

Connected as Standard: The Power Platform Advantage

09/02/2026

Overview

In addition to factory-connected wheelchairs that began April 28th, 2026, Permobil is taking an important step forward in enhancing the performance, serviceability, and user experience of all our Power Platform wheelchairs.

Beginning **September 2nd, 2026**, built-in connectivity will be enabled across all Power Platform-equipped wheelchairs, allowing them to transmit technical data as part of our connected ecosystem.

For these existing wheelchairs in the field, no additional hardware or service visits are needed. The connectivity capability is already built into the Power Platform wheelchair. When the connectivity is turned on, the Power Platform wheelchairs will begin transmitting technical data automatically. This process happens in the background and does not interrupt normal wheelchair operation.

Review of Permobil Power Platform Connectivity:

- All new Permobil M & F series power chairs **began connected from the factory as of April 28th, 2026.**
- The chairs send **technical data only.**
- **Personal data is only processed by Permobil via creation of a MyPermobil account or when Permobil Customer Experience is contacted for support.**
- Users can **disconnect their MyPermobil account at any time** through the MyPermobil app or by contacting Permobil Customer Experience.
- GPS features require **explicit user consent** and are turned off by default.

Why this matters:

Factory and retro-activation connectivity supports the users by allowing our partners to:

- Detect and understand technical issues earlier,
- Efficiently service Permobil wheelchairs,
- Use on-line technical resources to see troubleshooting solutions to prevent or better prepare for a field visit, remote diagnostics, and minimize downtime for wheelchair users.

Factory and retro-activation connectivity further supports users who choose to access their wheelchair data via the MyPermobil app by providing them:

- Battery insights and range estimates,
- Live seating and positioning values,
- Control of certain wheelchair settings (where available),
- Control of customizable color lights (where available),
- Access to integrated map information, and
- Dealer/Provider and Permobil contact information.

For questions, please contact Permobil Customer Experience or your regional Permobil representative.

FAQ

Q: What kind of data are we talking about here?

A: Broadly speaking, two kinds of data are involved here: technical data and personal data.

- Technical data: includes seating positions and history, mileage, battery status, maintenance information, diagnostic data, and service data and is an integral part of the digital infrastructure of our connected power wheelchairs. It secures optimal performance of the product and enables dealers and providers to manage the chair, perform remote diagnostics, and improve service support via Fleet Management. This was enabled as the factory default from Permobil from April 28, 2026, onward as well as Power Platform wheelchairs in the field from **September 2nd, 2026**.
- Personal Data: When registering an account and linking to a connected wheelchair in the MyPermobil app, the following data is collected and linked to the wheelchair serial number:
 - Email address, name, and country (phone number optional)

This information is visible in Fleet if the MyPermobil account is active.

In the MyPermobil app, there is also an option to activate the GPS function on the connected chair. The GPS function will only be activated if consent is provided by the wheelchair user. GPS functionality is off when the wheelchair leaves the factory.

At any point in time, users can unlink their personal data connected to the wheelchair by disconnecting the wheelchair from the user account in the app or by contacting Permobil Customer Experience. GPS functionality can also be changed in the app.

None of the data collected is considered Protected Health Information (PHI).

Q: How does Permobil use the technical data?

A: The technical data is part of the digital infrastructure of the wheelchair and is used to provide near real time insights into our products to optimize the user experience. The technical data identifies specific areas and trends that can help improve products and services.

Q: Does Permobil proactively monitor the technical data transmitted?

A: Permobil does not proactively monitor or survey the technical data available in Fleet Management. Permobil makes the data insights available to Providers via Fleet management so that Providers have the opportunity to better service their users.

Q: Is any of the data considered protected health information (PHI)?

A: No. Permobil is not an entity that performs services on behalf of a covered entity that involves PHI, and the data does not contain any information about an individual's health status, healthcare provision, or payment for healthcare that can identify the individual. As a wheelchair manufacturer, we do not perform any regulated administrative or clinical functions for our customers/partners.

Q: What type of data requires consent from the user?

- A:** Personal data registered in MyPermobil including
- Email address, name and country (optional phone number)

- **Location Information (GPS)**

Q: Can users choose not to have technical data sent to Permobil?

A: Permobil wheelchairs are delivered from the factory as connected products and all Power Platform wheelchairs in field are connected from September 2nd, 2026, and the technical data transmitted is an integral part of optimal functioning of Permobil power wheelchairs. When a chair leaves the factory, there is no information that links any specific user to that chair.

If the wheelchair user 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 the user contacting Permobil Customer Experience by phone at 800-736-0925 to request that technical data be turned off.

This can be done remotely.

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

Q: Can users opt out of having the chair's technical data connected to them?

A: Yes. Once a user signs up for MyPermobil and links a chair, they can choose to link their personal data to a chair. They can also change their mind and unlink their personal data (name and email) from the chair by disconnecting the chair in the app at any point in time. This can be done either in the MyPermobil app or by contacting Permobil Customer Experience. Similarly, users can sign up or re-sign up to MyPermobil at any time.

- Note: When a user unlinks their personal information through the MyPermobil app, this does not stop the technical data from being transmitted. This also applies to existing connected wheelchairs.

Q: How does Permobil de-identify the data?

A: The technical data of the chair is not, by default, connected to any person. Once the user registers in the MyPermobil app and connects the app to a chair, the only personal data connected to the chair serial number are *name, country, and email address (phone number where applicable)*.

Personal data in Fleet Management is pseudonymized 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.

Q: Can Users request a copy of the personal data held by Permobil?

A: Yes, by contacting Permobil Customer Experience.

Q: Can Users ask that their personal data be deleted?

A: Yes. By contacting Permobil Customer Experience, the user can have all personal data removed from all Permobil systems.

Q: Where does Permobil store the data? For how long?

A: Technical data is stored in Permobil Fleet Management on servers in the USA. Personal data in Fleet Management is pseudonymized 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.