Data privacy statement

You can use our app without submitting personal data. Personal data is information that can be used to identify a natural person.

The user administration function in the app allows you to save names of users should you wish to do this. You can use this function to create, activate, and delete users. You can also manage finger enrollments for users and restrict user rights. When you use this function, the data you enter is captured and saved by our app and then sent to your ekey system. This data continues to be available to the owner of the mobile device in the context of this function.

The personal data you enter is sent to your ekey system by our app for the sole purpose of its operation. This data is not processed for any other purpose or shared with third parties. The data is saved in the ekey app and in your ekey system until you delete it.

To use the mobile app, you must register by entering a name and an e-mail address. This information is saved on the mobile device for logging in automatically subsequently; it is not processed for any other purpose by ekey biometric systems GmbH.

You can send data from the ekey app to the ekey support team for analysis. In this case, diagnostic data from your ekey product and the contact data you have entered (your name and e-mail address, for example, along with your address and/or telephone number, if you have provided us with this information) are sent to ekey biometric systems GmbH to enable us to contact you. We can only access this information if users actively share it with us. Contact data and analysis data in the event that support should be required can only be accessed by our support team; this information is then only saved until the support case is closed. Diagnostic data is transferred to an ekey server in Linz, Austria, via an encrypted connection (HTTPS). The data sent is used solely to make contact with the user and for analysis and troubleshooting; it is not shared with third parties.

Please be aware that you have the option to correct or delete incorrect data in the ekey app at any time. If you have any questions about how your personal data is captured, processed, or used and its rectification, blocking, or erasure, please submit them to us free of charge by contacting

ekey biometric systems GmbH
c/o Data Protection Coordinator
Lunzerstraße 89, A-4030 Linz
E-Mail: datenschutz@ekey.net
Phone: +43 732 890 500 -0
Fax: +43 732 890 500 2002

If you believe that the processing of your data is in breach of data protection law or infringes your data protection rights in any way, you can submit a complaint to the relevant supervisory authority.

Austrian Data Protection Authority
Barichgasse 40-42
1030 Vienna
Phone: +43 1 52 152-0
E-mail: dsb@dsb.gv.at

We want the offering that we present to our customers to remain constantly attractive. Therefore, we are constantly adapting to customer wishes. As a result, it may become necessary to update this data protection statement. We therefore recommend that you regularly check for and take note of any changes on this page. In cases where the changes could affect any consent that you have given, we will inform you of this separately.