Types of Data Generated and Processing

Withings connected products continuously generate data during their use, which are necessary for the activation of certain features. This data originates from direct interactions with the device (such as stepping onto a scale) or via the Withings mobile application (such as product configuration).

The types and volume of data vary according to the device, its software, its configurations, and the way it is used. This may include sensor data or data on operational status (such as battery status, pairing, or connectivity).

It is important to note that raw sensor data is generally deleted immediately after its generation. The device may also collect analytical data, which provides technical information about performance or usage (such as error logs).

Data Storage and Purposes

Withings generally does not collect or store raw sensor data on its servers. The processing of this data is primarily carried out on the device itself, where it is used to power specific features.

The majority of usage-related data is either deleted immediately after generation or within a very short period, often less than 24 hours. Certain limited data may be retained on the device for a few days before being replaced or deleted.

Very limited data enabling the personal identification of the user is shared with Withings and is only retained on the servers for the duration necessary to provide the services or functionalities chosen by the user.

User Access and Right to Complaint

Data is available via the data export page. To ensure security, the user must log in and their identity is verified. The data is provided in standard, readable digital formats.

Users may also choose to delete their Withings account.

Furthermore, if a user has questions, they can contact Withings by email at support@withings.com or by mail addressed to 2 rue Maurice Hartmann - Issy Les Moulineaux (92130), France. The user has the right to file a complaint with the competent authority designated in their Member State of habitual residence, work, or establishment.

Sharing with Third Parties and Termination

Withings may use third-party service providers to perform tasks on its behalf, such as the processing or storage of data, including personal data generated by product use. Additional information is available in the Withings privacy policy.

Users can terminate the use of Withings services at any time. If the user deletes their Withings account, they lose access to other Withings or third-party products or services configured with that account. This action is irreversible after the period of one week following the deletion request. Specific instructions for account deletion are provided on a dedicated support page.