OTTO - Digital Services: How Busch Vacuum Solutions Securely Handles Your Data.

Busch will safely handle every customers' data throughout their OTTO – Digital Services Contract.

What data will be collected?

The only data that Busch will collect are company name and address, personal data from the user (e-mail address, telephone number, and postal address), and the raw data from the vacuum pump sensors (temperature, exhaust pressure, inlet pressure, etc.).

How is the data collected from my vacuum pump?

Signals are collected via the sensors that are installed on the vacuum pump. These are safely transferred to the Busch cloud. The data is stored on the Busch cloud for analysis.

OTTO - Digital Services does not require access to the customer's Wi-Fi network unless otherwise agreed.

Why is the data sent to the Busch Cloud?

Once the data is safely stored in our cloud, specially developed algorithms analyze the raw data from the vacuum pump in order to provide you with warnings, alarms, predictive maintenance inputs, key performance indicators, and historical pump data.

The data is collected for this purpose only.

How is the transmission of the data secured?

The Busch cloud is provided by Microsoft Azure. To ensure a high level of security, we work with a cloud exclusively for Busch Vacuum Solutions.

The certified Busch IoT Box is set up with a DPS (Device Provisioning Service) Azure IoT Hub that supports IoT devices for connectivity.

The data from the monitored solution vacuum pump is sent to the Busch cloud using Secure Symmetric Keys (SAS Tokens) and encrypted Jason packages using TLS certificate authentications provided by DigiCert. An MQTT protocol is used for data transmission.

The packages have a unique identification number. Once the data reaches the cloud secured by Azure Defender, the identification number is used to control if the incoming data is authorized. After the security control, the data is securely stored in the cloud.

For more information about the TLS Certificate used (DigiCert Global G2 Root), click here: (https://techcommunity.microsoft.com/t5/internet-of-things-blog/azure-iot-tls-critical-changes-are-almost-here-and-why-you/ba-p/2393169)

For more information about Azure Defender, click here: https://azure.microsoft.com/en-us/products/iot-defender/#overview

Can I stop the data collection at any time?

Unless otherwise agreed, the contractual relationship may be terminated by either party at any time in writing with one month's notice to the end of a calendar month.

A termination of the contractual relationship also includes termination of the user account and, if applicable, of all user accounts provided for the customer.

The right to terminate for good cause without observing a period of notice remains unaffected.