

Information about your connected product

We believe it's important that you know exactly what to expect when purchasing a connected product. That's why we've clearly outlined all information about the data your smart device collects and stores.

What type of data is stored?

Your product collects data about usage and the environment. For example: usage statistics, sensor readings, location information.

This data is stored in the formats of .txt or .json and takes up approximately 1.5 MB on daily average.

The device collects this data continuously in real time only with Internet connection.

Where is this data stored?

The product stores images captured by the camera locally, meaning on the device itself and users can view, edit, download, and delete them whenever they want.

In addition, the rest of data generated by the device is stored on an external server. The original data uploaded is retained for a period of 7 days in our records.

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

You can manage the data stored by your device through the Dreamehome app. Our users in the EU and UK can now easily access their data. On the General Settings page, Dreame users can provide their email address to trigger an automatic email which contains a downloadable link to a copy of personal information.

Dreame users can also make requests to our public email address <privacy@dreame.tech> if they want to exercise their rights over their data, including rectification, objection, erasure and portability.