

EU Data Act Notice

Product Type and Related Services: Balcony energy storage system (DIY) and related services

Product Number: A17C0/A17C1/A17C2/A17C3/A17C5/AE103/A17E2/AE111/AE100/A17X7/AE1X0/A17X8/AE1R0

1. Introduction

This notice is provided in compliance with Regulation (EU) 2023/2854 on harmonised rules on fair access to and use of data (the "Data Act"), which aims to ensure fair access to and use of data generated by users of connected products and related services. As your trusted provider, Anker is committed to transparency and empowering you with control over your data.

Kindly remind that this notice only applies to data covered by the Data Act. For information regarding the processing of personal information, please refer to our Privacy Policy. To the extent permitted by Data Act, we are unable to provide access to data that contains confidential data, trade secrets, intellectual property, or other proprietary information.

2. Data Generated/Collected by Connected Products

Data Category	Data Type	Data Format	Estimated Volume	Collection Frequency	Real-time Generation	Storage Location	Retention Period	User Access, Retrieval, and Deletion	Company's Intended Use	Purpose of Use	Transfer to Third Parties	Third-Party's Purpose of Use
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Core Device and Performance Data	Such as: basic equipment information (SN/PN number, software version), real-time status (battery level, battery status), power flow (AC/PV/PD), environmental data (temperature), advanced energy data (EMS, TOU, power station data)	TLV	Based on usage and log accuracy, count MB per day	Continuous real-time collection on the device side; periodic or event-driven synchronization to the cloud when connecting to the app or network.	Yes	Device local. Some data is synced to the secure Cloud as a Service.	Used to provide user history queries and performance analysis.	Users can view it by logging in to the APP	Yes	Implement the core monitoring function of the App; optimize energy management algorithms; conduct research and development and improvement of product performance.	Yes, only upon explicit request and authorization from the user.	Where technically feasible, stored data may be transmitted to compliant third parties upon user instruction.
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User Configuration and Device Settings Data	Such as: port control (AC/car charging switch), charging and discharging strategy (grid-connected power, upper and lower limits of charging and discharging), system settings (screen brightness, standby time, language), TOU parameters	TLV	Dozens of bytes per user	Collected when users change settings through the app or device.	No	Device local	Permanently retained during association with the user account until modified or reset by the user.	Users can view and modify all relevant settings at any time through the "Settings" menu in the app.	Yes	Execute user instructions to make the device operate according to their personal wishes and configurations.	No	Not applicable
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Device Operations and Diagnostic Data	Fault information: such as BigInt and related diagnostic data. Firmware upgrade: such as upgrade status, progress, and result logs, etc. Network information: such as Wi-Fi signal strength and network connection logs.	TLV	Not fixed, KB to MB of data is generated when an exception or upgrade occurs	Event-driven (such as when an error occurs, when an upgrade is initiated) and collected during regular health checks.	Yes (event-driven)	Device local. Some data may be synced to a secure Cloud as a Service.	In order to ensure that the equipment can be used normally and stored for a long time, it may vary depending on the product model.	Direct access to raw logs is not provided. Users can request data reports related to specific failure events through customer support.	Yes	Conduct proactive maintenance and remote fault diagnosis; ensure the smooth progress of firmware upgrades; for product quality management and reliability research and development.	Yes	It may be transmitted to an authorized maintenance service provider to assist with on-site repairs.
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User Account and Service Preference Data	For example, communication preference settings: email subscription switch, App push switch, do not disturb period setting. Function Preference: Silent Upgrade Switch.	DB	Each user < 1 KB	Collected when users change relevant settings through the app.	No	Secure Cloud as a Service.	Permanently retained during association with a user account until modified by the user.	Users can view and modify all relevant settings at any time through the "Settings" menu in the app.	Yes	Manage communication with users according to their explicit wishes; provide services based on user preferences (such as upgrades within allowed time periods).	No	Not applicable
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3. Your Data Access Rights

You, as a user of our products or services, have the right to access the data generated through your use of our devices or platforms. This data will be provided in a clear, concise, and easily understandable format, as required by Data Act.

To exercise your right to access this data, simply submit a written request by contacting: support@anker.com or DPO@anker.com. We will respond promptly and provide the data in an intelligible form.

4. Your Other Rights

Data Act may give you a number of legal rights in relation to the Connected Product data and Related Service data. You can submit data access requests and share data with third parties through the contact information specified in this notice.

If you would like to exercise your rights in relation to the personal data that we hold about you, please contact us using the details set out in the privacy notice applicable to your product. For more detailed information about data use and access, please refer to the Terms of Use, electronic manuals, or other relevant materials.

As a user, you have the right to lodge a complaint if you believe that any of your rights under the Data Act have been infringed. This right ensures that your concerns regarding potential violations of data access, sharing, or usage provisions are heard and appropriately addressed by the responsible oversight body. If you wish to exercise this right or require further assistance, please contact the relevant authority in your Member State.

5. Contact Information

If you have any questions about this notice or your data rights, please reach out to our Data Protection Officer at support@anker.com or DPO@anker.com.

6. Data Holder Information

Data Holder	Address
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