

Tjilla C150 Robot Vacuum — Information & Data Usage Notice

Scope

This document summarizes how the Tjilla C150 robot vacuum and its companion mobile application (Tuya/Smart Life–based) operate and what data they may process. It is not a replacement for the official privacy policies of Tjilla or Tuya; always review those policies and in-app notices.

Product & Ecosystem

- Device: Tjilla C150 robot vacuum cleaner with mopping.
- Connectivity: 2.4/5 GHz Wi-Fi via the Tuya/Smart Life platform; optional integration with Google Home and Amazon Alexa.
- Mapping: Laser (LiDAR) navigation with room/zone maps, no-go zones, and multi-map support.
- App: Tuya/Smart Life app for iOS/Android is used to add and operate the robot (AP/pairing mode).

Data Categories (examples)

- 1) Account & Profile (Tuya app): email or phone number, nickname, country/region, time zone.
- 2) Network & Mobile device: Wi-Fi SSID, gateway/router identifiers, device model, OS, app version, logs, push token.
- 3) Robot operational data: cleaning tasks, schedules, status, error codes, consumable usage, firmware versions.
- 4) Mapping data: real-time and historical floor plans and routes (files generated by the robot/app).
- 5) Voice assistant data (optional): voice commands and device actions if linked to Google/Alexa.
- 6) E-commerce & service (Tjilla website/store): order details, contact information, warranty/service communications.

Where Data Is Processed/Stored (high-level)

- Tuya cloud processes mobile app accounts, device onboarding, maps, and robot telemetry. Tuya operates regional data centers and may store data in the data center corresponding to the user's region.
- Tjilla (retailer/manufacturer) processes order, account, and support data on its own systems and with service providers (e.g., review platforms, logistics).

Purposes (non-exhaustive)

- Provide core functions: onboarding, remote control, schedules, notifications, mapping, and firmware updates.
- Diagnostics and reliability: service logs and crash reports to improve the app/device.
- Customer support, warranty, and order fulfillment (Tjilla website or partners).

- • Optional personalization/analytics in the Tuya app (where consented).

Legal Bases & Retention (summary)

- Legal bases typically include contract (to provide the service), consent (for optional features/analytics), and legitimate interests (security, fraud prevention). Retention varies; Tjilla states website data is kept only as long as necessary, while Tuya retains data for service provision and legal requirements. See both parties' official policies for exact terms.

Sharing & Transfers

- • Tuya: may share with Tuya affiliates and third-party service providers under contract; may transfer data cross-border subject to applicable laws.
- • Tjilla: shares website/order data with processors (e.g., reviews, shipping) and only when necessary or legally required.

User Controls

- • In the Tuya/Smart Life app: manage account data, privacy choices (e.g., analytics/personalization), device deletion, scenes/automation, and map reset.
- • In the robot/app: clear maps, reset network settings, delete schedules, and perform a factory reset before selling or disposing of the device.
- • Voice assistants: unlink the skill/action and delete voice history in the relevant assistant account.
- • Website (Tjilla): exercise rights to access, correction, deletion, objection, and data portability via the contact listed below.

Security Notes & Best Practices

- • Place the robot on a separate home Wi-Fi network/VLAN if possible.
- • Use strong, unique passwords and two-factor authentication for accounts.
- • Keep firmware and app up to date; install updates promptly.
- • Limit integrations to what you actually use; review third-party skills/scenes.
- • Avoid saving unnecessary maps; clear maps if you no longer need them.
- • Before selling or recycling, delete the device from the app and factory-reset the robot.

How to Contact

- • Tjilla B.V.: info@tjilla.nl, phone +31 85 0022287 (NL)
- • Tuya/Smart Life: see the in-app Privacy Policy for region-specific contacts (e.g., service@tuya.com).

Key Sources (public)

- • Tjilla C150 product page; C150 user manual (Tuya onboarding, Google/Alexa linking).
- • Tuya Privacy Policy and Trust Center; Tuya developer docs for robot vacuums (map/route data stored as files on Tuya platform).

- • Tjilla site Privacy Policy (website/e-commerce).

Disclaimer: This is an informational summary prepared on 2025-08-15 UTC. It does not create legal obligations and may not cover all data processing. Always refer to official, current policies in your region.