EU Data Act – Data Overview

Type of Data Stored

Email address, video recordings, and account information.

Data Format

Video files are stored in MP4 format.

Data Storage Location

Data is stored locally on the SD card of the dashcam.

Data Retention

Loop recording ensures older files are automatically overwritten when storage is full.

Accessing Data

Users can view recorded videos via the dashcam menu or the companion mobile application.

Requesting or Sharing Data

Users can share video data directly through the mobile application.

Deleting Data

Users can delete data via the dashcam menu or the mobile application.

Full Privacy Policy

I. REDTIGER Dashcam and Companion App Privacy Policy

(1) Collection of Personal Information

Information You Voluntarily Provide
Registration and Account Information: You may browse the App in guest mode; however, registration or login is required when connecting a device. We will collect your email address, first name, last name, password, and country/region to establish a unique, secure binding between you and your device and to provide efficient after-sales support. Personal information is transmitted using TLS/HTTPS encryption, and passwords are stored in encrypted form. You may delete your account at any time.

Third-Party Login Information: We support login via Facebook, Google, Apple, and X (formerly Twitter). Based on your authorization, we will obtain basic personal information (username, email, profile picture, unique identifier) to create a local account. You can control the scope of information during authorization and unlink your third-party account at any time.

Vehicle Information: When adding a device, we collect your vehicle’s make, model, and year to help you manage devices and files by vehicle.

Extended Warranty Information: When applying for an extended warranty, we collect your first name, last name, email address, country, purchase platform, order number, purchased product, vehicle make (if applicable), model, year, and any other information you voluntarily provide.

User Feedback Information: The first name, last name, role, email address, country/region, and other information you voluntarily share when reporting an issue are used to analyze the problem and provide you with service.

Mobile Device Technical Information: We collect your device model, firmware version, mobile operating system version, app crash logs, and diagnostic information to improve your experience, resolve issues, and provide device updates. This information alone does not identify you personally. Crash logs and diagnostic information are stored locally on your device; if combined with other information to identify you personally, they will be anonymized and de-identified.

Information Collected for Additional Features

Location Information: Collected only with your explicit consent to obtain Wi-Fi information for the dashcam and enhance the connection experience. This data is stored only locally on your device, and you can manage or disable this permission at any time through your device’s privacy settings.

Photo Library Permission: Used for uploading photos, customizing your profile, and

sharing media within the app. We access only the media you explicitly choose to share, and you can manage or disable this permission at any time.

Storage Permission: Used to ensure the stable operation of the app. We will only read or write necessary images, files, and crash log information after you enable this permission. We will not automatically scan or collect media on your device. You can manage or disable this permission at any time.

Camera Permission: Used for uploading your profile picture or product order number. Information is only collected when you actively use the camera. You can manage or disable this permission at any time.

Device-Related Information

Basic Device Information: Device name, device ID, firmware version.

Connection Process Information: When connecting via Wi-Fi, we collect Wi-Fi information (SSID, BSSID, Wi-Fi password) and the device ID; when establishing a local Bluetooth connection followed by a Wi-Fi connection, we collect Wi-Fi information (SSID, BSSID, Wi-Fi password).

Device Video Information: When you connect to the device via the app to monitor driving safety or view content, video information is automatically saved to the device or locally on your mobile device. We cannot directly access or process this information.

Information Collected by Third-Party SDKs

The Sensors Data SDK integrated into the app may collect device information (device model, OS version, device identifier), app usage data (launch events, page views, taps, usage duration, etc.), network information (IP address, network type, carrier information), crash logs, and performance data. This information is used for app functionality analysis, user behavior analysis, performance monitoring and troubleshooting, operational analysis, and product optimization. The SDK does not collect sensitive personal information such as contacts, text messages, photos, or videos. Data is anonymized or de-identified before collection and is not used for personalized advertising. The data is transmitted directly to and stored on our servers and is not shared with third parties for their independent use.

(2) Data Categories and Types

Personal Data: Videos and images captured by the dashcam, user account information, information provided through user feedback, and information collected to enable additional features (such as location data). You may access this data and related metadata.

Non-Personal Data: Technical data that does not contain personally identifiable information, such as device serial numbers not associated with a user.

Specific Data Types

Product Status Data: Configuration information (device name, device ID, firmware version, Wi-Fi information), diagnostic information (mobile device model, firmware version, mobile operating system version, app crash logs, and diagnostic information).

User Activity Data: Activity timestamps (last device power-on/off time, app login time), activity types (number of emergency video triggers, number of manual photos taken), and geolocation (real-time vehicle latitude/longitude, speed, and altitude information).

General Environmental Data: Ambient light intensity detected by the image sensor, used to automatically adjust night vision mode.

(3) Privacy Statement for the "Stay Connected to the Internet" Feature

This feature is available only on Android phones and addresses the issue where the phone cannot access the internet while connected to the dashcam’s Wi-Fi. It implements local traffic distribution via the Android system’s VPNService API and is enabled only when you are connected to the dashcam and have explicitly authorized and consented to it; it automatically turns off when the connection is disconnected. This feature does not collect, use, store, or share any of your personal information; it only identifies the source of the service request to switch networks and does not redirect or manipulate other apps for profit.

(4) Privacy Compliance Commitment

Our dashcam is designed in compliance with regional privacy regulations. You are responsible for using the device appropriately, such as anonymizing shared videos, protecting data security, and avoiding recording unnecessary private areas.

EU Data Act – Compliance & User Rights

Data Access Rights: Users have full access to their stored data via the device and application.
Data Portability: All video files are stored in standard MP4 format and can be exported without restriction.
Data Control: Users retain full control over storage, sharing, and deletion of their data at all times.
Local Storage Principle: All recordings are stored locally on the SD card unless explicitly shared by the user.
Manufacturer Responsibility: The manufacturer ensures that no unauthorized remote access to user video data is performed.