

Information about your connected item

We believe it's important that you know exactly what to expect when purchasing a connected item. That's why we have clearly outlined the data your smart device collects and stores.

What kind of data is collected?

Your item collects data about usage and its environment.

For example: location data, activity data, battery/device status information, cellular connectivity metrics, pet vitality data and bark event information.

The device does collect this data periodically and sends updates to Tractive's data center periodically.

Where is this data stored?

The device does store data locally on the device itself. In addition, the data is stored on an external server. The data is retained for a period of up to 13 months.

How can I view, share, or delete my data?

You can manage the data collected by your device through the manufacturer's solution. This must include at least:

- **How to access/view your data**

You can view the data collected through the Tractive GPS app.

- **How to request your data**

Find a detailed step by step guide on the Help Center Page:

<https://help.tractive.com/hc/en-us/articles/29331965045138>

- **How to share your data**

If you wish to share your data with a third party that already facilitates data exchange with Tractive, please contact that third party directly.

- **How to delete your data**

You can delete your full Tractive account by following the steps described on the following Help Center Page:

<https://help.tractive.com/hc/en-us/articles/19497088971922-How-to-delete-your-account>

Terms of Service

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