Last updated: 18 July 2025

■ Data generated by Printers, Scanners and their Related Services

Canon Europa N.V. (Corporate Registration Number: 33166721 VAT Registration Number: NL005916343B01 Contact address: https://www.canon-europe.com) and its affiliated companies in the EU (collectively, "Canon") sell and provide products and services below that fall under the connected products and the related services as defined by the EU Data Act ("Connected Products and Related Services"), and various data may be generated as you use them ("Generated Data").

The following sections explain the type of Generated Data, how you can access them, and any other legally required information under Article 3.2 and 3.3 of the EU Data Act.

Connected Products and Related Services:

- Printers, scanners, multifunction printers, their accessories, and their related services.

Type and Nature of Generated Data:

The type of Generated Data of Connected Products and Related Services are categorized as follows:

(1) Data generated by the **use** of Connected Products and Related Services;
  (A) Generated Data which relates to the **activities**;
  (B) Generated Data which relates to the **settings**;
  (C) Generated Data which relates to the **status**;
(2) Generated data which relates to **environment** of Connected Products and Related Services.

In each following section, we explain the type of Generated Data of each category.

(1) Data generated by the **use** of Connected Products and Related Services
  (A) Generated Data which relates to the **activities**

- Data about the Frequency of User's Activities

  Counter information such as the number of sheets printed or scanned, the frequency of use of particular parts or operations of Connected Products and Related Services, may be generated based on the user's activities.

- Data about Printing Media

  Data such as the type and size of printing media (e.g., paper, plastic) may be generated based on the user's activities. This data includes information such as specific paper type (plain paper, glossy paper, etc.) and paper size (A3, A4, etc.).

- Data about the Usage Mode

  Data such as the mode of operation, print quality may be generated based on the user's activities. This data includes information such as a specific operation mode (scan, copy, etc.) and print quality (normal, clean, etc.).

- Other Data about User's Activities

  Data such as descriptions and metadata of files used for printing, information about screen transitions of Related Services, other operation history, and information about the time required for operation may be generated based on the user's activities.

(B) Generated Data which relates to the **settings**

Data about user's settings may be generated. This data includes information related to various settings such as print settings, network settings, language settings. This data also includes information entered by the user or information obtained from the OS of the terminal device (e.g., personal computer, smartphone) you use.

(C) Generated Data which relates to the **status**

- Data about the Status of Connected Products, Consumables, and Consumable Parts

  Data such as remaining quantity of ink and toner, or the status of consumable parts may be generated.

- Data about the Configuration of Connected Products and Related Services

  Data about the configuration of Connected Products and Related Services, such as firmware information, hardware options, information about installed applications.

- Data about Errors

  When Connected Products and Related Services detect an error, it may generate error log and information necessary for recovery of the error. This data is a character string that describes a specific error event or information necessary for recovery of the error.

(2) Generated data which relates to **environment** of Connected Products and Related Services

When you send a command to Connected Product from a separate terminal device you use, certain information about such terminal device (e.g., type of OS and browser, network environment data) may be transferred to Connected Products and Related Services.

Furthermore, usage environmental data may also be recorded on it (e.g., The temperature inside Connected Products may be recorded as "XX°C" or within a specific range (e.g., "XX-XX°C")).

Format of Generated Data:

Common to each of Connected Products and Related Services, the data structure and data format of Generated Data are generally JSON, CSV, XML format, etc., and the values of each piece of data are generally described in the form of text data, numeric data or binary data, based on certain encoding methodology.

Estimated Volume of Generated Data:

The estimated volume of each piece of Generated Data described above ranges from a few bytes to tens of kilobytes, depending on the type of data.

Collection of Generated Data and its Purposes:

Canon and Canon Group companies may collect, use and store Generated Data on remote servers managed by us for the following purposes:

- To provide, maintain and protect our products and services;
- To improve the quality of our products and services, and to develop new ones;
- To help solve any issues you might have with our products and services;
- To protect users and Canon and Canon Group companies; and
- For other purposes described in our contract, terms of use, privacy notice, etc. provided prior to collection of Generated Data.

Frequency of Generation/Collection:

Some data may be generated in real time as a result of your activities on Connected Products and Related Services, while other data may be generated continuously, regardless of your activities, to check the status of Connected Products and Related Services during you use them. Certain Generated Data is collected at a frequency appropriate to its purpose. Some Generated Data may be collected in real-time when it is generated, while other Generated Data may be collected periodically (e.g., every few hours or once a month). For example, error log may be collected in real-time, while data used for improving the quality of our products and services or for developing new ones may be collected periodically (e.g., once a month).

Duration of Retention:

Unless otherwise specified, we will keep Generated Data until we achieve the purposes listed above. For some of Connected Products and Related Services, the duration of retention of individual Generated Data may be explained separately in product manuals or technical documents. For more details, please see the relevant documents applicable to each of Connected Products and Related Services.

Data Processing Parties:

To provide Connected Products and Related Services to you and to achieve the purposes listed above, Canon Group companies and external service providers may be involved in the processing of Generated Data.

How to Access Generated Data:

You may access and/or delete Generated Data as indicated in the product manuals, Q&A, or other documentation. For example, Connected Product and Related Services have functions for setting verification, status verification, factory reset, and account deletion, if applicable.
Please see the corresponding product manual or Q&A, etc., for more details of information on how to use these functions to access Generated Data. If you have any questions, please visit Canon website at:
https://www.canon-europe.com

Furthermore, you can request Canon to provide you or a third party you designate with Generated Data that is readily available to Canon.
When Canon provides Generated Data as you requested, we may need to verify information about your Canon product (e.g., product serial number) and the subscription status of your Related Services contract to confirm the data generated by your use of the relevant Connected Product or Related Services, or to confirm that you or a third party you designate has the authority to receive Generated Data (especially if Generated Data includes personal information).

Duration of Contract:

The duration of each contract for Related Services depends on the respective service contract. For details about the duration and how to terminate the contract, please check the relevant contract between you and Canon.

Contacting Canon:

Please visit the Canon website below to access the relevant product manual, Q&A, etc. for information on how to access Generated Data:
https://www.canon-europe.com

Also, you, as a user of Connected Products and Related Services, may contact your account manager to request access to Generated Data that is readily available to Canon. If you are unsure whom to contact for such request, you may alternatively reach out to Canon by sending an email to eudataact@canon-europe.com. Please note that this contact address is intended solely for such user requests under Article 4 or Article 5 of the EU Data Act. It should not be used for general inquires or requests for technical assistance with your Canon products and services.

We hope that Canon will be able to resolve any concerns you may have. However, if you are still not satisfied, you may complain to the competent authority designated under Article 37 of the EU Data Act, according to your place of residence.

(End)