

# Factory-Connected Wheelchair FAQ

## What is a connected wheelchair?

A connected Permobil power wheelchair has built-in Internet of Things (IoT) technology that sends technical data from the chair to Permobil. In turn, Permobil presents insights based on the data to the dealer/service provider through Fleet Management, and to users through the MyPermobil app. Technical data is part of the digital infrastructure of the wheelchair and is used to provide enhanced functionality and digital experience for users.

## What is the benefit of having a connected wheelchair?

Through the MyPermobil app, users can access key wheelchair data, adjust available settings (including lights, where available), access maps and find support contacts, all in one place.

Dealers/service providers can see the chair's status in Fleet Management, perform remote diagnostics and can often solve problems with less downtime and fewer in-person visits, helping keep the chair performing at its best over time.

## What data does a Permobil connected wheelchair send?

There are two main kinds of data that may be sent or processed by a Permobil connected wheelchair

Technical telemetry data is an integral part of the digital infrastructure that secures optimal performance and enables dealers and providers to manage the chair via Fleet Management, including remote diagnostics and service support. This will be enabled as the factory default from Permobil from 1 July 2026.

Personal data connected to the chair serial number is name, country and email address. Collection of this data requires consent by the user, and is done by creating a MyPermobil account via the MyPermobil app. The MyPermobil app includes GPS functionality that will only be activated if a separate consent is provided. GPS functionality is off when the wheelchair leaves the factory. At any point users can change their mind and unlink (or link) their personal data from the chair by disconnecting the chair in the app or by contacting Permobil Customer Experience.

## How does Permobil use the technical telemetry data?

Technical telemetry data is part of the wheelchair's digital infrastructure. It's used to help confirm that the product is functioning as it should in near real-time, to create insights that optimise user experience, and to improve product quality and reliability over time. It also gives dealers/service providers better information so they can deliver efficient, higher-quality service to users.

## Is the data shared with third parties?

No. Permobil does not share personal or the technical data with third parties.

## Can a user opt out of sending telemetric data?

Yes. If the product owner understands the limitations of the wheelchair not transmitting important technical data yet still wants to stop data transmission from the chair, this can be done by contacting a Permobil representative to request that technical data be turned off. This can be done remotely.

By choosing to turn off technical data transmission, the product owner accepts that the lack of connectivity may impact provider serviceability, including service efficiency and user experience.

## Does Permobil proactively monitor the technical data transmitted?

Permobil does not proactively monitor or surveil the technical data available in Fleet Management. Permobil makes the data insights available to dealers/service providers via Fleet management so that they have the opportunity to better service their users.

## When will connected power wheelchairs start shipping in Australia and New Zealand?

All M and F-series power wheelchairs shipped from 1 July 2026 will be connected.

## How does a user connect to their power wheelchair that was shipped prior to 1 July?

1. Download the MyPermobil app (free to download and available on iOS and Android devices), create an account, and add the wheelchair by following the in-app instructions; OR
2. Contact Permobil Customer Experience.

## Where does Permobil store the data? And for how long?

Technical telemetry data and potential personal information (name, phone number, email address) is stored in Permobil Fleet Management on servers in Australia. Personal data in Fleet Management is pseudonymised as soon as user data (personal data) is disconnected from the wheelchair, meaning when a wheelchair user is disconnected in Fleet Management or in the MyPermobil app.

Information on how data is managed and retained is detailed in the respective Privacy Notice, and available on [permobil.com/en-au](http://permobil.com/en-au) or [permobil.com/en-nz](http://permobil.com/en-nz).