Lovense — EU Data Act Information

European Data Act · Article 3
Information obligation for connected products

App: **Lovense Remote** | Manufacturer: **Lovense Technology Limited** | Document issued by: **Passage du Désir** (passagedudesir.com)

1. Type, Format and Volume of Data

The **Lovense Remote** app collects the following categories of data:

Account data (email address, username), Bluetooth and network connection data (Bluetooth device identifiers, IP address, operating system), usage and interaction data (device settings, vibration patterns, intensity levels, session interactions). Where chat or video features are used, these communications remain end-to-end encrypted and are not accessed by Lovense servers.

Format: Digital / JSON
Volume: Variable depending on usage; typically a few MB per user account

2. Real-Time and Continuous Data Generation

Real-time generation: Yes — the device generates usage data in real time during active sessions.

Continuous generation: No — data is generated only when the device is in active use via the app.

3. Data Storage and Retention

Local storage (on device): Limited local caching via Bluetooth connection.

External server storage: Yes — account and usage data are stored on Lovense's external servers, encrypted at rest and in transit. A portion of data is anonymised for product improvement.

Retention period: Data is retained for the duration of the account and for the period required by applicable legal and business obligations.

4. User Rights — Access, Retrieve and Delete Data

How to access your data: https://www.lovense.com (account login) or via in-app account settings

How to delete your data: Account Settings > Privacy, or by contacting support@lovense.com

Terms of Service: https://www.lovense.com/terms-of-service

Privacy Policy: https://www.lovense.com/privacy-policy

Service quality (availability / support): App availability: 99%+ uptime target. Support: support@lovense.com. The app is available on iOS and Android.

Samenvatting (NL)

De Lovense Remote-app verzamelt accountgegevens (e-mail, gebruikersnaam), technische verbindingsgegevens (Bluetooth, IP-adres, besturingssysteem) en gebruiksgegevens (instellingen, trilpatronen). Gegevens worden opgeslagen op externe servers, versleuteld verwerkt en deels geanonimiseerd voor productontwikkeling. Lokaal gebruik is mogelijk met beperkte functionaliteit. Videochats en berichten zijn end-to-end versleuteld en worden niet door Lovense-servers ingezien. U kunt uw gegevens inzien en verwijderen via uw accountinstellingen of door contact op te nemen met support@lovense.com.

Document prepared by Passage du Désir (contact@passagedudesir.fr) · June 2026 · Based on Lovense Privacy Policy (https://www.lovense.com/privacy-policy) · Pursuant to Regulation (EU) 2023/2854 (European Data Act), Art. 3