do we use Data and why.
3. Which Data is available.
4. How you can access Data.
5. How you can enable access to Data to third parties.
6. Some final remarks.

1. A general description

Your Connected Elevator may be equipped with sensors and cameras. Various data supports different purposes, including the safety and performance of your elevator. Some data are processed directly within the elevator, some data are sent in a raw format to a cloud database, which is managed by us. Section 2. describes how we use Data and for what purposes.

2. How do we use Data and for what purposes?

We use data for you and your passengers. Some data helps to support the safety of your elevator, for instance data which is used to measure the levelling of an elevator car, when it arrives in a stop.

We also use data to improve our products and services and develop new products and services.

Our purposes for using Data can be summarized as follows:

- a) performing obligations under any agreement with you (e.g. maintenance) or activities related to such an agreement (e.g., issuing invoices).
- b) providing support, warranty, guarantee, or similar services or assessing any claims (e.g. regarding malfunctions) related to the Connected Elevator.
- c) monitoring and maintaining the Connected Elevator.
- d) improving the functioning of any product or related service offered by Otis.
- e) developing new products or services, including artificial intelligence (AI) solutions.
- f) aggregating Data with other data or creating derived data, for any lawful purpose.

3. Details of the Data

Attached, is a table with general details of the available Data **"Attachment A"**. Depending on the specifics of your Connected Elevator and your use, the Data may vary depending on the IoT solution installed and the hardware.

To the extent that no regulatory retention period applies within the EU Data Act, Otis' active data environment contains 90 days of data. After this period, data may be kept in our cold storage, such data are not readily available anymore.

Currently we can share with you Data for a period of 30, 60 or 90 days, but neither on a continuous basis nor in real-time. As we are always looking for opportunities to improve our products and services, we may be able in the future to provide you with other options. We therefore reserve the right to update the scope and methods of data accessing.

4. How can you as User get access to Data

Please visit our website at www.otis.com and complete the 'EU Data Act – Data Request' form. We will only request the information necessary to verify that you are authorized to receive Data (because you are the User ("**User**") or are designated by the User) and we will process your request for Data in a timely manner. Typically, elevators/escalators are used by a variety of people, having different rights to use them. Not all passengers are Users in the sense of the Data Act. In combination with technical reasons, cybersecurity and safety considerations, Data cannot be accessed directly from the Connected Elevator, but only through secure means.

As always, you can also directly contact your local Otis office if you prefer.

We will not use the information you provide in the access request for any other purposes than

- a) verifying that we are sharing Data only with people being entitled to receive the Data, which is part of our measures to protect Data against unauthorized access; and
- b) actually sharing Data with you.

We will share Data with our Users in a structured and commonly used format and for free.

As we are constantly working to improve our processes and the satisfaction of our customers, we are looking for easier ways for you to ask for access. When time comes, we will update this Data Act Notice accordingly to let you know.

5. How can third parties get access to Data

We respect your rights to allow access to Data to third parties, which you select ("**Data Recipient**"). Let us know if you wish to do so and we will follow your request. In such cases, we will share Data in accordance with the Act, which may include compensation for making Data available.

When you submit the form (see 4.) please fill in the required fields, which allow us to reach out to the Data Recipient.

6. Some final remarks

6.1 Updates to the Notice.

Otis may unilaterally change the specification of Data, the purposes of the use of Data or the methods of access to Data. In such cases Otis will update this Data Act Notice, which is available at www.otis.com at least 30 days prior to the change unless a risk to health, safety or cyber security requires an immediate update.

Where the change may have a substantial negative effect on Data access and use by the User, Otis will give notice of the update at least 60 days before the change takes effect. Such notice can be sent at the choice of Otis by letter, email or as information attached to an invoice issued for the Connected Elevator.

6.2 Complaint.

If you consider that your access right under Art 4 (1) Data Act might be infringed, you are also entitled to lodge a complaint with the competent authority, which has been designated according to Art 37 (5b) of the Data Act. Of course, we would be happy if you let us know beforehand and allow us to respond to your complaint.

6.3 How can you contact us?

Please visit our website www.otis.com or reach out to your local Otis office. We kindly ask you to provide the requested information, which allows us to follow up on your request as soon as we can!

Definitions	
Attachment A	Description of Data, which we can share with you.
Data Act, Act	Regulation (EU) 2023/2854 of the European Parliament and of the Council of 13 December 2023 on harmonised rules on fair access to and use of data and amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828.
Connected Elevator	In the EEA an elevator or escalator, which is able to obtain, generate or collect data concerning its use or environment and which is able to communicate product data.
Data	Raw data and metadata concerning the use or environment of a Connected elevator, which it has communicated outside the product.
Data Act Notice, Notice	This document including its Attachments.
Data Act Terms	Specific contract terms relating to the Data and/or the Act included in a contract about the service, modernization or purchase related to a Connected Elevator together with this Notice.
Data Holder	As long as our customers entrust the service for their Connected Elevators to us, we may have access to Data and have the rights and obligations to use and make available Data. Therefore, we consider ourselves during this period as Data Holder as it is defined in the Act.
Data Recipient	Any 3rd party designated by a User, which gets access to Data from the Data Holder (us).
EEA	European Economic Area
User	Our customers, who own a Connected Elevator or to whom contractual rights to use a Connected Elevator have been granted.

Attachment A

Details of Data

Your elevator collects data both while it is operating and when it is paused. The type of data which is extracted is machine data which is generally not related to any specific individual. The amount of data gathered depends on the elevator model, hardware and passenger use. Data can either be processed directly within the elevator or sent to the cloud in raw or pre-processed formats. The table below provides detailed information about the types of data that might be available to you depending on the hardware installed in your Otis equipment.

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MYWERK Platform

Heartbeat

Sample Heartbeat



mywerk_Hb.json

Schema

Field	Definition
door_closings	Count the number of door closings since the last heartbeat was successfully sent to the cloud][Doors fully closed → <> opening
up_car_motion	Reports the number of Up motions since the last heartbeat successfully transmitted to the cloud. Counted when transition to stopped ('-') is detected after a 'U'/'u' run is detected. e.g. stopped → up_run → stopped → UpCarMotion++
door_openings	Count the number of door openings since the last heartbeat was successfully sent to the cloud][Doors fully closed → <> opening
gw_power	Indicates where the GW is receiving power • 0 – No power • 1 – SVT providing power • 2 – USB providing power; SVT may or may not be connected. USB power has priority.
gw_batt	Provides rough % of battery based on V_li (charge voltage) • 100% V_li>4.00 50% V_li>3.65 • 90% V_li>3.95 40% V_li>3.60 • 80% V_li>3.80 30% V_li>3.57 • 70% V_li>3.75 20% V_li>3.55 • 60% V_li>3.70 10% V_li>3.50 • 0% V_li<3.50
gw_rssi	Reports value from +CSQ modem command • 0 -115 dBm or less • 1 -111 dBm • 2...30 -110... -54 dBm

	• 31 -52 dBm or greater • 99 not known or not detectable
gateway_id	Hardware Id for the MYWERK IOT Device
gateway_time	Time when gateway sends the heartbeat to cloud
floor_count	Count the number of floors travelled since the last heartbeat was sent to the cloud. e.g. When elevator stops: FloorCount=FloorCount+abs(start_floor-end_floor)
unusal_opp	Number of unusual op_modes captured since the last heartbeat was successfully sent to the cloud. The first 3 unusual op_modes detected are saved in UnusalOpp1, UnusalOpp2 and UnusalOpp3 An unusual op_mode is any op_mode != [IDL, PRK, NOR or MIT]
last_svt.opp_mod	Operation mode of the elevator
last_svt.front_door	Front door state. Is it opening, closing, open, closed
last_svt.rear_door	Rear door state. Is it opening, closing, open, closed
last_svt.pos	Landing position (0 - 254)
last_svt.drive_st	Drive state
last_svt.car_id	Car id
last_svt.mov_d	Moving direction
down_levels	Reports the number of Down Relevel motions since the last heartbeat successfully transmitted to the cloud. Counted when transition to stopped ('-') is detected after a 'D'/'d' run is detected if Floor is not changed. e.g. stopped → down_run → stopped (floor not changed) → DownRelevelCount++

gateway_livemode	Tells whether gateway is in LIVE Mode. 1 – No 0 – Yes
unit_id	Elevator Id
down_car_motion	Reports the number of Down motions since the last heartbeat successfully transmitted to the cloud. Counted when transition to stopped ('-') is detected after a 'D'/'d' run is detected. e.g. stopped → down_run → stopped → DownCarMotion++
up_levels	Reports the number of Up Relevel motions since the last heartbeat successfully transmitted to the cloud. Counted when transition to stopped ('-') is detected after a 'U'/'u' run is detected if Floor is not changed. e.g. stopped → up_run → stopped (floor not changed) → UpRelevelCount++
front_door_reversal	Count the number of front door reversals since the last heartbeat was successfully sent to the cloud
country	Country where the elevator is
rear_door_reversal	Count the number of rear door reversals since the last heartbeat was successfully sent to the cloud
unusal_opp_c	Number of unusual op_modes captured since the last heartbeat was successfully sent to the cloud. The first 3 unusual op_modes detected are saved in UnusalOpp1, UnusalOpp2 and UnusalOpp3 An unusual op_mode is any op_mode != [IDL, PRK, NOR or MIT]

ESLBeacon

Sample Sensor Heartbeat



mywerk_sensor_Hb.js
on

Schema

Field	Definition
gateway_id	Hardware Id for the MYWERK IOT Device
gateway_time	Time when gateway sends the heartbeat to cloud. e.g. 1552403277 epoch time format: UTC since 1970-01-01 =0:00 (1s resolution)
esl_batt	e.g. 99 (0-100) Battery level calculated in the cloud based on time
esl_id	Indicates the identification of the individual beacon device
country	Country where elevator is
unit_id	Elevator Id
door_type	Type of elevator door. side opening etc.
esl_rssi	Received Signal strength indicator
esl_number	Indicates sensor number. If there are 2 sensors installed then this could contain either 1 or 2 as value
beacon_version	Beacon software version
esl_door_name	Same as esl_number field
esl_data.car_max_accel_xy_last_run	Last detected run 2 min resolution: Combined max absolute acceleration perpendicular to car movement: Values of complete run excluding door movement.
esl_data.in_calc_overrun	Check & debug flag if watchdog of RSL force reset
esl_data.door_max_accel_fb_v	Maximum acceleration of the elevator door
esl_data.uptime	Uptime since power starts with battery (100ms resolution): data format allows 13 max year
esl_data.last_raw_car_height	Most recent raw height value of the elevator car

esl_data.door_max_xy_accel_last_stop	Last detected door movement: Max absolute acceleration in x movement during door movement at last (stopped) landing
esl_data.last_est_floor_stop	Last detected run: Last estimated floor stopped (count as number from lowest detected position in internal floor table= 0)
esl_data.car_max_accel_xy_pos_last_run	Last detected position in m from lowest detected position in internal floor table of max combined acceleration perpendicular to car movement (value above))
esl_data.floor_reset_count	Number of times the elevator's floor position or state has been reset
esl_data.floor_level	Specific height or position where the elevator stops to align with a particular floor of a building

Events

Sample event schema



Schema

Field	Definition
event_no	Event number as received from elevator
event_time	Time when event occurred
counter	Number of times an event occurred since last collection
time_elapsed	elapsed time in m since last occurrence of event
carpos	Car landing when event occurred
event_txt	Event text
total_runs	Number of runs since the event was last cleared
saved_minutes	Number of elapsed minutes since the event was last cleared
reset_time	
svt_log_type	Value will always raw
unit_id	Elevator Id
country_code	Country where the elevator is
drv_por_time	Starting timestamp of the event log – used by Otis drives to synchronize events in time. Possible values should be in the range 0 - 999999 minutes and sent in format: DDDD:HH:MM:SS.SS
controller_type	Controller type
gateway_time	Time when gateway sends the heartbeat to cloud. e.g. 1552403277 epoch time format: UTC since 1970-01-01 =0:00 (1s resolution)
time_elapsed_since_last_por	Time elapsed since the last Power-On Reset (POR)
time_elapsed_since_last_por_in_secs	Time elapsed since the last Power-On Reset (POR) in seconds

CPIB Platform

Heartbeat

Sample Heartbeat



cpib_Hb.json

Schema

Message properties	Description	Possible Values	Option values and indication	Data Type
CarType	It contains cartype details of a unit			object
CarType - Id	Indicates type of Unit (single or Double)	1= Single, 2= Double		int
CarType - Label	Indicates type of Unit (single or Double)	1= Single, 2= Double		string
Deck	It contains Deck details of a double deck unit			object
Deck - Id	Indicate Deck 1 or 2	1=LD,2=UD		int
Deck - Label	Indicates Lower Deck or Upper deck	1=LD,2=UD		string
ElevatorUnitNumber	Service unit number			string
CountryCode	3 char country code			String
EventText IGNORE	Text of event. See Service Tool Reference List for a list of possible events	Example : DrvCommErr, Stack Check, Task Timing		string
DeviceType	Indicates CPIB Device Type	Example : eView2-NE, eView2-18"-LVA ,Magic Mirror ,Lobby eView ,eCall CPIB		string

		How do we identify Guardian and eView SP		
FloorNumber	Indicates where elevator is located at a moment 0 based floor index for landing name.	255, 1		int
Direction	Car Direction ; 0: No direction,1:up,2:down	0,1		int
DoorZone	Car at Landing or in the Door Zone. The REM App will derive the status as follows: For EN controllers, If CST210 and CST211 are both true, the DZ is true(1), otherwise false(0). For NAA controllers, if CST417 is true the DZ is true.	True/false		bool
IsRTDLinkUp CPIBII Setting	Connectivity status			bool
OpMode IGNORE	Elevator Operational Mode (CST ID 4). If not available then send NULL. For example, if REM5 monitoring only, then not applicable.			int
LastOpModeChangeTime IGNORE	Timestamp for the last time that the mode change.			string
MotionMode	enum - drive motion mode CST 5 Motion Mode in NAA will always be NULL.			int

FrontDoorState	Front Door State (CST ID 63). If not available then send NULL. G3MS is text [],], <>, >; DT is number index 0-7			int
RearDoorState	Rear Door State (CST ID 71). If not available then send NULL. G3MS is text [],], <>, >; DT is number index 0-7			int
UpDemand	Elevator Demand in the up direction, CST 6 is the number of calls in the up direction. If not available then send NULL. Count - number of up calls Count of up calls at time of hb			int
DownDemand	CST 7 is the number of calls in the down direction. Count - number of down calls. Count of down calls at time of the hb.			int
LastEventId	Last Event Id and Last Event Count and Last Event Id time is the last event that occurred before the heartbeat was sent. If there is no new event, then			string

	these three fields will be the same on subsequent heartbeats.			
LastEventCount	Last Event Id and Last Event Count and Last Event Id time is the last event that occurred before the heartbeat was sent. If there is no new event, then these three fields will be the same on subsequent heartbeats.			int
LastEventIdTime	Last Event Id and Last Event Count and Last Event Id time is the last event that occurred before the heartbeat was sent. If there is no new event, then these three fields will be the same on subsequent heartbeats.			string
ControllerStatusOnline	Controller Status "Lift Link" this is whether or not the controller is communicating with REM app. (in current system - this is referred to as COMMV or communication validity.)			string

ReceivedDateTime	time processed by Azure Function (debugging detail - lower priority) Timestamp the hb was processed by Azure Function in UTC+0			string
TransmitDateTime	time received at IOT hub (debugging detail - lower priority) Timestamp the hb was received at IOT hub in UTC+0			string
HeartBeatStatusDateT ime	time generated by REM (most important) Actual time stamp in UTC + 0;			string
OpModeText	Motion mode from MCS controllers Op mode text from CST 4 Three character op mode. Elevator Operational Mode (CST ID 4). If not available then send NULL. For example, if REM5 monitoring only, then not applicable.			string
EventCount IGNORE	From CST 10001 low value. All events sent separately. Notice that the Event count max is 999. So, when the count reach 999, it will stay until this is			int

	reset by the Remote Expert			
SubCode IGNORE	low value. All events sent separately.			string
BatteryVoltage	V3 Only			int
BackupStatus Need further explanation	V3 Only			int
BlinkMessage	V3 Only			string
Csq	V3 Only			int
EdgeDeviceLink IGNORE				int
HeartbeatType IGNORE				int
TransactionId IGNORE				int
MotionModeText	text from CST 5 For MCS controllers only.			string
UnusalOpModeText Need further explanation				string
UpperDeckFDoorState IGNORE	Front Door State (CST ID 63). If not available then send NULL. G3MS is text [],], <>, ><; DT is number index 0-7			int
UpperDeckRDoorState IGNORE	Rear Door State (CST ID 71). If not available then send NULL. G3MS is text [],], <>, ><; DT is number index 0-7			int

Events

Sample event



Schema

Field	Definition
event_no	Event number as received from elevator
event_time	Time when event occurred
counter	Number of times an event occurred since last collection
time_elapsed	elapsed time in m since last occurrence of event
carpos	Car landing when event occurred
event_txt	Event text
total_runs	Number of runs since the event was last cleared
saved_minutes	Number of elapsed minutes since the event was last cleared
reset_time	
svt_log_type	Value will always raw
unit_id	Elevator Id
country_code	Country where the elevator is
drv_por_time	Starting timestamp of the event log – used by Otis drives to synchronize events in time. Possible values should be in the range 0 - 999999 minutes and sent in format: DDDD:HH:MM:SS.SS
controller_type	Controller type
gateway_time	Time when gateway sends the heartbeat to cloud. e.g. 1552403277 epoch time format: UTC since 1970-01-01 =0:00 (1s resolution)
time_elapsed_since_last_por	Time elapsed since the last Power-On Reset (POR)
time_elapsed_since_last_por_in_secs	Time elapsed since the last Power-On Reset (POR) in seconds

Performance

The API Response is designed in such a way that both the Original and the Adjusted PData Values are provided to the user along with the Justification as to why these adjustments were being made. So that the user can choose which values he wants to display on the end user's application.

The Justification Status for an adjustments made to the PData follows the below legend.

-1 - First Day PData (This means this is the First Day of the PData collection as per the data stored in the G3MS Database. So this values is ignored)

-2 - Modified PData (This means that the PData provided is modified to reflect a correct value)

-3 - Exceeds Threshold (This means that the PData is ignored as the current day value was beyond the threshold value supplied by the user)

-4 - Good Value (This means the PData for the current date is good and there are no adjustments needed)

PData Adjustments made in the API differ based on the Region the elevator is located.

For EMEA Region, Only First Day PData Correction applies

Sample Performance data



AdvancePData_CPIB.js
on

Schema

Field	Definition
NumberOfDays	Number of days for which Advance PData is returned
Items	Contains Run Starts Total for each day.

Guardian Platform

Heartbeat

Sample Heartbeat



Guardian_hb.json

Schema

Properties in messages Json key	Keys (Level1)	Keys (Level2)	Description	Type
subType			Message Sub types. For example: 'Events', 'Heartbeat', 'FailureFlag', 'Performance', 'Alarms'	string
data				
	gwPower			
		battVolt	when battery voltage lower than a threshold, then low battery voltage alert.	Unit8
		bkpStatus	Use backup battery or not	Unit8
	ctrLink		Link status between gateway and elevator	Unit8
	eViewLink		Link status between guardian device and eView device	
	csq		Signal strength	Unit8
	tpaStatus		Indicate trapped passenger alarm status	Unit8
	dir		Indicate moving direction: up, down or keep still	Unit8
	opMode		Operation Mode If OpMode = "", possibility reason have follow case: 1. Gateway PowerOn just now , will report several OpMode NULL, because	String

			gateway app haven't fetch the status. 2. SVT/CAN communication error, gateway could get the data from controller link, but send command without ACK. we need notify service check the SVT/CAN wire.	
	driveState		Read from controller, indicate drive status CR, EF, FR, RS, SR, Md, Mu, Run and others	String
	controllerState		Indicate elevator state normal or not	Unit8
	floor		Indicate car position	Unit8
	dispFloor		Indicate car position displayed in COP, empty when it could not map to logical Floor.	String
	doorZone		Indicate car is at door zone or not	Unit8
	frontDoorState		Indicate front door state	Unit8
	rearDoorState		Indicate rear door state	Unit8
	callType		Call type	String
	speed		Indicate car running speed. unit : cm/s	Unit16
	load		Indicate car load.	Unit8

Events

Sample event



Guardian_event.json

Schema

Properties in messages Json key	Keys (Level1)	Keys (Level2)	Keys (Level3)	Description	Type
subType				Message Sub types. For example: 'Events', 'Heartbeat', 'FailureFlag', 'Performance', 'Alarms'	string
data					
	events				
		source			string
		sourceDetails			
			node	Source where the event has been collected from. Refer SID00052 CST List.xlsx.	string
			subSystem	Subsystem where the event has been collected from. Refer SID00052 CST List.xlsx	string

		scn			
			app	Application Software Configuration Number (SCN)	string
			baseLine	Baseline Software Configuration Number (SCN)	String
		savedRuns		Number of runs since the event was last cleared	Int
		savedMinutes		Number of elapsed minutes since the event was last cleared	Int
		data			
			 code	Event code. See Service Tool Reference List for a list of possible events	string
			subCode	Event subcode if one exists. See Service Tool Reference List for a list of possible event subcodes	string
			name	Event text. See Service Tool Reference List for a list of possible events	string
			count	Number of times event has	Int

				occurred since the event log was cleared. Possible values should be in the range 0 - 99999	
			elapsedTime	Elapsed time since last occurrence of this event. Possible values should be in the range 0 - 999999 minutes	string
			occurredTime	Event occurred time in Unix format since last occurrence of this event. Use formula $\text{occurredTime} = \text{current time (GW system UTC)} - \text{elapsedTime} * 60$ If elapsedTime is not available then occurredTime is same as current time (GW system UTC)	Int
			carPos	Car position where the last event occurred. Possible values are 0 - 127 and **. 127 is invalid car position. A value	string

				with ** means failure	
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Performance

Sample Performance data



Guardian_Pdata.json

Schema

Field	Mandatory	Type	Description
runTime	Y	Int32	Indicate running total time period, unit : second for elevator, hour for escalator
runCounts	Y	Int32	
doorOpenTimes	Y	Int32	Indicate door open times
doorReversals	Y	Int32	Indicate door reversal times