

HomeDirect Supported App Connected Devices Product Data Disclosure

At Beko, we believe that transparency is a cornerstone of trust. To support this, here's an information about the data generated by our connected devices, provided in line with Article 3(2) of the EU Data Act (Regulation (EU) 2023/2854). You'll find everything you need to know—what data is collected, how it's handled, and how you can control it—in one place. If you have any additional questions, you can contact us via the following link: <https://www.homewhiz.com/contact/>

Product	Robot Vacuum Cleaner
Model Codes	RS 8121, RS 8131, RS 9121, RS 9131, VCR 5430, VCR 6230, VCR 6231, VCR 6970, VCR 7230, VCR 8430, VCR 9430, VRR 70214 VB, VRR 71214 VW, VRR 71414 VB, VRR 80214 VB, VRR 81214 VW, VRR 84314 VB, VRR 94314 VB, VRR 94314 VW, RS 3221, VCR 4230, VRR 60314 VW
Type of Product Data	Bool, Enum, Value (integer, float), Raw, Fault,
Format of Product Data	JSON format
Estimated Volume of Product Data	Approximately 50-100 KB per hour. When including real-time map and cleaning path data, the data volume will increase sharply, possibly reaching 1-5 MB per hour. Basic data only: $\approx 100 \text{ KB/hour} \rightarrow \approx 1.78 \text{ MB/10 years}$ (5 hour of use per day.) Map and path data included: $\approx 5 \text{ MB/hour} \rightarrow \approx 89 \text{ GB/10 years}$ (5 hour of use per day.)
Real-Time Data Generation	Yes (via MQTT and HTTP/HTTPS protocol to the cloud)
Data Storage Location	Device-generated data are stored in two main places: local storage (on device) and cloud storage. Device: Temporary data stored on the device is kept in a temporary memory and automatically deleted within 24 hours at the latest. Cloud: The function point data reported by the device is retained in the cloud (i.e., data center) for 7 days and then automatically deleted. Basic device information, such as device name, device ID, MAC address, IP address, etc., will be retained in the cloud until the user deletes the device or deletes the account.
Nature of Product Data	Product data include device attribute data, map path data, time series, diagnostic data, status monitoring data, environmental mapping data, log data etc. These data can be used for analysis, fault detection, or status monitoring.
Data Collection Frequency	1. Basic status data: Uploaded once every ~ 15 seconds to ~ 5 minutes. 2. Real-time positioning and map data: High-frequency collection (\sim several times per second), but may be packaged and uploaded once at intervals of $\sim 1-5$ seconds to reduce the number of connections. 3. Error event: Report immediately. (There may be differences between various models depending on the performance of the main control chip and the power consumption strategy of the network module.)
Related Service Data Nature	Related service data include user-app interaction, device fault logs, equipment failure logs, error codes, software update information etc.
Volume of Related Service Data	$\sim 10 \text{ MB/month}$
Access, Retrieval, and Erasure	Accessing, retrieving, or deleting product data can be made via the HomeDirect mobile app. To access and export product data: Go to HomeDirect's Me section \rightarrow Tap the Settings icon in the top right corner \rightarrow Privacy Policy Management \rightarrow Export Device Data \rightarrow Select the device to export \rightarrow You can view device data on the preview page. To export, tap the export icon in the top right corner of the preview page and enter the email

	<p>address you want the data to be sent to. Then, enter the verification code sent to your email address. The file will then be sent to your email address within 15 days. Data is provided securely as an email attachment. To delete product data: HomeDirect → Home → All Devices → Select device → Device Setting → Remove Device → Remove and Wipe Data HomeDirect → Settings → Account and Security → Delete Account. The HomeDirect Terms of Service are available in the HomeDirect app. Access to data is granted only after the requester's email address is verified. Some product data may contain information protected as trade secrets under Union or national law. When product data is provided — whether to you directly or to a third party you designate — we will apply proportionate technical and contractual safeguards to protect such information, including confidentiality obligations and use limitations in accordance with the Data Act. These conditions apply equally to all recipients. If, despite the application of such safeguards, disclosure would be highly likely to cause serious economic damage, we may limit or refuse access in line with Article 5(11) of the Data Act and will inform you of the reasons.</p>
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Product	Robot Vacuum Cleaner
Model Codes	RS 9221, RSS 9231, VCR 2330, VCR 6330, VCR 7330, VRR 50414 VW, VRR 72314 VB, VRR 82314 VB
Type of Product Data	Bool, Enum, Value (integer, float), Raw, Fault,
Format of Product Data	JSON format
Estimated Volume of Product Data	<p>The hourly data capacity is influenced by many factors, such as whether the product is running and whether it is being operated via the app. The hourly data volume can range from a few tens of KB to several thousand KB. It is approximately ~1 MB.</p> <p>≈1 MB/hour → ≈ 17.8 GB/10 years (5 hour of use per day.)</p>
Real-Time Data Generation	Yes (via MQTT and HTTP protocol to the cloud)
Data Storage Location	<p>Device-generated data are stored in two main places: local storage (on device) and cloud storage.</p> <p>Device: Temporary data stored on the device is kept in a temporary memory and automatically deleted within 24 hours at the latest.</p> <p>Cloud: The function point data reported by the device is retained in the cloud (i.e., data center) for 7 days and then automatically deleted. Basic device information, such as device name, device ID, MAC address, IP address, etc., will be retained in the cloud until the user deletes the device or deletes the account.</p>
Nature of Product Data	Product data includes device attribute data, map path data, time series, diagnostic data, status monitoring data, environmental mapping data, log data etc. These data can be used for analysis, fault detection, or status monitoring.
Data Collection Frequency	<ol style="list-style-type: none"> 1. Basic status data: Uploaded once every ~15 seconds to ~5 minutes. 2. Battery level and operating status are typically collected once per second 3. Map path datas are collected every three seconds. 4. Error event: Report immediately. <p>(There may be differences between various models depending on the performance of the main control chip and the power consumption strategy of the network module.)</p>
Related Service Data Nature	Related service data include user-app interaction, device fault logs, equipment failure logs, error codes, software update information etc.

Volume of Related Service Data	~150 MB/month
Access, Retrieval, and Erasure	<p>Accessing, retrieving, or deleting product data can be made via the HomeDirect mobile app. To access and export product data: Go to HomeDirect's Me section → Tap the Settings icon in the top right corner → Privacy Policy Management → Export Device Data → Select the device to export → You can view device data on the preview page. To export, tap the export icon in the top right corner of the preview page and enter the email address you want the data to be sent to. Then, enter the verification code sent to your email address. The file will then be sent to your email address within 15 days. Data is provided securely as an email attachment. To delete product data: HomeDirect → Home → All Devices → Select device → Device Setting → Remove Device → Remove and Wipe Data HomeDirect → Settings → Account and Security → Delete Account. The HomeDirect Terms of Service are available in the HomeDirect app. Access to data is granted only after the requester's email address is verified. Some product data may contain information protected as trade secrets under Union or national law. When product data is provided — whether to you directly or to a third party you designate — we will apply proportionate technical and contractual safeguards to protect such information, including confidentiality obligations and use limitations in accordance with the Data Act. These conditions apply equally to all recipients. If, despite the application of such safeguards, disclosure would be highly likely to cause serious economic damage, we may limit or refuse access in line with Article 5(11) of the Data Act and will inform you of the reasons.</p>