

432 EVO Privacy policy

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432 EVO collects the following data on servers hosted inside the EU:

- Functional data for my.432evo.be
- Hardware diagnostic data
- IP address & derived estimated GEO location data

Functional data for my.432evo.be

- VPNID which acts as the serial number, and which also appears on the registration form, on the product and product box
- LAN Server name (netbios name)
- LAN IP of the 432 EVO to provide the link at my.432evo.be to go to the 432 EVO's web interface
- WAN IP of the 432 EVO to only list relevant entries to a user, instead of all entries
- Second LAN IP for fiber dongle support
- First & last seen timestamps

Data is collected at boot of a 432 EVO music server, and updated once per day when the 432 EVO is kept online

Legitimate interest:

- for a user to easily find his 432 EVO music server in his (home) network
- for 432 EVO support & troubleshooting

Hardware diagnostic data

The following hardware related data fields are collected:

- motherboard brand, model, serial
- mac address
- cpu
- ram size
- ram module types
- boot drive model & serial
- ripdrive model model & serial
- list of usb devices
- list of pci devices
- list of audio devices

Data is collected during the manufacturing and at boot of a 432 EVO, and updated once per day when the 432 EVO is kept online

Legitimate interest:

- for the creation of the bundled registration form
- to provide support
- to follow up on the warranty status in case of a warranty claim
- to detect (un)authorized use of the 432 EVO software platform

IP address & derived estimated GEO location data

Derived from the WAN IP address, we may collect the estimated Country & City, based on public GEO databases.

Legitimate interest:

- follow up on contractually assigned regions to dealers/distributor and to prevent grey export
- to prevent mismatches in PSU voltages vs country where used, for liability/warranty reasons

Your personal data

Except for your public IP address, we do not collect any personal data such as NAME, ADDRESS, contact details in a central database, and only our dealers know who the 432 EVO end-users are.

For this specific reason we always ask to contact your dealer first to get support, since they are always your first contact.

When an end-user contacts 432 EVO and shares the registration form with 432 EVO, or the dealer/distributor forwards such form to 432 EVO, the sole purpose of the form is to check if the customer is still entitled to support, and to check the warranty status.

432 EVO will not process any privacy related fields on this form, or store this data in a central database, or process these privacy related data fields.

Remote VPN support

The 432 EVO has a built-in VPN client, for remote troubleshooting & support. The VPN server stores connection logs, including the WAN IP of the 432 EVO and VPNID's.

During the warranty period, remote support is included for free, if a remote intervention is via the VPN. If the VPN is deliberately disabled, and we need to revert to a synchronous intervention via Teamviewer or similar tools, remote support interventions will not be free, since agreeing on a time window and having to explain teamviewer or similar tools costs time.

Contact 432 EVO

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at info@klinktbeter.be

Policy updates

We reserve the right to update this privacy policy at any time without prior notice.