Manufacturer: Road Angel Group (In Phase International Ltd)
Product Category: Connected Dash Cameras (Dashcams)
Effective Date: 12 September 2025

Information About Your Connected Product

We believe it is important that customers clearly understand what data is collected by their connected Road Angel dashcam, how it is stored, and how it can be accessed or deleted. The information below summarises the data practices for our connected dashcam products in line with the **European Data Act**.

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1. What kind of data is stored?

Road Angel connected dashcams may collect and store the following categories of data, depending on model and user configuration:

a) Video & Image Data

- Video recordings captured by the front and/or rear camera(s)
- Event recordings triggered manually, by G-sensor impact detection, or by parking mode
- Still images generated by event triggers (where applicable)

Format: .MP4 (video), .JPG (image)
Typical storage size:

- Approx. 150–300 MB per 3-minute clip (Full HD)
- Approx. 300–600 MB per 3-minute clip (2K / 4K models)

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b) Location & Journey Data

- GPS coordinates
- Speed and direction of travel
- Date and time stamps linked to recordings

Format: Embedded metadata within video files and/or .TXT system files

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c) Device & Usage Data

- Device serial number
- Firmware version
- Basic usage statistics (e.g. recording status, error logs)
- Camera configuration settings (resolution, parking mode, G-sensor sensitivity)

Format: .TXT or .LOG system files
Purpose: Device operation, troubleshooting, firmware support

d) App & Connectivity Data (where app-enabled)

- App account ID (email-based login)
- Device pairing status
- Connection logs between device and mobile application
- Subscription status (if applicable)

Format: Secure database records (not stored as user-readable files)

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2. How is the data collected?

- Video, image, and GPS data is collected **in real time** while the device is recording
- Event data is collected **intermittently**, based on triggers such as motion, impact, or user input
- App-related data is collected **only when the user pairs the device or uses connected features**

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3. Where is the data stored?

a) Local Device Storage

- Primary storage is on a **microSD card** installed in the dashcam
- All continuous recordings and event files are stored locally by default

b) External / Cloud Storage

- Road Angel Dashcams do not have cloud storage option. All Data is stored locally and password protected when accessing via the accompanying smartphone Application.

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4. How long is the data stored?

- **Video & image files:**
  Stored until overwritten by loop recording or manually deleted by the user
- **Event files:**
  Retained until manually deleted or storage capacity is exceeded
- **App & account data:**
  Stored for the duration of the user account and deleted upon app Cache clearing or App deletion

Retention periods may vary depending on user settings, storage capacity, and applicable legal obligations.

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5. How can I view, share, or delete my data?

Users have full control over their data through Road Angel's provided tools.

a) Accessing Data

- Video and image files can be accessed directly via the microSD card
- Files can also be viewed via the Road Angel mobile app (model-dependent)

b) Retrieving or Sharing Data

- Files can be copied from the microSD card to a computer or mobile device
- Files may be shared manually after download, by the user (e.g. email, download, third-party platforms including social media)

c) Deleting Data

- Users can delete recordings directly:
    - On the device
    - Via the mobile app
    - By formatting the microSD card
- account and associated customer data can be deleted by submitting a verified deletion request to Road Angel customer support, in line with GDPR requirements

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6. Terms of Use & Quality of Service

Availability & Reliability

- Core dashcam recording functions operate independently of internet connectivity
- Connected and app-based services depend on mobile device compatibility and network availability

Performance

- Video quality and recording performance depend on device model, resolution settings, and SD card specification

Support

- Customer support is provided by Road Angel via online help resources and customer service channels
- Dedicated Support team reachable by Phone / Email / Live Chat
- Dedicated website support page with help materials
- Dedicated Road Angel App for warranty / Account information and Full User Manuals.
- Firmware updates and security patches are provided where applicable

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7. Data Protection & Compliance

Road Angel designs its connected products in accordance with:

- EU General Data Protection Regulation (GDPR)
- UK GDPR & Data Protection Act 2018

- Product Security and Telecommunications Infrastructure (PSTI) requirements
- European Data Act (from September 2025)

No personal data is shared with third parties unless required to provide an explicitly enabled service or where legally required.

Manufacturer Contact

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