Samsung EU Data Act (EUDA) Pre Contract Information for SmartThings Pro

As a service provider of SmartThings Pro, Samsung Electronics Co., Ltd ("Samsung" or "we") are committed to ensuring transparency about how our connected products and digital services generate data about their use and performance, and how our customers can access that data or share it with third parties, in accordance with the Data Act (EU Regulation 2023/2854).

Some of the information contained in this notice applies to all product types. Other information may vary by product category. Samsung updates this EUDA pre sales information notice from time to time to reflect the launch of new products and features.

Data Generation

Samsung offers connected products and digital services such as SmartThings Pro to enhance user experience and enable efficient troubleshooting. The types of data generated may vary by product type. The volume of data generated by connected products varies based on the type of device, usage patterns, and the granularity of data collection.

You can request raw and pre-processed data that Samsung has readily available. However, highly enriched data and content data fall outside the scope of this request.

We have summarised the data available in our products and services and provided an approximate estimate of the amount of data products generate. For more information, please refer to the "Data Structure" and "Product Data Summaries" below.

Location of Data

Remote Server Storage: Data is primarily stored on Samsung's secure remote servers for analysis, product improvement, and customer support. Retention periods vary based on data type and purpose but are designed to comply with applicable data protection regulations.

On-Device Storage: Some data may be stored on the device itself for diagnostic purposes or immediate access.

Data Access

The SmartThings Pro Data Service ("Data Service") provided at www.smartthingspro.ai is the primary means by which users can access data generated by devices connected to SmartThings Pro. While some users may be able