PRODUCT DATA NOTICE
(For EU Data Act[1] Purposes)

Last Updated: [2025.8.27]

This Product Data Notice ("Notice") is issued by Hangzhou EZVIZ Software Co., Ltd. ("EZVIZ", "we", "us"), as the manufacturer of the Connected Product defined below, in order to provide users of the Connected Product ("you", "your") with the legally required information about the Product Data that the Connected Product is capable of generating.

The Notice may be modified from time to time, and any updated versions will be posted on this webpage. The Notice covers the following:

1. Definitions;
2. Product Data type, format, and estimated volume;
3. Whether Product Data is generated continuously and in real-time;
4. Product Data retention;
5. How to access, retrieve and erase Product Data; and
6. How to contact us.

1. Definitions

Connected Product means an item that obtains, generates or collects data concerning its use or environment and that is able to communicate Product Data via an electronic communications service, physical connection or on-device access, and whose primary function is not the storing, processing or transmission of data on behalf of any party other than the user.

Product Data means data generated by the use of a Connected Product that the manufacturer designed to be retrievable, via an electronic communications service, physical connection or on-device access, by a user, data holder or a third party, including, where relevant, the manufacturer.

2. Product Data type, format, and estimated volume

2.1 The Security Camera is capable of generating the Product Data as specified below. The information may differ per the models and your setting.

Type of Product Data	Format	Estimated Volume per device
Device operation logs	binary	Varies by product models, typically these types are combined with a 400KB storage limit, implementing circular overwrite when full.
Wake-up records (for battery cameras only)	binary	
Algorithm detection	binary	

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[1] REGULATION (EU) 2023/2854 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 13 December 2023 on harmonised rules on fair access to and use of data and amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828 (Data Act)

events		
User operation logs	binary	
Configuration parameters	binary	Varies by product models, typically around 30 KB or more.
Audios/Videos/Pictures	H264/H265 、 AAC、JPEG	Up to 512GB based on device-configured EMMC capacity or SD card.

2.2 The Smart Entry product series is capable of generating the Product Data as specified below. The information may differ per the type, model and your setting.

2.2.1 Smart Lock

Type of Product Data	Format	Estimated Volume per device
Door access records	binary	Retains the 2048 most recent records in rolling storage.
add/delete records of user and door access methods	binary	Retains the 2048 most recent records in rolling storage.
Wake-up event logs	binary	Retains the 4096 most recent records in rolling storage.
MCU exception/error logs	binary	Retains the 28672 most recent records in rolling storage.
Password/fingerprint key records	binary	Maximum 50 records for each.
NFC card key records	binary	Maximum 50 records.
Facial/palm vein key records (for face recognition locks only)	binary	Maximum 50 records for each.
Audios/videos (for video locks only)	H264/H265、 AAC	Up to 7GB based on device-configured EMMC capacity.
CPU exception logs (for video locks only)	txt	Depending on compression with 2MB compressed and 5-10MB decompressed.

2.2.2 Doorbell/Door Viewer/Smart Door phone

Type of Product Data	Format	Estimated Volume per device
Door/lock open/close records	binary	Determined based on the occurrence frequency of data-triggered scenarios.
Accessory information query records	binary	Determined based on the occurrence frequency of data-triggered scenarios.
Speed level and sensitivity level configuration	binary	Determined based on the occurrence frequency of data-triggered scenarios.
Obstacle detection events	binary	Determined based on the occurrence frequency of data-triggered scenarios.
Error codes	binary	Determined based on the occurrence frequency of data-triggered scenarios.
Device logs	binary	Maximum 10 records.
Wake-up records	txt	Determined based on the occurrence frequency of data-triggered scenarios.
Facial features and avatars (for face recognition alarm-enabled products only)	binary	Maximum 20 records.
Audios/videos	H264/H265 、 AAC、JPEG	Up to 512GB based on device-configured EMMC capacity or SD card.
QR code key records	txt	Maximum 5 records.
Password key records	txt	Varies by product models, maximum 20 records.
NFC card key records	txt	Maximum 20 records.
NFC tap-to-pair mobile key records	txt	Determined based on the occurrence frequency of data-triggered scenarios.
Facial/palm vein key records (for EZVIZ HP7 Pro only)	binary	Maximum 50 records for each.

Configuration parameters	binary	Varies by product models.

2.2.3 Smart Screen

Type of Product Data	Format	Estimated Volume per device
Device authentication token	txt	Determined based on the occurrence frequency of data-triggered scenarios.
Device logs	binary	One record.
Configuration parameters	binary	One record.
Streaming metadata of associated devices	txt	Maximum 22 records.

2.3 The Smart Cleaning product series is capable of generating the Product Data as specified below. The information may differ per the type, model and your setting.

2.3.1 Smart Vacuum Cleaner

Type of Product Data	Format	Estimated Volume per device
Cleaning records (incl. trigger time/area/cleaning preferences)	binary	Maximum 50 records.
Maps and room Layouts	binary	Maximum 4 allowed.
Obstacle/Pet/Human detection records	binary	Up to 4GB.
Home monitoring Videos	binary	Up to 4GB.
Error Logs	txt	Up to 50MB.

2.3.2 Smart Robotic Lawn Mower

Type of Product Data	Format	Estimated Volume per device
PIN code	binary	One record.
Scheduled mowing	binary	Maximum 35 records.

		records
Rain detection switch records	binary	One record.
Blade height records	binary	One record.
Mowing direction records	binary	One record.
Delayed mowing time records	binary	One record.

2.4 The Home Sensor is capable of generating the Product Data as specified below. The information may differ per the models and your setting.

Type of Product Data	Format	Estimated Volume per device
PIR presence detection records	binary	Only one 1KB data.
Door sensor open/close records	binary	Only one 1KB data.
Button event logs (Single-Click/Double-Click/Long-Press)	binary	Only one 1KB data.
Smoke detection alarm records	binary	Only one 1KB data.
Water leak alarm records	binary	Only one 1KB data.
Temperature sensor data	binary	Only one 1KB data.
Humidity sensor data	binary	Only one 1KB data.
Low battery alert	binary	Only one 1KB data.
Device power consumption statistics	binary	Only one 1KB data.

2.5 The Smart Plug is capable of generating the Product Data as specified below. The information may differ per the type, model and your setting.

Type of Product Data	Format	Estimated Volume per device
Power consumption records	binary	Depends on device usage.
On-Off logs	binary	Depends on device usage.
Countdown records	binary	One record.
Scheduled timer records	binary	Maximum 8 records.
Indicator Light Status	binary	One record.
Electricity price adjustment settings	binary	Depends on the frequency of user operations.
Power-Off Memory records	binary	One record.
Device Lock records	binary	One record.

For other Connected Products, please refer to the user manual or specification. You may also contact us by using the contact information in this Notice.

3. Whether Product Data is generated continuously and in real-time

Name of the Connected Product	Is the Connected Product capable of generating Product Data continuously?	Is the Connected Product capable of generating Product Data in real-time?
Security Camera	Only generated when triggered.	Yes
Smart Lock	Only generated when triggered.	Yes
Doorbell/Door Viewer/Smart Door phone	Only generated when triggered.	Yes
Smart Screen	Only generated when triggered.	Yes
Smart Vacuum Cleaner	Only generated when triggered.	Yes
Smart Robotic Lawn Mower	Only generated when triggered.	No
Home Sensor	Only generated when triggered.	Yes

Smart Plug	Yes for power consumption records. On-Off logs are generated when triggered. Others are only generated when the user updates settings.	Yes
For other Connected Products, please refer to the user manual or specification. You may also contact us by using the contact information in this Notice.		

4. Product Data storage location and retention

The table below sets out whether the Connected Product is capable of storing Product Data on-device or on a remote server, including, where applicable, the intended duration of retention:

Capable of storing location		Intended Duration of Retention
On-device	Yes	Depending on the type of Product Data, the retention duration can be categorized as follows: • Loop overwrite at capacity/limit • Permanent (unless deleted or reset by the user) • PIN code: Deleted only upon factory reset
On a remote server	Yes, depending on the data type and/or whether the cloud storage service is enabled.	Depending on the type of Product Data and/or the user's operations, such as the settings, app uninstallation, or cache clearing.

5. How to access, retrieve and erase Product Data

For further information about how you may access, retrieve or, where relevant, erase Product Data, including the technical means to do so, as well as their terms of use and quality of service, please refer to the User Manual that accompanies the Connected Product or contact us for further information.

6. How to contact us

If you have questions or concerns about the Notice or the generation of Product Data by the Connected Product, you can contact us at privacy@ezviz.com. We will respond to your inquiry as soon as reasonably possible. Please provide: (i) your name (or nickname), your country/region of residence and your preferred method of communication; and (ii) the details of your request or comment along with the name and model (preferred) of the Connected Product.