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

to access some data directly from on-device interfaces, the Data Service is designed to offer a comprehensive solution.

Users can only download data using the Data Service while they have a SmartThings Pro licence in place. If the contract expires or is terminated for any reason, users can access data they have a right to access (i.e. during the relevant retention period) by contacting stpro.kr@samsung.com.

Using the EUDA Service

The Data Service is linked to a user account created through www.smartthingspro.ai. It enables access to data related to any connected products registered under that account. Using the Data Service is easy – you just use Download data menu or History menu ("Download Data menu").

On logging in, the Download Data menu will be displayed, and you will see the device operation information available for download. If you cannot find data for a specific product or service, please check if the relevant product is registered to your account.

Samsung does not collect data for products which are not registered and connected to SmartThings Pro, so you will not be able to access data for these products using the Data Service.

Once you access the Download Data menu, you will be able to see a list of the data held by Samsung, supplementing the summaries provided below.

Data Download

If you are only using the data available in the Download Data menu, no separate access request is required, and you can download the desired data at any time, after agreeing to the applicable terms (see Terms and Conditions heading below). However, please note that the data will be provided as-is without any further processing.

Sharing Requests

The process for data sharing requests is different. If you wish to request the transfer of data to a third party, please contact to stpro.kr@samsung.com detailing the recipient and purpose of the data sharing.

Data Structure

The Data Service brings together data from different sources and systems, relating to different types of product, and with different functions.

Within each dataset, you can see the products registered to your account for which there is available data.

When downloading data, you will select the desired dataset and specify the time period. Once the dataset and time period are selected, all available data for that product across applicable datasets will be provided to you.

Product Data Summaries

The following summary gives a high level indication of the types of data you will find for each service.

Device operation

* Running rate: the percentage of time the device is actively operating during a specified period
* Heating/cooling operation rate: the percentage of heating or cooling functions being activated
* Runtime: the total time the device has been in operation
* Temperature difference: the variation between the measured temperature and the set temperature
* Measured temperature: the actual temperature recorded by the device
* Set temperature: the desired temperature set by the user for operation

Energy

* Usage: the total amount of energy consumed by the device over a period
* Production: the amount of energy generated or produced by the device, if applicable

Air quality

* Comfort level/Heat level: a measure of the indoor environment's comfort based on temperature and humidity
* Total air quality: an overall assessment of air quality, often based on multiple pollutant levels
* PM 10: the concentration of particulate matter with a diameter of 10 micrometers or less.
* PM 2.5: the concentration of particulate matter with a diameter of 2.5 micrometers or less.
* PM 1.0: the concentration of particulate matter with a diameter of 1.0 micrometer or less.
* Gas: the level of gaseous pollutants, such as volatile organic compounds (VOCs), in the air.
* CO_2: the concentration of carbon dioxide in the air, often used as an indicator of indoor air quality.

Control History

* Device control history: The record of all control actions performed, allowing users to check when and how settings were changed

Data Volumes

The volume of data generated varies by product and depends on usage. While it is not possible to complete detailed estimates for each product, we have provided some estimated approximate volume per user per day below to give users a sense of how much data their products generate.

Type of Data	Estimated approximate volume per device per day	Duration of retention
Device Operation	2610.8 Bytes	Duration of account life or 3 years, whichever is longer
Energy	1431.1 Bytes	Duration of account life or 3 years, whichever is longer
Air Quality	4696.4 Bytes	Duration of account life or 3 years, whichever is longer
Control History	194.3 Bytes	Duration of account life or 3 years, whichever is longer

Payment

Users can access data about their own products and services for free. Samsung may impose a fee on third party data recipients which ask our users to share their connected product and SmartThings Pro data with them (i.e. in order to provide their own related service). As an end user, you will never have to pay anything to Samsung for using the Data Service.

The Data EUDA Service is designed so that all requests are processed in a secure and transparent manner, adhering to the principles of data protection and user rights.

The Small Print

Where Samsung makes use of your data itself, this is noted in the SmartThings Pro Privacy Notice and Data Access Agreement [www.smartthingspro.ai] and in the SmartThings Pro terms and conditions.

Should you have any questions or require further assistance regarding data access or the use of the Data Service, please do not hesitate to contact our customer support team. [stpro.kr@samsung.com]

How can I make a complaint relating to the EUDA Service or the Data Act in general?

In the first instance, you can contact Samsung using the customer support details set out above.

Each EU Member State has designated one or more competent authorities to be responsible for the enforcement of the Data Act. You may lodge a complaint with the relevant competent authority in the EU Member State of your habitual residence, place of work or establishment relating to the Data Service or the Data Act in general.

Terms and Conditions

In order to request access to your own connected product and SmartThings Pro data, you are first required to agree to the terms of the Data Access Agreement. The access rights and restrictions on use of data by Samsung and users are attached to this notice as an appendix. The full terms are to be provided separately.

Samsung Address

Samsung Electronics Co., Ltd. 129, Samsung-ro, Yeongtong-gu, Suwon-si, Gyeonggi-do, 16677, Korea

Appendix

Data use and sharing by the Data Holder (Samsung)

Agreed use of non-personal Data by the Data Holder

The Data Holder undertakes to use non-personal Data only for the purposes agreed with the User as follows:

(a) performing any agreement with the User or activities related to such agreement;

(b) providing support, warranty, guarantee or similar services or to assess User's, Data Holder's or third party's claims (e.g. regarding malfunctions of the Product) related to the Product or Related Service;

(c) monitoring and maintaining the functioning, safety and security of the Product or Related Service and ensuring quality control;

(d) improving the functioning of any Product or Related Service offered by the Data Holder;

(e) developing new products or services, including artificial intelligence (AI) solutions, by the Data Holder, by third parties acting on behalf of the Data Holder (i.e., where the Data Holder decides which tasks will be entrusted to such parties and benefits therefrom), in collaboration with other parties or through special purpose companies (such as joint ventures);

(f) aggregating these Data with other data or creating derived data, for any lawful purpose, including with the aim of selling or otherwise making available such aggregated or derived data to third parties, provided such data do not allow specific data transmitted to the Data Holder from the connected product to be identified or allow a third party to derive those data from the Dataset.

The use of the Data for the above purposes is necessary for the full enjoyment of the Product and Related Service by the User, for instance in respect of maintenance, diagnostics and repair, and the provision of automation, smart home monitoring services and in-product features. Certain Product features require Data Holder to hold Data in order for the feature to be available.

The Data Holder undertakes not to use the Data: to derive insights about the economic situation, assets and production methods of the User, or about the use of the Product or Related Service by the User in any other manner that could undermine the commercial position of the User on the markets in which the User is active. None of the agreed Data uses may be interpreted as including such Data use, and the Data Holder undertakes to ensure, by appropriate organisational and technical means, that no third party, within or outside the Data Holder's organisation, engages in such Data use.

Data use by the User

Permissible use and sharing of data

The User may use the Data made available by the Data Holder upon their request for any lawful purpose and/or share the Data freely subject to the limitations below.

Unauthorised use and sharing of data

The User shall not:

(a) use the Data to develop a connected product that competes with the Product, nor share the Data with a third party with that intent;

(b) use Data to derive insights about the economic situation, assets and production methods of the Product manufacturer or, where applicable, the Data Holder;

(c) use coercive means to obtain access to Data or, for that purpose, abuse gaps in the Data Holder's technical infrastructure which is designed to protect the Data;

(d) share the Data with a third-party considered as a gatekeeper under article 3 of Regulation (EU) 2022/1925;

(e) use the Data they receive for any purposes that infringe EU law or applicable national law.

Making Data available to a Data Recipient

The Data must be made available to a third party nominated by the User (a 'Data Recipient') by the Data Holder, free of charge for the User, upon request presented by the User or a party acting on its behalf. The request can be made using the EUDA Portal, in the same way as the User requests

access to the Data themselves.

The Data Holder shall make the Data which is personal data available to a third party following a request of the User, when the User is not the data subject, only when there is a valid legal basis for making personal data available under Article 6 of Regulation (EU) 2016/679 (GDPR) and only, where relevant, the conditions set out in Article 9 of that Regulation and of Article 5(3) of Directive 2002/58/EC (Directive on privacy and electronic communications) are met.

In that respect, when the User is not the data subject, the User must indicate to the Data Holder, in each request presented under the previous clause, the legal basis for processing under Article 6 of Regulation (EU) 2016/679 (and, where relevant, the applicable derogation under Article 9 of that Regulation and Article 5(3) of Directive (EU)2002/58) upon which the making available of personal data is requested.

The Data Holder must make the Data available to a Data Recipient with at least the same quality as they become available to the Data Holder, and in any case in a comprehensive, structured, commonly used and machine-readable format, easily and securely.

Where the User submits such a request, the Data Holder will agree with the Data Recipient the arrangements for making the Data available under fair, reasonable and non-discriminatory terms and in a transparent manner in accordance with Chapter III and Chapter IV of the Data Act.

The User acknowledges that a request cannot benefit a third party considered as a gatekeeper under Article 3 of Regulation (EU) 2022/1925.