

Connected Product Data Information

Scope / Notes

- *This document describes the typical categories of data generated and transmitted by Duux connected air treatment devices, including the Threesixty 2, Edge 1500/2000, Edge Oil 1500/2000, Bright 2, Neo, Whisper Flex 2 & Elevate.*
- *The exact data points and volumes may vary by model, firmware version, and user settings.*
- *This document was created in relation to compliance with the EU Data Act.*
- *Version 1.0 – 30 January 2026*

1. Nature of the data generated by the connected product

Personal data (may be generated depending on features used)

- Account and profile data (e.g., email address, username, country/language settings) when the user creates a Duux account.
- Device association data (e.g., device nickname, household/family membership).
- Identifiers and technical data (e.g., device ID, app instance ID, IP address, approximate location inferred from IP).
- Optional location data when enabled (e.g., to set timezone, schedules, or local features).

Non-personal / product and service data

- Product status and configuration (e.g., on/off state, mode, fan speed/level, setpoints, timers, schedules).
- Firmware and software versions.
- Diagnostic and error messages (e.g., sensor faults, connectivity status).
- Maintenance data (e.g., filter life estimate, cleaning reminders, reset events).
- Sensor/environment data measured by the device (model-dependent): temperature, relative humidity, particulate matter (PM2.5), VOC/air quality index, and similar indoor measurements.

Customer usage data

- Interaction events (e.g., button presses in the app, changes made via the device panel or remote, schedule creation). Activity timestamps (e.g., when the device is turned on/off, when modes change).

General environment data (external)

- If the app shows local outdoor conditions, the app may retrieve weather data from a third-party provider based on the user's selected city or approximate location.

2. Estimated data volume

Data generated through user interaction

- Typical command and event payload: ~0.5–2 KB per action (e.g., change speed/mode, set schedule).
- Typical heavy interaction day: ~50–200 actions → ~25–400 KB/day.

Data generated when the product is in standby or switched off

- Heartbeat / connectivity status (where supported): ~0.2–1 KB per heartbeat.
- Typical standby telemetry: 5–60 minute interval → ~5–300 KB/day (depending on model and settings).

Continuous sensor telemetry (when enabled)

- Typical sensor upload: ~0.3–1.5 KB per sample.
- Typical sampling interval: 1–5 minutes → ~100–2,000 KB/day (~0.1–2.0 MB/day).

3. Data format

- Data is typically transmitted in structured formats such as JSON (and/or protocol payloads converted to JSON on the server side).

4. Continuous / real-time generation

- Connected models can generate sensor and status data continuously while operating.
- The app may display near-real-time values (refresh rates typically from a few seconds to a few minutes, depending on the model and network conditions).

5. Where the data is stored

- On-device: short-term cache and settings required for operation (e.g., last mode, schedules).
- Mobile app: local cache on the user's phone/tablet for performance and offline viewing.
- Remote servers: service data are stored on secure cloud infrastructure located in the EU (all within the EEA for EU markets).

6. Data retention duration

- Account data: retained while the account is active; removed after account deletion (subject to legal retention obligations).
- Device telemetry and history (if enabled): typically retained for a limited period to provide charts and insights.

- Diagnostics/logs: typically retained for a shorter period (e.g., 30–180 days) for troubleshooting and service quality.

7. How the user may access the data

- Access is provided via the Duux mobile application (smart features, charts, and device status).

8. How the user may retrieve the data (technical steps)

- Install the Duux app (iOS/Android) and pair the device to Wi-Fi.
- Log in (only required for certain features such as sharing, schedules, charts).
- Open the device page in the app to view current status and sensor values.
- If export is not available: contact support at service@duux.com and request a copy of your account/device data.

9. How the user may erase the data

- Remove the device from the app (unpair/delete device) to stop data transmission for that device.
- Delete the app to remove locally stored cache from the mobile device.
- Request account deletion and/or data erasure by contacting privacy@duux.com or by deleting the account via the preferences in the Duux app.
- After processing, associated cloud-stored data is deleted or anonymized according to internal retention policies and legal obligations.

10. Terms of use

- Privacy policy: <https://duux.com/en/privacy-policy/>
- General terms and conditions (EU): <https://duux.com/algemene-voorwaarden/>
- UK terms and conditions (UK): <https://duux.co.uk/terms-conditions/>

11. Quality of service (APIs/SDKs)

- The Duux app and connected services are provided on a best-effort basis and may be subject to maintenance windows.
- Public APIs/SDKs: not provided for end users.

12. Related services or virtual assistants

- Duux product do not include related services or integrated virtual assistants.