

Dear Permobil wheelchair user,

July 2, 2026

Permobil has been manufacturing IoT (Internet of Things) -enabled wheelchairs for nearly a decade, and the technical data transmitted from the wheelchair is part of its digital infrastructure. Our goal is simple: increase functionality, service efficiency, and user experience through the benefits of wheelchair connectivity. You are receiving this information because you have a Permobil wheelchair with the latest Power Platform technology. On **September 2, 2026**, US Power Platform-equipped wheelchairs will be updated with built-in connectivity so that they will begin transmitting **technical data**. On **October 1, 2026**, the same will be done for Canadian Power Platform-equipped wheelchairs.

Why are we making this change?

Technical data is an integral part of the digital infrastructure of our connected Power Platform wheelchairs. This action supports innovation, reliability and long-term performance and will strengthen the service teams' ability to service Permobil products more efficiently, proactively and remotely. The user experience is of utmost importance to us, and this change will support a better overall experience for you as a Permobil user. The MyPermobil app continues to be the place where you can receive valuable insights into the function and performance of your product.

What is technical data*?

Technical data includes information such as seating positions, mileage, battery status, system messages, maintenance information, diagnostic data, and service data.

Get more from your Wheelchair with the MyPermobil app

The MyPermobil app provides you with useful information, such as seating usage, wheelchair location and battery status information as well as the possibility to customize settings on your wheelchair. Download on Appstore or Google play.

Technical data transmission -Your options

Technical data is an integral part of providing optimal performance and service for connected Permobil Power Platform-equipped wheelchairs (and is by default, not personal data). However, if you understand and accept the limitations of your wheelchair not transmitting this important technical data, you can choose to stop the transmission.

To request that technical data be turned off, Contact Permobil Customer Experience by phone at 800-736-0925. If you have any questions about this notice, how technical data is used, or how to exercise your choices, please contact Permobil Customer Experience or your service provider.

Sincerely,
Permobil Inc.

*The technical data in your Power Platform-equipped wheelchair **does not contain any personal data** by default. There is no identifying information tying a specific user to a wheelchair unless you create a MyPermobil account.

You can read more about how we process personal data in our [Privacy Notice](#)

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