



# Research & Analytics

Garmin Sync Solution

<https://solutions.fitrockr.com>

Imagine you could easily set up and sync multiple  
Garmin devices and access any data recorded.

About

# Fitrockr – a product of Digital Rebels GmbH

Founded: 2017

Location: Berlin, Germany

Garmin Corporate Solution Partner since 2018

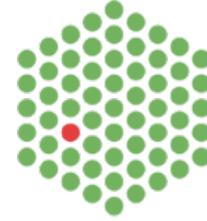
The Digital Rebels GmbH is a software company based in Berlin, Germany. Its product suite “Fitrockr” allows organizations to easily manage and synchronize Garmin wearables. All raw data elements can be accessed, analyzed and exported.

Fitrockr is one of the Garmin deepest integrated solutions on the market.

# Customer Examples



EMBL



Universiteit  
Leiden

The Netherlands



Sanoia



# In a nutshell

The **Fitrockr Research & Analytics** solution enables Universities, Medical Institutions and Research Institutes to automatically collect and analyze data from Garmin wearables.

Users can be flexibly segmented into target groups and data can be analyzed and exported on individual or group level.

Exported data is provided as Rest API, Excel download or JSON download for daily, hourly and minute-level data, either anonymized or individualized.

How it works

# Synchronization Options

There are two options to synchronize Garmin devices with Fitrockr



## Garmin Connect

Participants use the **Garmin Connect app** on their smartphone to synchronize their device.

Data is stored in both, the Garmin cloud and the Fitrockr cloud.

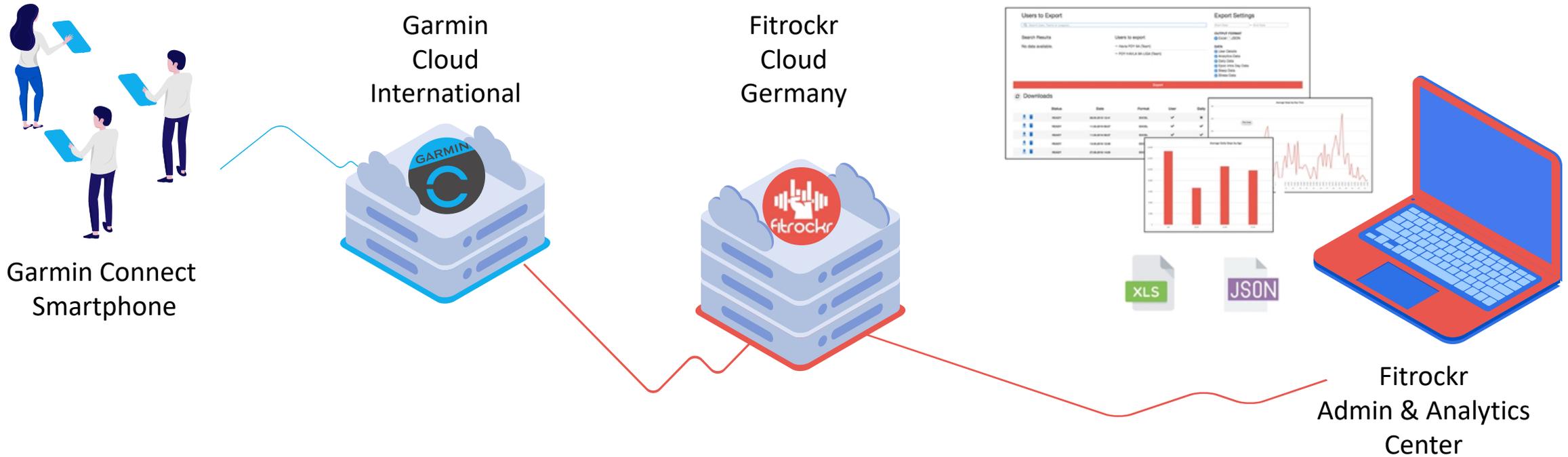


## Fitrockr Hub

Participants use the **Fitrockr Hub app** either on a central tablet or on their smartphone to synchronize their device.

Data is stored in the Fitrockr cloud only.

# Garmin Connect Synchronization Process



1

## SYNCHRONIZE

Study participants synchronize their devices with Garmin Connect on their smartphones.

2

## COLLECT

Fitrocker collects all data from Garmin Connect Cloud.

3

## ANALYZE

Data can be analyzed and exported using the Fitrocker Admin & Analytics Center.

# Garmin Connect Setup Process

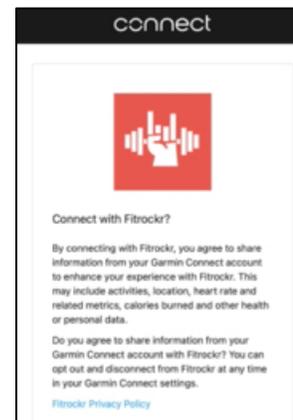
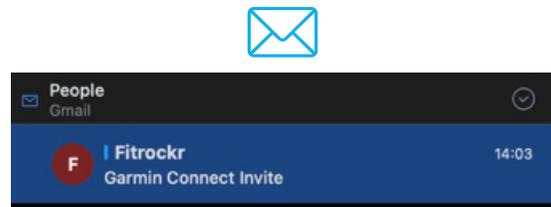
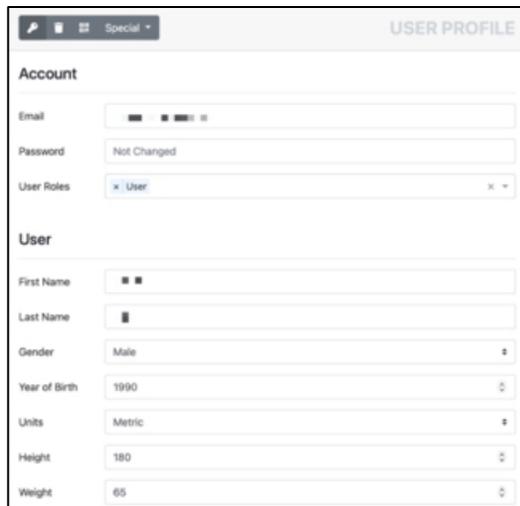


01  
Set up participant profiles in Fitrockr.

02  
Fitrockr sends a Garmin Connect link request to participants by email or admin connects each account manually.

03  
Participants or admin authorize data exchange between Garmin Connect and Fitrockr.

04  
Participants sync with Garmin Connect. Data is automatically transferred to Fitrockr.



# Garmin Connect Pros and Cons

## PROS

- Participants can use their existing Garmin Connect account to sync their Garmin device

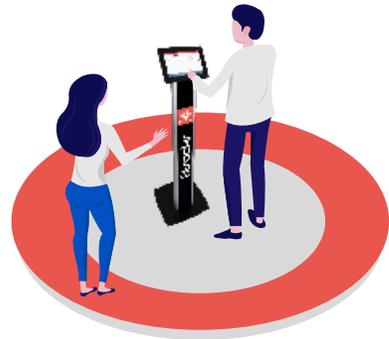


## CONS

- Data is not anonymised
- Data will be hosted on a Garmin server in the USA
- Participants can view their data in Garmin Connect and may get influenced by it
- Garmin device can only be synced with the participant's smartphone (1:1 relationship)
- Each participant requires a smartphone
- Each participant requires a Garmin Connect account



# Fitrocker Hub Synchronization Process



Fitrocker Hub Tablet



Fitrocker Hub Smartphone

Fitrocker  
Cloud  
Germany



Fitrocker  
Admin & Analytics  
Center

1

## SYNCHRONIZE

Study participants synchronize their devices with Fitrocker Hub via central tablet or their smartphones.

2

## COLLECT

Fitrocker collects all data in its Germany cloud.

3

## ANALYZE

Data can be analyzed and exported using the Fitrocker Admin & Analytics Center.

# Fitrocker Hub Setup Process



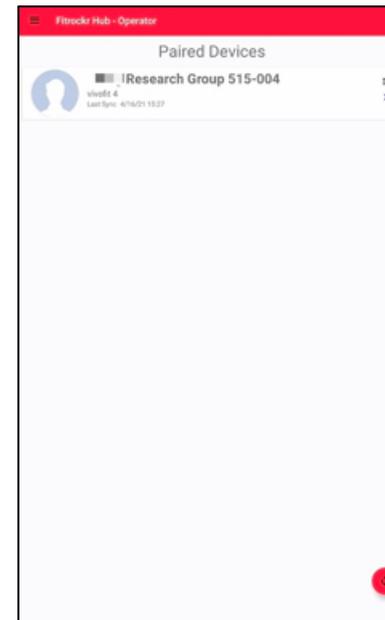
Set up research groups in Fitrocker.

Open Fitrocker Hub app on a central tablet or on participant's smartphone and enter Research Group ID or scan its QR Code.

Garmin device is automatically recognized, paired and added to the research group either anonymized or personalized.

Sync device via Fitrocker Hub app.

User	Join Code	Profile Type
	515-719	Fully anonymous
	515-068	Fully anonymous
	515-949	Fully anonymous



# Fitrockr Hub Pros and Cons



## PROS

- Data can be personalised or anonymised
- Data will be hosted on Fitrockr servers in Germany under EU data protection laws
- Participants can be prevented from viewing their data
- Participants can sync via a central Hub tablet and/or via their smartphone (n:n relationship)
- Multiple devices can be synced with one Fitrockr Hub
- No Garmin Connect accounts required
- High resolution raw data available



## CONS

- Garmin Connect cannot be used in parallel

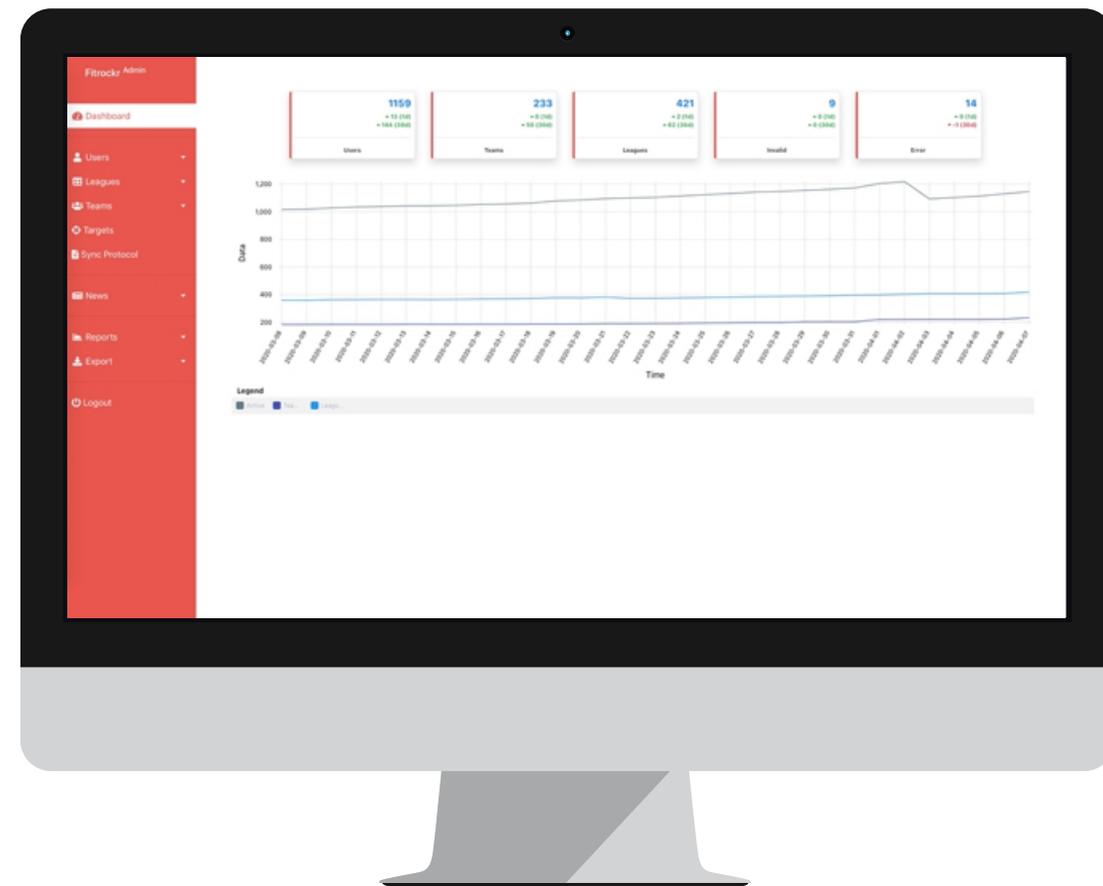


Data Export

**The Fitrocker Admin Center** is a powerful web-based tool to manage study participants, research groups and data exports.

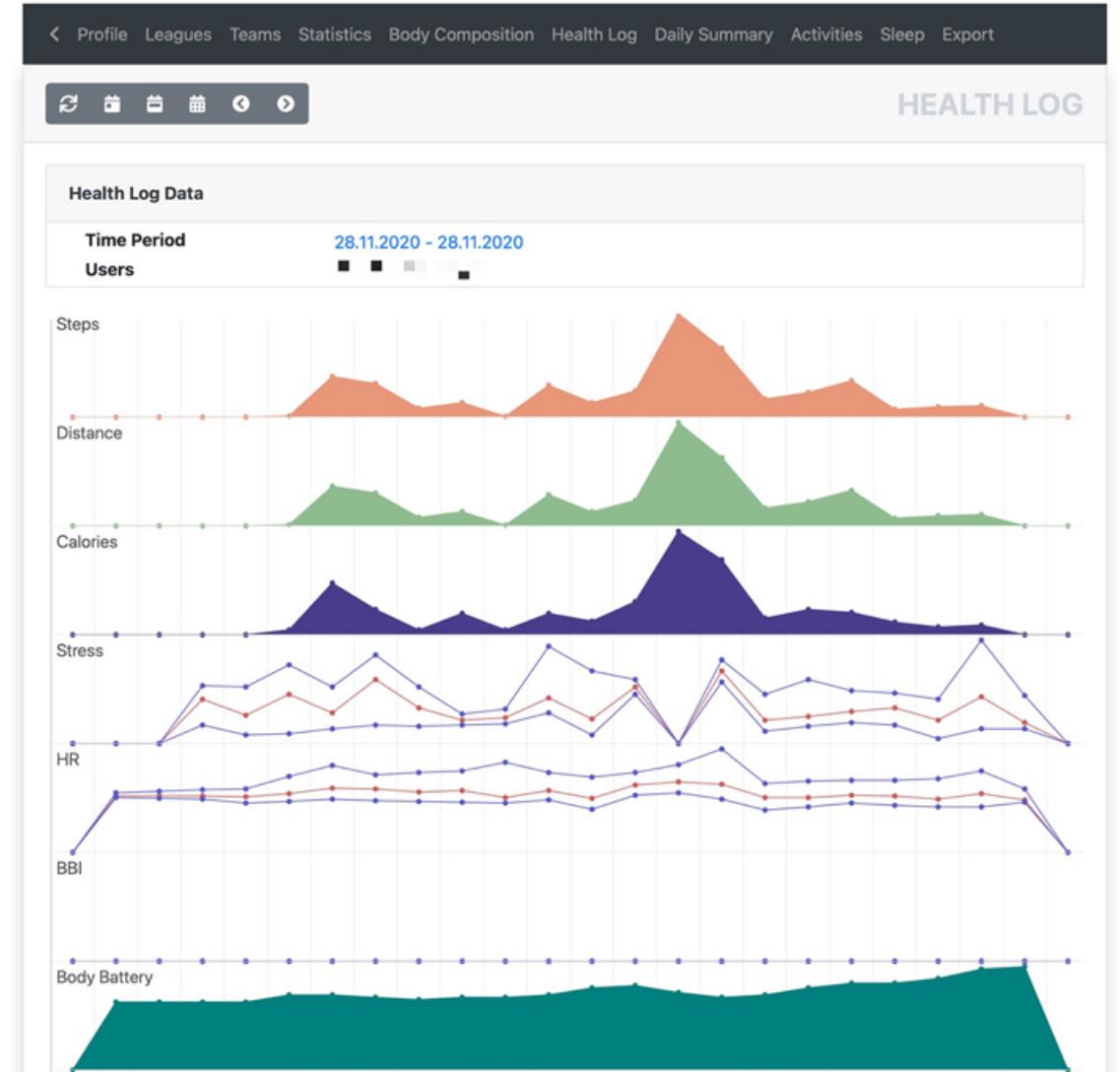
Data can be accessed as follows:

- On screen reports
- Raw data export in Excel
- Raw data export in JSON
- Automated data transfer to existing systems and databases via Rest API



# On Screen Reports

Data can be accessed directly via on screen reports.



# Raw Data Excel Export

Raw data can be exported into Excel.

Each data element is represented as a separate entry/row.

Export can include one or many users.

Userid	StartTime	EndTime	StartTimeSec	StartTimeOffset	Duration	ActiveSeconds	ActivityType	ActiveCalories	Distance	Steps	MetValue	Intensity	MeanMotionIntensity
Sae82636ad684c0001f3b10d	2018-05-01T08:15	2018-05-01T08:30	1525155300	7200	900	15	WALKING	1	25	39	5.293913	HIGHLY_ACTIVE	5.533333333333333
Sae82636ad684c0001f3b10d	2018-05-01T08:15	2018-05-01T08:30	1525155300	7200	900	885	SEDENTARY	0	0	0	1.0	SEDENTARY	5.533333333333333
Sae82636ad684c0001f3b10d	2018-05-01T08:30	2018-05-01T08:45	1525156200	7200	900	12	WALKING	0	17	27	1.0	HIGHLY_ACTIVE	4.4
Sae82636ad684c0001f3b10d	2018-05-01T08:30	2018-05-01T08:45	1525156200	7200	900	888	SEDENTARY	0	0	0	1.0	SEDENTARY	4.4
Sae82636ad684c0001f3b10d	2018-05-01T08:45	2018-05-01T09:00	1525157100	7200	900	6	WALKING	0	8	12	1.0	HIGHLY_ACTIVE	4.133333333333334
Sae82636ad684c0001f3b10d	2018-05-01T08:45	2018-05-01T09:00	1525157100	7200	900	894	SEDENTARY	0	0	0	1.0	SEDENTARY	4.133333333333334
Sae82636ad684c0001f3b10d	2018-05-01T09:00	2018-05-01T09:15	1525158000	7200	900	39	WALKING	1	52	82	2.651505	HIGHLY_ACTIVE	6.0
Sae82636ad684c0001f3b10d	2018-05-01T09:00	2018-05-01T09:15	1525158000	7200	900	861	SEDENTARY	0	0	0	1.0	SEDENTARY	6.0
Sae82636ad684c0001f3b10d	2018-05-01T09:15	2018-05-01T09:30	1525158900	7200	900	24	WALKING	1	38	59	3.6836956	HIGHLY_ACTIVE	4.666666666666667
Sae82636ad684c0001f3b10d	2018-05-01T09:15	2018-05-01T09:30	1525158900	7200	900	876	SEDENTARY	0	0	0	1.0	SEDENTARY	4.666666666666667
Sae82636ad684c0001f3b10d	2018-05-01T09:30	2018-05-01T09:45	1525159800	7200	900	186	WALKING	7	289	451	3.423983	HIGHLY_ACTIVE	5.8
Sae82636ad684c0001f3b10d	2018-05-01T09:30	2018-05-01T09:45	1525159800	7200	900	714	SEDENTARY	0	0	0	1.0	SEDENTARY	5.8
Sae82636ad684c0001f3b10d	2018-05-01T09:45	2018-05-01T10:00	1525160700	7200	900	21	RUNNING	2	46	51	7.1341615	HIGHLY_ACTIVE	6.933333333333334
Sae82636ad684c0001f3b10d	2018-05-01T09:45	2018-05-01T10:00	1525160700	7200	900	177	WALKING	7	263	411	3.5472367	HIGHLY_ACTIVE	6.933333333333334
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Sae82636ad684c0001f3b10d	2018-05-01T10:00	2018-05-01T10:15	1525161600	7200	900	117	WALKING	4	170	265	3.2020068	HIGHLY_ACTIVE	6.466666666666667
Sae82636ad684c0001f3b10d	2018-05-01T10:00	2018-05-01T10:15	1525161600	7200	900	783	SEDENTARY	0	0	0	1.0	SEDENTARY	6.466666666666667
Sae82636ad684c0001f3b10d	2018-05-01T10:15	2018-05-01T10:30	1525162500	7200	900	108	WALKING	4	172	269	3.385507	HIGHLY_ACTIVE	6.2
Sae82636ad684c0001f3b10d	2018-05-01T10:15	2018-05-01T10:30	1525162500	7200	900	792	SEDENTARY	0	0	0	1.0	SEDENTARY	6.2
Sae82636ad684c0001f3b10d	2018-05-01T10:30	2018-05-01T10:45	1525163400	7200	900	330	WALKING	12	481	752	3.3421342	HIGHLY_ACTIVE	7.0
Sae82636ad684c0001f3b10d	2018-05-01T10:30	2018-05-01T10:45	1525163400	7200	900	570	SEDENTARY	0	0	0	1.0	SEDENTARY	7.0
Sae82636ad684c0001f3b10d	2018-05-01T10:45	2018-05-01T11:00	1525164300	7200	900	285	WALKING	11	424	662	3.4859495	HIGHLY_ACTIVE	7.0
Sae82636ad684c0001f3b10d	2018-05-01T10:45	2018-05-01T11:00	1525164300	7200	900	99	WALKING	3	151	236	2.951779	HIGHLY_ACTIVE	6.533333333333333
Sae82636ad684c0001f3b10d	2018-05-01T11:00	2018-05-01T11:15	1525165200	7200	900	801	SEDENTARY	0	0	0	1.0	SEDENTARY	6.533333333333333
Sae82636ad684c0001f3b10d	2018-05-01T11:15	2018-05-01T11:30	1525166100	7200	900	138	WALKING	5	210	328	3.3336482	HIGHLY_ACTIVE	6.933333333333334
Sae82636ad684c0001f3b10d	2018-05-01T11:15	2018-05-01T11:30	1525166100	7200	900	762	SEDENTARY	0	0	0	1.0	SEDENTARY	6.933333333333334
Sae82636ad684c0001f3b10d	2018-05-01T11:30	2018-05-01T11:45	1525167000	7200	900	144	WALKING	6	216	337	3.6836958	HIGHLY_ACTIVE	6.733333333333333
Sae82636ad684c0001f3b10d	2018-05-01T11:30	2018-05-01T11:45	1525167000	7200	900	756	SEDENTARY	0	0	0	1.0	SEDENTARY	6.733333333333333
Sae82636ad684c0001f3b10d	2018-05-01T11:45	2018-05-01T12:00	1525167900	7200	900	57	WALKING	2	86	134	3.2599542	HIGHLY_ACTIVE	6.066666666666666
Sae82636ad684c0001f3b10d	2018-05-01T11:45	2018-05-01T12:00	1525167900	7200	900	843	SEDENTARY	0	0	0	1.0	SEDENTARY	6.066666666666666
Sae82636ad684c0001f3b10d	2018-05-01T12:00	2018-05-01T12:15	1525168800	7200	900	111	WALKING	4	168	263	3.321034	HIGHLY_ACTIVE	6.6
Sae82636ad684c0001f3b10d	2018-05-01T12:00	2018-05-01T12:15	1525168800	7200	900	789	SEDENTARY	0	0	0	1.0	SEDENTARY	6.6
Sae82636ad684c0001f3b10d	2018-05-01T12:15	2018-05-01T12:30	1525169700	7200	900	72	WALKING	3	114	178	3.6836958	HIGHLY_ACTIVE	6.666666666666667
Sae82636ad684c0001f3b10d	2018-05-01T12:15	2018-05-01T12:30	1525169700	7200	900	828	SEDENTARY	0	0	0	1.0	SEDENTARY	6.666666666666667
Sae82636ad684c0001f3b10d	2018-05-01T12:30	2018-05-01T12:45	1525170600	7200	900	18	WALKING	1	43	67	4.578261	HIGHLY_ACTIVE	5.666666666666667
Sae82636ad684c0001f3b10d	2018-05-01T12:30	2018-05-01T12:45	1525170600	7200	900	882	SEDENTARY	0	0	0	1.0	SEDENTARY	5.666666666666667
Sae82636ad684c0001f3b10d	2018-05-01T12:45	2018-05-01T13:00	1525171500	7200	900	45	WALKING	2	77	120	3.862609	HIGHLY_ACTIVE	5.733333333333333
Sae82636ad684c0001f3b10d	2018-05-01T12:45	2018-05-01T13:00	1525171500	7200	900	855	SEDENTARY	0	0	0	1.0	SEDENTARY	5.733333333333333
Sae82636ad684c0001f3b10d	2018-05-01T13:00	2018-05-01T13:15	1525172400	7200	900	63	WALKING	2	100	156	3.0447206	HIGHLY_ACTIVE	6.733333333333333
Sae82636ad684c0001f3b10d	2018-05-01T13:00	2018-05-01T13:15	1525172400	7200	900	837	SEDENTARY	0	0	0	1.0	SEDENTARY	6.733333333333333
Sae82636ad684c0001f3b10d	2018-05-01T13:15	2018-05-01T13:30	1525173300	7200	900	900	SEDENTARY	0	0	0	1.0	SEDENTARY	3.066666666666667
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Sae82636ad684c0001f3b10d	2018-05-01T13:30	2018-05-01T13:45	1525174200	7200	900	834	SEDENTARY	0	0	0	1.0	SEDENTARY	5.133333333333334
Sae82636ad684c0001f3b10d	2018-05-01T13:45	2018-05-01T14:00	1525175100	7200	900	900	SEDENTARY	0	0	0	1.0	SEDENTARY	1.933333333333333
Sae82636ad684c0001f3b10d	2018-05-01T14:00	2018-05-01T14:15	1525176000	7200	900	900	SEDENTARY	0	0	0	1.0	SEDENTARY	1.333333333333333
Sae82636ad684c0001f3b10d	2018-05-01T14:15	2018-05-01T14:30	1525176900	7200	900	900	SEDENTARY	0	0	0	1.0	SEDENTARY	2.8
Sae82636ad684c0001f3b10d	2018-05-01T14:30	2018-05-01T14:45	1525177800	7200	900	33	WALKING	1	51	80	2.9517787	HIGHLY_ACTIVE	2.533333333333333
Sae82636ad684c0001f3b10d	2018-05-01T14:30	2018-05-01T14:45	1525177800	7200	900	867	SEDENTARY	0	0	0	1.0	SEDENTARY	2.533333333333333
Sae82636ad684c0001f3b10d	2018-05-01T14:45	2018-05-01T15:00	1525178700	7200	900	162	WALKING	5	230	359	2.987923	HIGHLY_ACTIVE	6.933333333333334
Sae82636ad684c0001f3b10d	2018-05-01T14:45	2018-05-01T15:00	1525178700	7200	900	738	SEDENTARY	0	0	0	1.0	SEDENTARY	6.933333333333334





# RESTful API

Raw data can be automatically transferred to third party systems or databases via a REST API.

## {REST:API}

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- Status-API
  - Greet
  - Greet me

### FITROCKR Public API

Digital Rebels GmbH – [info@fitrockr.com](mailto:info@fitrockr.com)

This document describes the public API of the Fitrockr Fitness Gamification platform.

**IMPORTANT** To use this API you need to have an API key from one of our platforms.

### Communication & Authentication

Fitrockr API uses an API key to secure the api. The API key is just valid for your instance and can be obtained from the Fitrockr Support & Sales team. Beside the API you have to provide the tenant identifier. This is used by the server to determine the right instance of the api request.

**Base URL**  
The base url of the fitrockr api is `https://api.fitrockr.com`

**API Key**  
The api key that the Fitrockr team provided you, has to be sent with every request header. The header name is X-API-Key.

**Tenant Id**  
Your Fitrockr instance is identified by a tenant id. You have to send this identifier with every request in the X-Tenant header.

**Example**  
Imagine your tenant key is example-tenant and your api key is `00000000-0000-0000-0000-000000000000`. Your request should look like the following example

```
GET /v1/status/greet HTTP/1.1
Content-Type: application/json
X-Tenant: example-tenant
X-API-Key: 00000000-0000-0000-0000-000000000000
```



Fitrocker allows flexible configuration of data logging tailored to study needs.

This allows to log data elements more frequently than the default settings of a Garmin device.

### Data Logging

- Store Raw Hub Data**  
Store data received from the hub in raw and unprocessed format.
- HRV**  
BBI Data Logging
- Steps**  
Enable the detailed logging of steps
- Enable Raw Accelerometer Logging**  
Enables the logging of the raw accelerometer data of the tracker
- Zero Crossing**  
Tracker Axis Crossing  
Zero Crossing Interval (30-3600s (30s Intervals))  
360
- Heart Rate**  
Heart Rate Logging  
Heart Rate Logging Interval (1-3600s)  
60
- Stress**  
Stress Logging  
Stress Logging Interval (1-3600s)  
60
- Enable Pulse Ox Logging**  
Pulse Oxygen Logging  
Pulse Ox Logging Interval (1-3600s)  
360
- Enable Respiration Logging**  
Respiration Logging  
Respiration Logging Interval (1-3600s)  
360

# Data Elements (1/4)



## User Data

- **UserId:** unique identifier of the user.
- **FirstName:** first name.
- **LastName:** last name.
- **Email:** email address.
- **YearOfBirth:** year of birth.
- **Height:** height.
- **Weight:** weight.
- **Country:** country.
- **BasalMetabolism:** BMR / resting calories.
- **Gender:** gender.
- **ImperialUnits:** determines whether user has chosen to display imperial units opposed to metric units.
- **SignUpDate:** date of sign up.
- **LastLoginDate:** date of last login.
- **LastSync:** last fitness tracker synchronization.

## Dailies Data

- **UserId:** unique identifier of the user.
- **SummaryId:** Unique identifier for the summary.
- **CalendarDate:** The calendar date of the summary.
- **StartTimeSec:** Start time of the activity in seconds since January 1, 1970, 00:00:00 UTC (Unix timestamp).
- **StartTimeOffset:** Offset in seconds to add to startTimeInSeconds to derive the "local" time of the device that captured the data.
- **Duration:** The duration of the measurement period in seconds.
- **ActivityType:** type of activity.
- **Steps:** Count of steps recorded during the monitoring period.
- **Distance:** Distance travelled in meters.
- **ModerateIntensityDurationInSeconds:** Cumulative duration of activities of moderate intensity.
- **VigorousIntensityDurationInSeconds:** Cumulative duration of activities of vigorous intensity.
- **FloorsClimbed:** Number of floors climbed during the monitoring period.
- **MinHeartRateInBeatsPerMinute:** Minimum of heart rate values captured during the monitoring period, in beats per minute.

# Data Elements (2/4)



- **MaxHeartRateInBeatsPerMinute:** Maximum of heart rate values captured during the monitoring period, in beats per minute.
- **AverageStressLevel:** An abstraction of the user's average stress level in this monitoring period, measured from 1 to 100, or -1 if there is not enough data to calculate average stress. Scores between 1 and 25 are considered "rest" (i.e. not stressful), 26-50 as "low" stress, 51-75 "medium" stress, and 76-100 as "high" stress.
- **MaxStressLevel:** The highest stress level measurement taken during this monitoring period.
- **StressDurationInSeconds:** The number of seconds in this monitoring period where stress level measurements were in the stressful range (26-100).
- **RestStressDurationInSeconds:** The number of seconds in this monitoring period where stress level measurements were in the restful range (1 to 25).
- **ActivityStressDurationInSeconds:** The number of seconds in this monitoring period where the user was engaging in physical activity and so stress measurement was unreliable.
- **LowStressDurationInSeconds:** The portion of the user's stress duration where the measured stress score was in the low range (26-50).
- **MediumStressDurationInSeconds:** The portion of the user's stress duration where the measured stress score was in the medium range (51-75).
- **HighStressDurationInSeconds:** The portion of the user's stress duration where the measured stress score was in the high range (76-100).
- **StressQualifier:** A qualitative label applied based on all stress measurements in this monitoring period. Possible values: unknown, calm, balancer, stressful, very\_stressful, calm\_awake, balanced\_awake, stressful\_awake, very\_stressful\_awake.
- **StepsGoal:** The user's steps goal for this monitoring period.
- **NetKilocaloriesGoal:** The user's goal for net caloric intake (consumed calories minus active calories) for this monitoring period.
- **IntensityDurationGoalInSeconds:** The user's goal for consecutive seconds of moderate to vigorous intensity activity for this monitoring period.
- **FloorsClimbedGoal:** The user's goal for floors climbed in this monitoring period.

## Intraday Data

- **UserId:** unique identifier of the user.
- **StartTime:** start time of data entry.
- **EndTime:** end time of data entry.
- **StartTimeSec:** Start time of the activity in seconds since January 1, 1970, 00:00:00 UTC (Unix timestamp).
- **StartTimeOffset:** Offset in seconds to add to startTimeInSeconds to derive the "local" time of the device that captured the data.
- **Duration:** The duration of the measurement period in seconds.

# Data Elements (3/4)



- **ActiveSeconds:** Portion of the monitoring period (in seconds) in which the device wearer was active for this activity type.
- **ActivityType:** type of activity.
- **ActiveCalories:** Active kilocalories (dietary calories) burned during the monitoring period.
- **Distance:** Distance travelled in meters.
- **Steps:** Count of steps recorded during the monitoring period.
- **MetValue:** Metabolic Equivalent of Task (MET) is an official measure of activity intensity. GCS calculation of MET is an estimation based on the biometric data provided (height, weight, date of birth, gender) and improves in accuracy if heart rate data is also captured.
- Intensity.
- **MeanMotionIntensity:** The average of motion intensity scores for all minutes in this monitoring period.
- **MaxMotionIntensity:** The largest motion intensity score of any minute in this monitoring period.

## Sleep Tab

- **UserId:** unique identifier of the user.
- **StartTime:** start time of data entry.
- **EndTime:** end time of data entry.
- **SummaryId:** Unique identifier for the summary.
- **CalendarDate:** The calendar date this summary.
- **StartTimeSec:** Start time of the activity in seconds since January 1, 1970, 00:00:00 UTC (Unix timestamp).
- **StartTimeOffset:** Offset in seconds to add to startTimeInSeconds to derive the "local" time of the device that captured the data.
- **Duration:** The duration of the measurement period in seconds.
- **DeepSleepDurationInSeconds** : Time in seconds the user spent in deep sleep during the sleep period.
- **LightSleepDurationInSeconds:** Time in seconds the user spent in light sleep during the sleep period.
- **AwakeDurationInSeconds:** Time in seconds the user spent awake during the sleep period.
- **SleepPhaseStartTimeSec:** Start time of the activity in seconds since January 1, 1970, 00:00:00 UTC (Unix timestamp).

# Data Elements (4/4)



- **SleepPhaseEndTimeSec:** Start time of the activity in seconds since January 1, 1970, 00:00:00 UTC (Unix timestamp).
- **SleepPhaseStartTime:** start time of sleep phase.
- **SleepPhaseEndTime:** end time of sleep phase.
- **SleepPhaseDuration:** duration of sleep phase.
- **SleepLevel:** A map of sleep level time ranges, currently deep, light, and awake.
- **StressValueOffset:** Offset in seconds to add to `startTimeInSeconds` to derive the "local" time of stress value.
- **StressValueStartTimeSec:** Offset in seconds to add to `startTimeInSeconds` to derive the "local" time of stress value.
- **StressValueStartTime:** start time of stress value.
- **StressValue:** An abstraction of the user's average stress level in this monitoring period, measured from 1 to 100.

## Stress Data

- **UserId:** unique identifier of the user.
- **StartTime:** start time of data entry.
- **EndTime:** end time of data entry.
- **SummaryId:** unique identifier of the data entry.
- **CalendarDate:** calendar day of the data entry.
- **StartTimeSec:** Start time of the activity in seconds since January 1, 1970, 00:00:00 UTC (Unix timestamp).
- **StartTimeOffset:** Offset in seconds to add to `startTimeInSeconds` to derive the "local" time of the device that captured the data.
- **Duration:** The duration of the measurement period in seconds.

## BBI Data

- **bbiValues**

-> *BBI data is only available if Fitrockr Hub is used for synchronization*

# Data Protection

# Data Protection



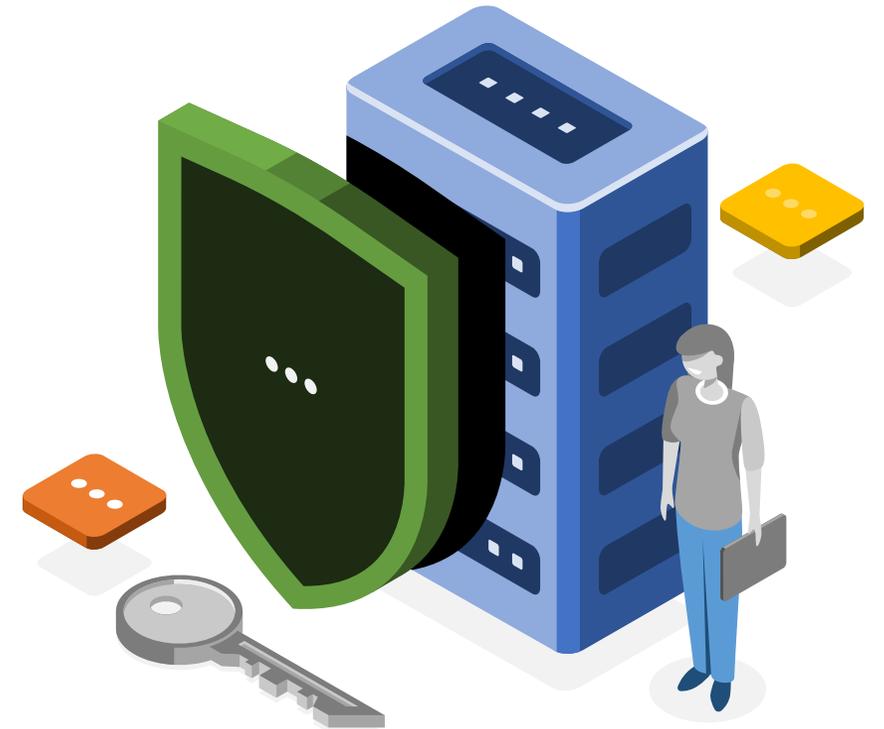
The Fitrocr solution fulfils all data protection requirements for research projects and ethics committees.

## Hosting

- Fitrocr servers are self-managed servers (no Amazon, no Google) that are located in Germany under EU data protection law.
- Servers are hosted in a professional ISO-certified hosting centre that adheres to highest security and data protection standards.

## Data Protection

- Research study can be conducted fully anonymized via randomly generated study participant IDs.
- Each research project receives its own Fitrocr instance which will be completely deleted including all data at the end of the study.
- Fitrocr is a sole software service provider and has no business or intentions in any data. Data is only used for the project purpose.



Support

# Our Support Promise

“We are in this together.”

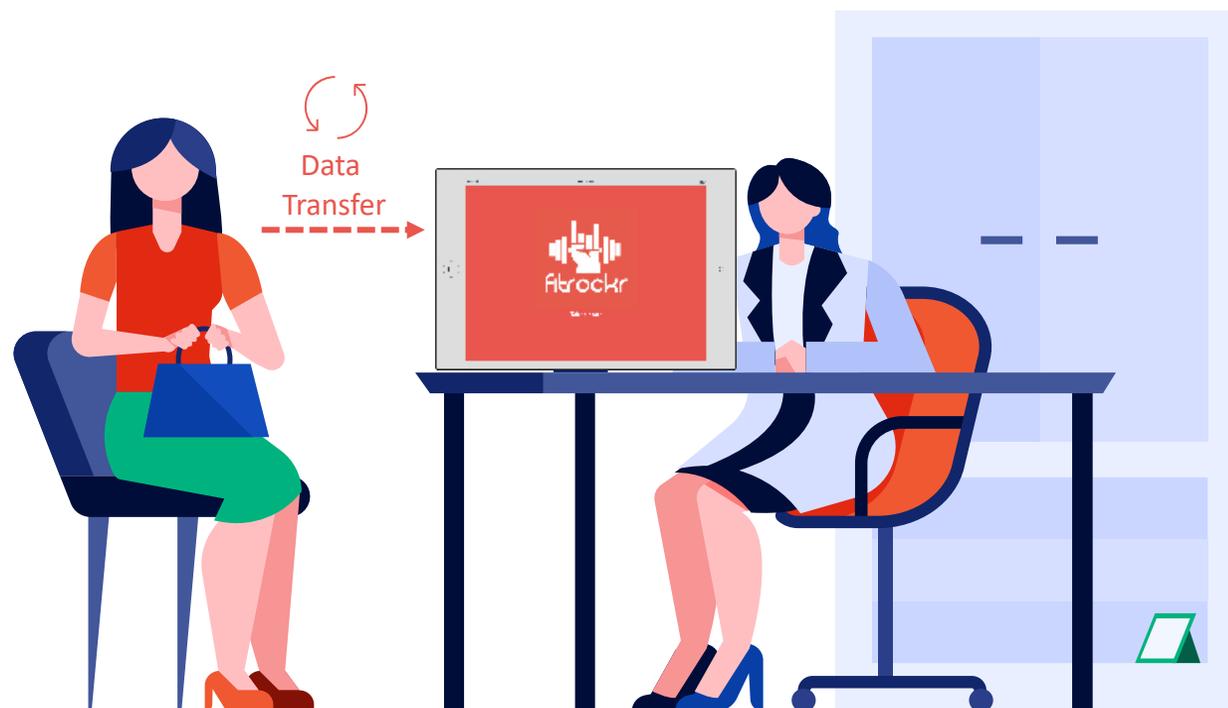
You will have a personal contact throughout the project lifecycle to clarify questions and receive immediate help. You will also have access to our technical support portal in case of a technical issue.

We want to ultimately ensure that your project becomes a success.

# Project Use Case Examples

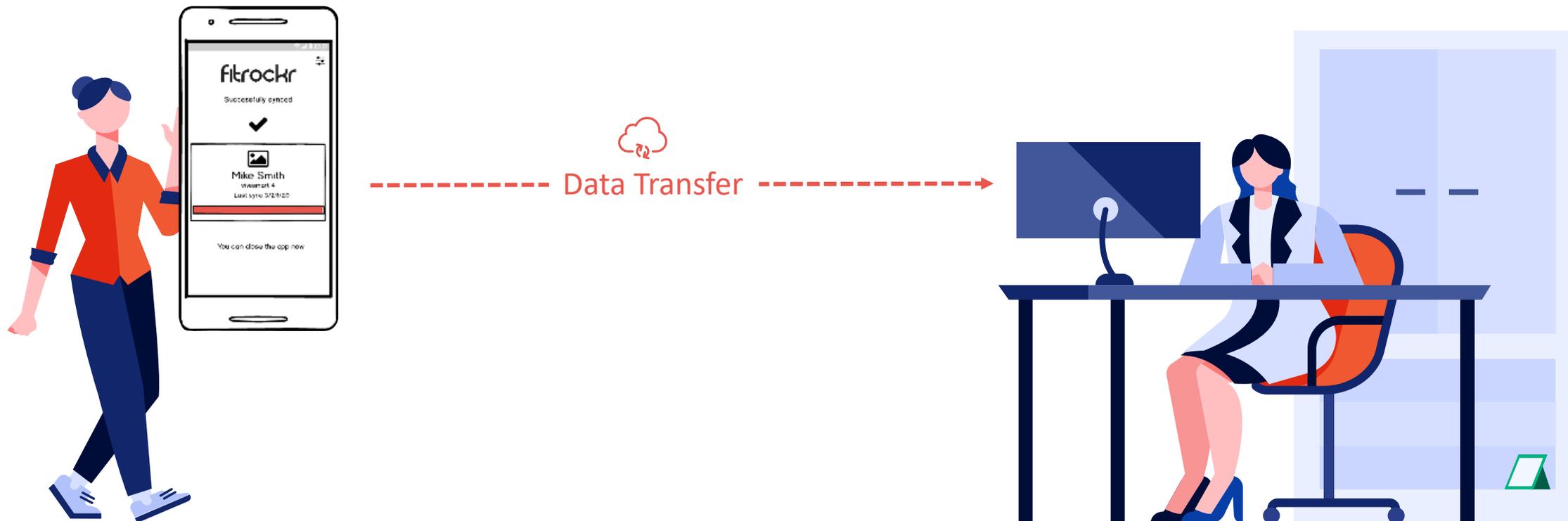
# The “Visit” Use Case

The “Visit” use case is described by the fact that study participants regularly visit one or more central sites to sync their Garmin device.



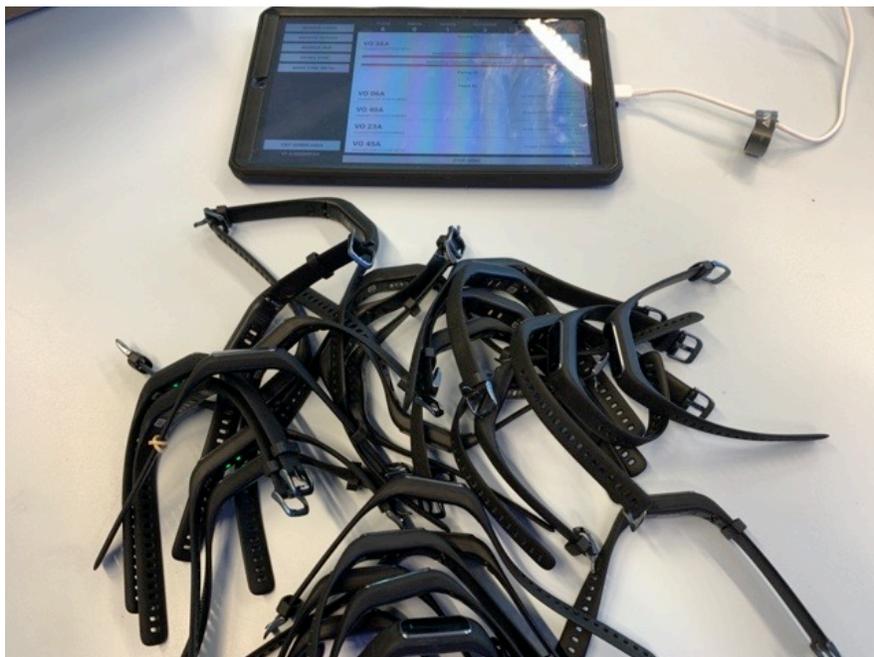
# The “Home” Use Case

The “Home” use case is described by the fact that study participants are distributed and sync their Garmin device with their own smartphone at home.



# The “Letterbox” Use Case

The “Letterbox” use case is described by the fact that study participants are distributed and send their Garmin device to a central site for syncing.

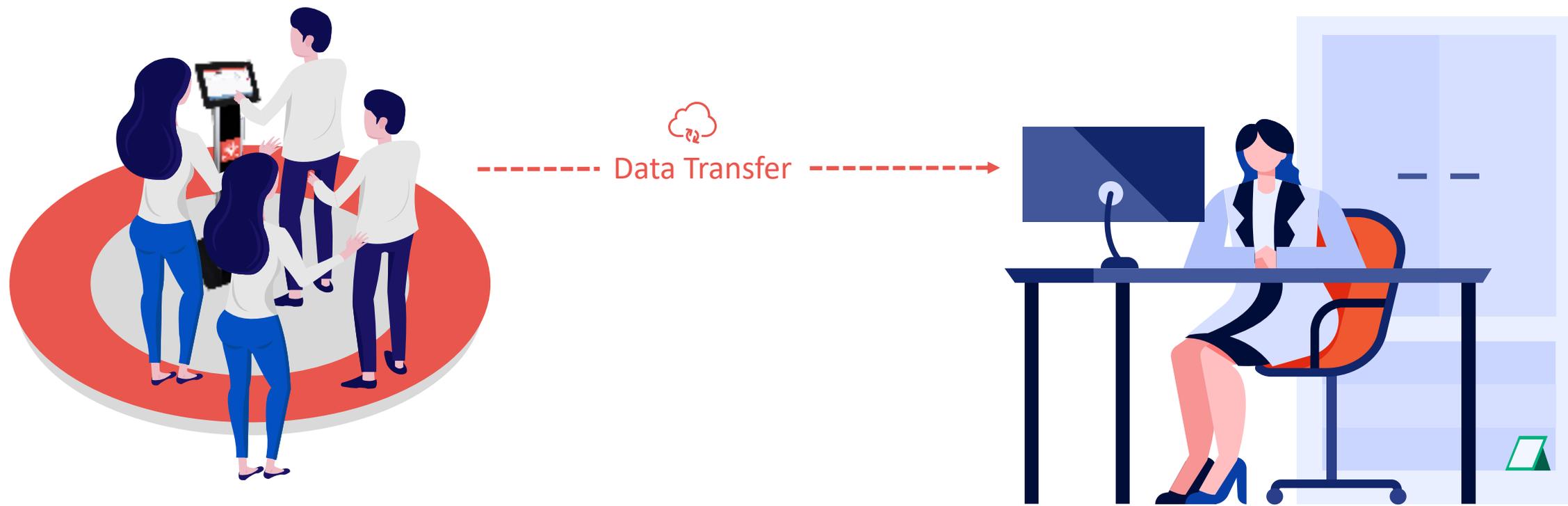


↻  
----- Mass Sync ----->



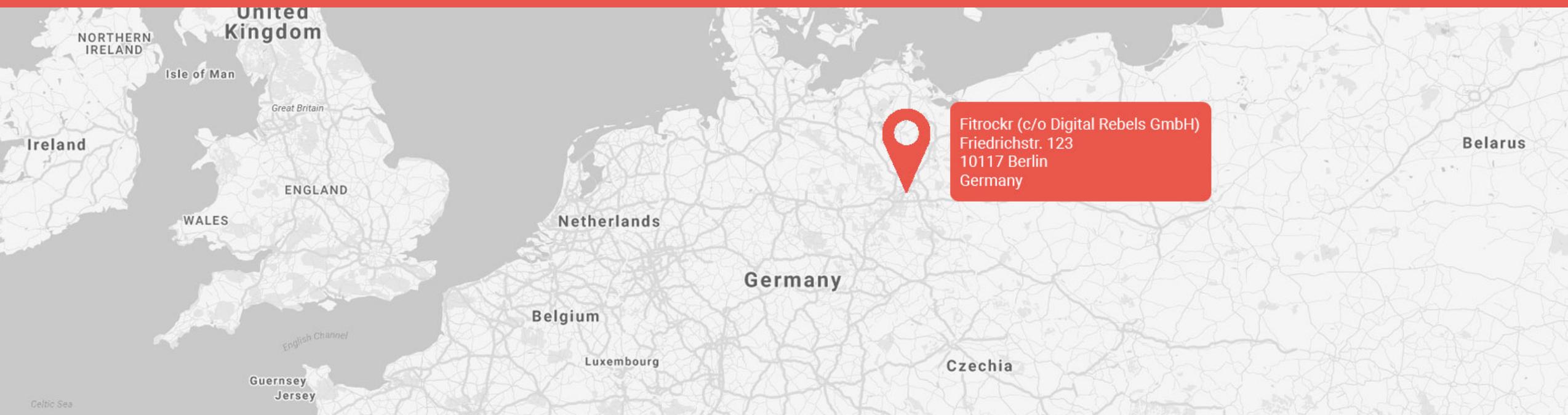
# The “Community” Use Case

The “Community” use case is described by the fact that study participants are syncing via a local community terminal.



Contact

# Location



**We serve globally while based in Berlin.**

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# Research & Analytics

Garmin Sync Solution

<https://solutions.fitrockr.com>